



## Frequently Asked Questions

### **Who supports my system when I sign up for a Control4 Assist or Assist Premium service plan?**

Support is provided by both Control4 and the integrator. Control4 Assist provides an outlet for remote support, while the local integrator will take care of any onsite needs. The Control4 Assist team and integrator will work closely to assure a great and seamless support experience.

### **How qualified are the specialists on the Control4 Assist team?**

The Control4 Assist team is comprised of specialists who are carefully chosen for their experience in A/V, automation, and networking, as well as for their superior customer service skills. They are trained and certified in various specialties and are part of Control4's award-winning support and education department.

The team is composed of Certified Control4 automation programmers, experienced audio and video technicians, and professional certified network administrators.

### **What level of custom programming can the Assist Premium Team perform for customers?**

The Assist Premium Team will help customers with post-install personalization that can be performed by using When >> Then. The Assist Premium Team will always avoid anything in the security category, as that creates liability issues for Control4, but these requests will be passed along to the integrator. If the customer requests programming work outside the bounds of what is possible with When >> Then, the Assist Premium Team will make the integrator aware of the request. Additionally, the Assist specialist can help attach most mass market plug-and-play devices that are compatible with Control4 systems.

### **What are the responsibilities of my integrator, and what are the responsibilities of the Assist team?**

You can view a detailed breakdown of integrator and Assist team responsibilities [here](#).

## **How do customers contact Assist / Assist Premium?**

Customers should navigate to the support section of their Control4 iOS and/or Android app to contact Assist support.

## **How do I manage payment for Control4 Assist?**

1. Pay through the Control4 iOS / Android app.
2. Manage ongoing payments in the Plan & Services section of the app.

## **What happens if a customer cancels the renewal for Assist?**

Customers will continue to receive support until the date that their Assist or Assist Premium plan was set to renew. At that time, they will lose access to the Control4 Assist Team and cannot contact them for any reason.

## **What happens if onsite support is required to resolve an issue?**

If a Control4 Assist specialist is unable to remotely resolve an issue, a support ticket containing all relevant details will be escalated to the integrator of record to allow for a seamless support experience for the customer.

All onsite support, including hardware replacement, is managed by the integrator and is subject to their existing pricing.

## **How does a customer change their integrator of record?**

To deselect an integrator, a customer can do so through the customer profile in their app.

To select a new integrator of record, a customer should select and work with an independent integrator who will be able to connect their credentials to the account.

Note: customers who are selecting a new integrator should consider if they are Assist Authorized. There will be a badge in the dealer locator for professional integrators who are Assist Authorized.

Get more information about the process [here](#).

## **What happens if a customer's Assist Authorized independent integrator goes out of business or retires?**

Independent integrators who retire or go out of business will lose their "Assist Authorized" status. Additionally, any of those independent integrators' existing customers who have paid for Assist / Assist Premium will not be able to renew unless they select a new Assist Authorized independent integrator.

### **Who do I contact regarding my hardware warranties?**

Contact your independent integrator about hardware warranties. If you are paying for Control4 Assist or Control4 Assist Premium, you can also discuss hardware warranties with your Control4 Assist team specialist.

### **If I want to upgrade or add devices to my Control4 system, do I call Control4 Assist or my independent integrator?**

For professional-grade additions to your system, contact your independent integrator. For products purchased from common retailers (e.g., Amazon, Best Buy), you can contact your independent integrator to get onsite support or contact your Control4 Assist specialist who can remotely help you to connect many of these devices.

### **How can customers know who is Assist Authorized?**

There will be a badge in the dealer locator to designate who is Assist Authorized.