KUSTOM THEATER KREATIONS



Time is priceless...





...Live better. Enjoy more. Feel secure. Let technology improve how you live so you have more time to enjoy life. That's why Kustom Theater Kreations exists - to connect the dots between how you live and what we can do to remove tedium and add joy.

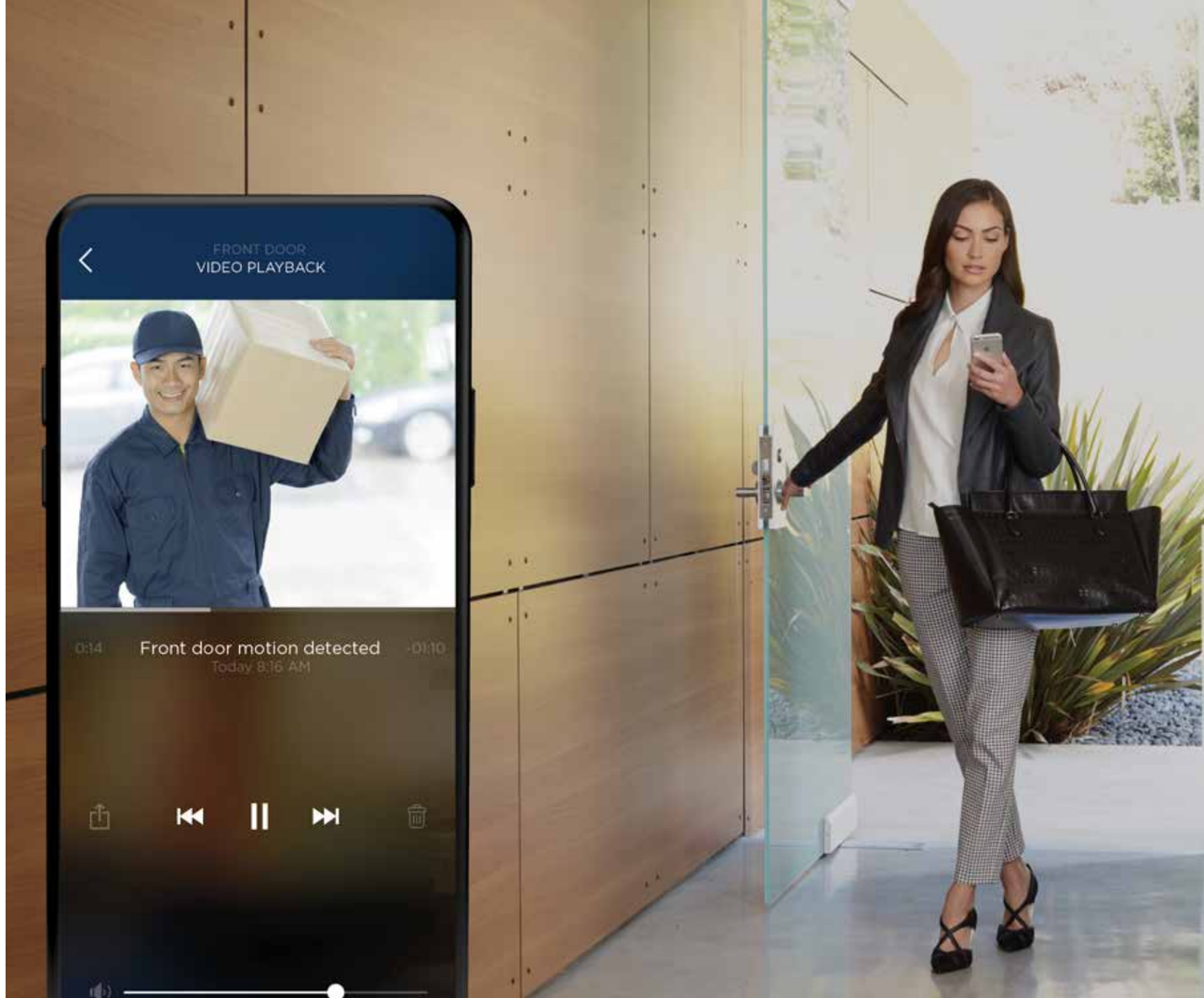
Since we began in 2006, Kustom Theater Kreations has successfully installed hundreds of projects throughout Coloroado. We understand that your time is a precious commodity. Let's make the most of every second.



Breathing creates serenity so does your peace of mind

We assist your well-being with a smart integration of complimentary technologies, to deter an incident before it happens, grant access and to see and speak with guests. Our systems provide an easy-to-use interface that can be accessed wherever you are.

- Smart cameras
- Keyless entry
- Gate systems
- Video doorbells
- Facial recognition
- Room monitoring
- Paging and intercoms



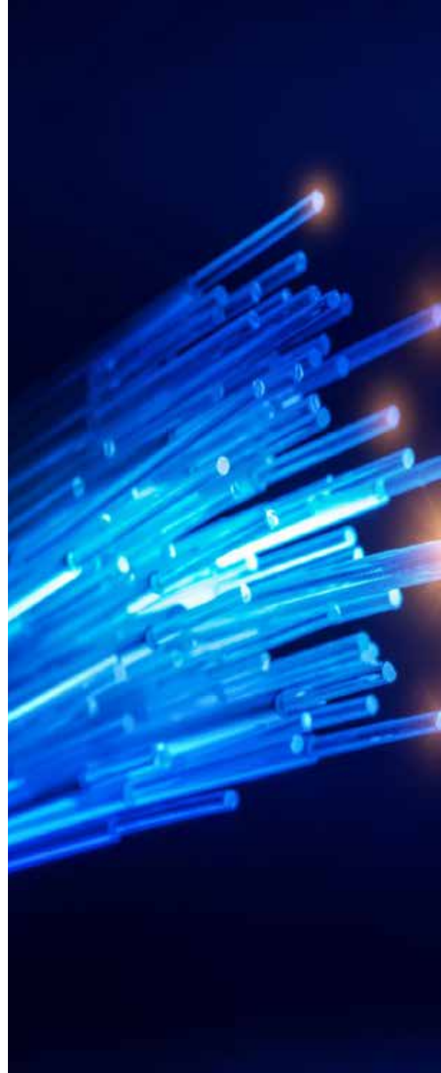


The world comes to you at your calling

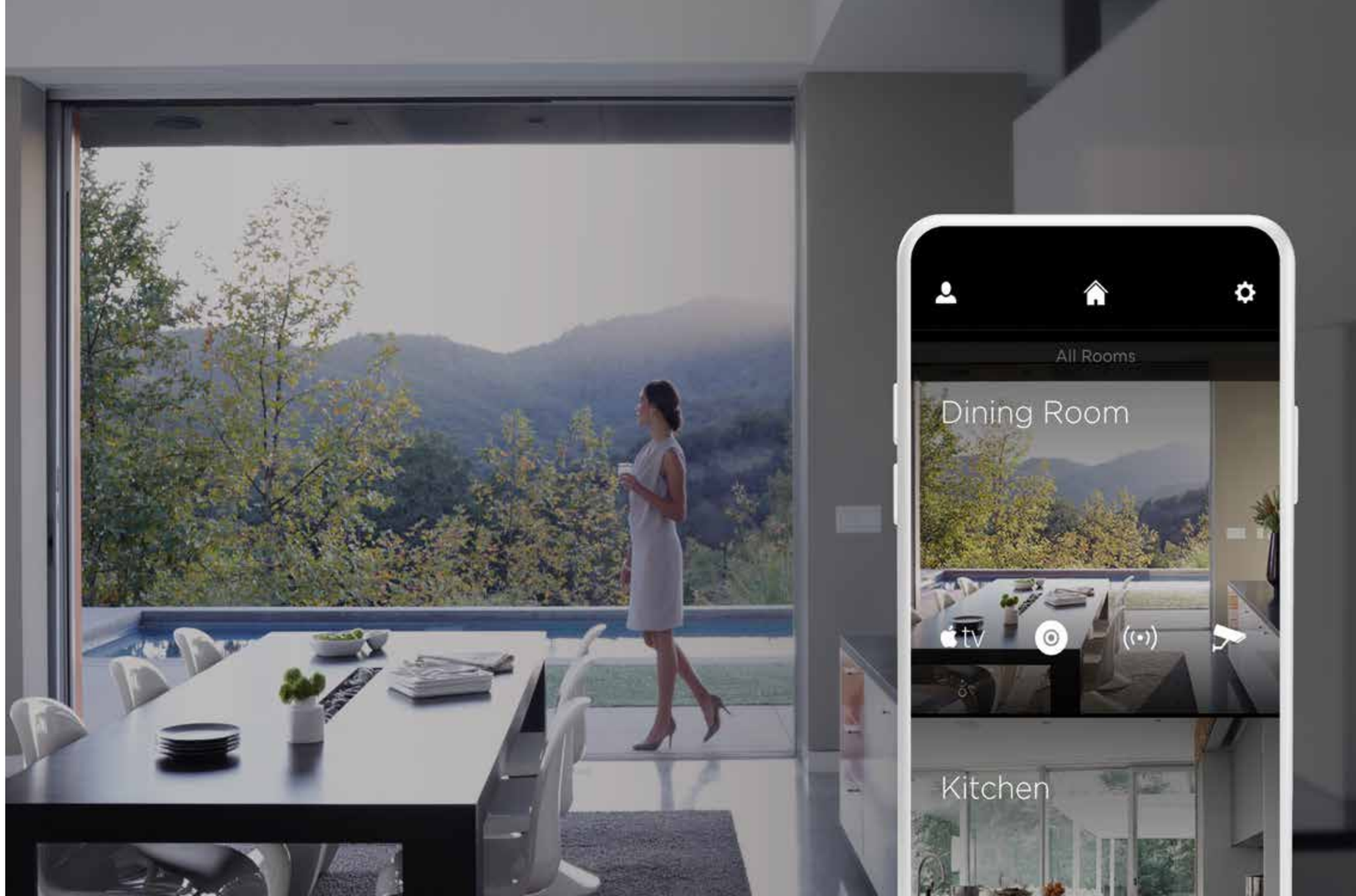
The automated residence is its own web of connected devices that are constantly communicating with each other. A proper connection is a necessity.

We are experts in network design and cabling for your tasks today and for what might come.

- ∞ Enterprise-grade hardware and design
- ∞ Layer 3 core switches
- ∞ High-security deployments
- ∞ Superior coverage, impressive wireless speeds



Ambiance.





Living well, day and night

Light defines your space, it's colors, shapes and textures. Paint with your light. Design your world. We anticipate your mood throughout the day by letting in the sun, or filtering its light with privacy window treatments. As goes light, so changes temperature and humidity. And so, we integrate light, shade, climate and your water environments to be in tune with you.

- Elegant fixtures and controls
- Preset scenes to match how you live and entertain
- Sensors turnoff lights in unoccupied rooms
- Motorized shades and drapes for all windows
- Bespoke fabric selections
- Smart thermostats and sensors
- Water feature, bath, pool and spa control





To sing, to dance, to luxuriate

A totally immersive experience for you and your guests. Cinema-sized screens and 11-channel surround sound for Media Rooms and Theaters. Hidden speakers and streaming music relax the day in any room of your home. Enjoy crystal clear sound indoors and out, for a party or a relaxing day on the deck. Your music and movie collection can be accessed and played anywhere - you can be in the kitchen listening to music while children enjoy their favorites in another room.

- Media Rooms and theaters
- All music, all shows, anywhere
- Hidden speakers and screens
- Ultimate 2-channel music rooms
- Acoustics and room design
- Indoor and Outdoor
- Control by voice

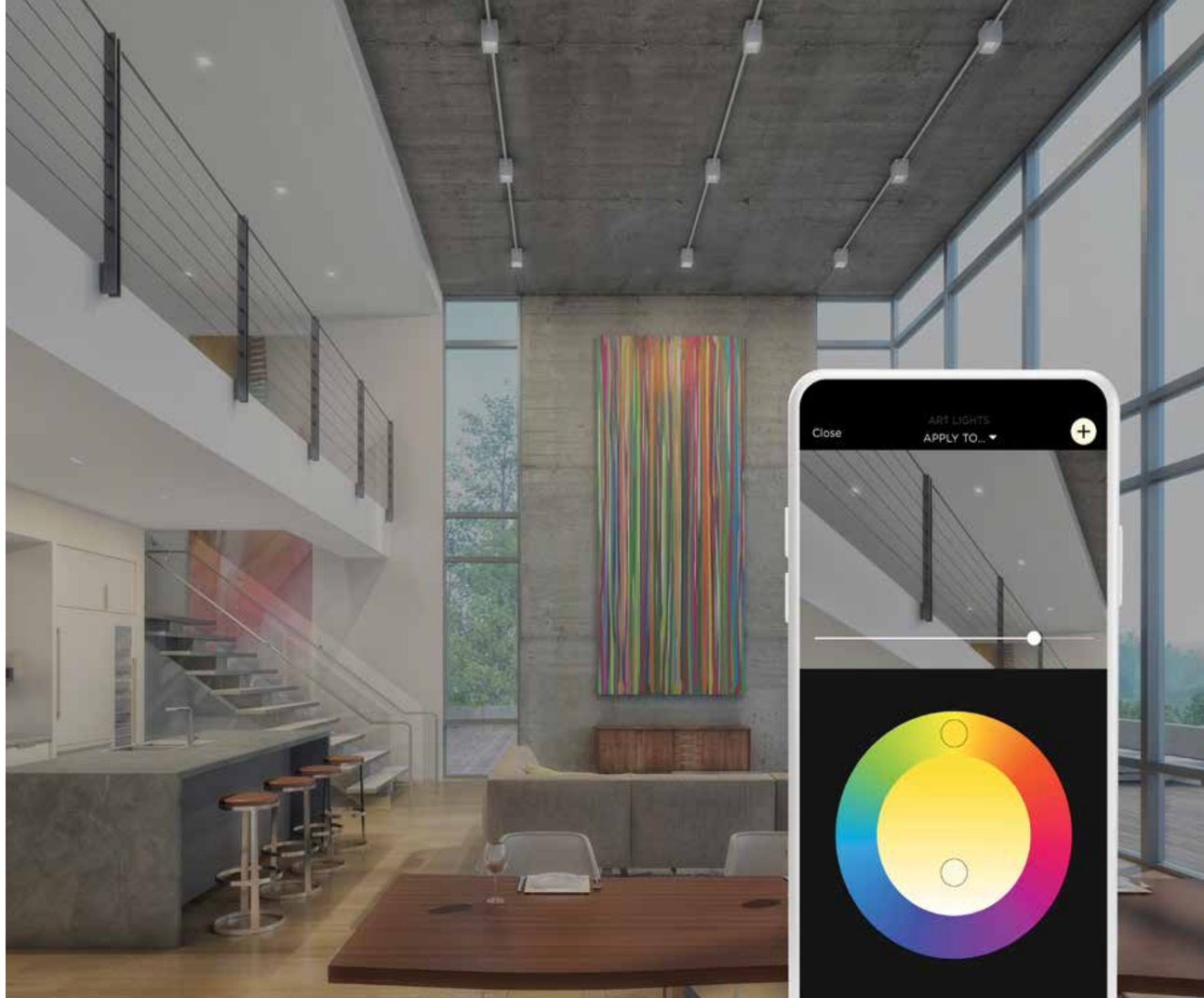




Your wish is your command

A smart environment makes your life simpler, safer and more relaxing and helps regain time to use as you desire. When your home recognizes you, it can then smartly set your desired conditions. Be in control of your home no matter where you are.

- ∞ Unlock or secure all doors, gates and passageways
- ∞ Circadian Rhythm light changes for enhanced wellness
- ∞ Preset room scenes with lighting, shades and climate
- ∞ Adjust climate and water features
- ∞ Your music and shows on command
- ∞ Simplified one-button operation or voice controls



Services.





System Design & Documentation

Our design team will create a detailed proposal encompassing all aspects of your unique requirements. Our designs consider emerging technologies and ensure that your home is future-proofed and will keep your home's technology relevant for years to come. After acceptance of the proposal, we will provide a set of documents that clearly describes the plan, the work and the specific equipment we will be using to complete your vision.

Project Management

Throughout the entire project, from design meetings to the finish, a project manager will oversee every aspect of the installation from scheduling, working with your contractor and other trades to assure adherence to the design and quality control. Check with us for our different service packages. We will help you choose the service plan that is right for you and for your system.



System Installation

A professional team of technicians will bring your design to life. You can rest assured that every cable and device is properly installed, tested and calibrated for the best possible performance.

Custom Programming

Our approach to programming will leave you with a simple and intuitive system that keeps the complicated functions in the background and an easy-to-use, award-winning interface in the foreground.

Maintenance Programs

Our maintenance programs keep your systems up-to-date and working well. We can remotely troubleshoot and repair many common issues saving you frustration, a phone call and having to be home for an appointment. In the event that a service call is needed, a qualified service technician will be able to handle any issues that may arise.

Care.





KTKCare for ultimate support

The day we complete your installation is the day we start the next phase of our relationship. That is when KTKCare begins - our remote and on-site support for your system. It's our responsibility to be sure all the bits and pieces that make up your technology solution operates as good today as tomorrow, and for years to come. We take care of system integrations, programming, software, networks, connectivity to your internet service; as well as diagnosis, troubleshooting, monitoring, updates and maintenance. Additionally, we schedule periodic health visits to clean, calibrate, update and run a range of performance checks on your system.



KTKCare Performance Plans

FEATURE	BENEFIT	ELITE	PREMIER	PLUS	STANDARD
Proactive remote system monitoring	Your system notifies us of issues, often before you know	√	√	√	
Device monitoring and health report	Comprehensive monitoring of all IP enabled devices	√	√	√	√
Extended remote service hours	Remote service beyond our regular business hours	M-F 7a-11p, Sat and Sun 9a-8p	M-F 8a-8p, Sat 9a-8p	M-F 9a-7p	M-F 9a-6p
On-site hours	When we'll come to you for system support / repairs	Mon-Fri, 8a-6p*	Mon-Fri, 9a-5p*	Mon-Fri, 10a-4p*	Mon-Fri, 11a-3p*
Priority scheduling	How fast we respond to an on-site service request	Same-day or Next-day	2 business days	3 business days	Scheduled
Response time	How fast we respond to a system or call-in notification	Less than 1-hour	Less than 2-hours	Less than 3-hours	Same day
Complimentary site visits for service or support	Site visits for service or support at no added charge	Included	12-hours per year		
Complimentary equipment repair service	Includes hardware testing, removal, repair and re-installation	Up to 3-years from new	Up to 1-year from new		
On-site system checkup	Our techs clean, test and update your system on-site	Two visits per year	One visit per year		
Elite member product promotions	Special pricing on select products that match your system	√			
Lighting and shade scene reprogramming	We'll update your lighting and shade scene presets	√	√		
Savant OS updating	Scheduled updates to the latest Savant software (point updates only)	√	Point updates only**	Point updates only**	Point updates only**
ISP Concierge for installation and service	We work with your internet provider directly (account accees req)	√	√		
Password management	Off-site backup of all system passwords	√	√	√	
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings	√	√	√	
Power management for surge/brownouts	We monitor and reset your system due to electrical issues	√	√	√	
Network configuration management	Remote management of your network components	√	√	√	
Annual WiFi network scan	On-site review of network speed and coverage	√	√	√	√
Internet and CableTV troubleshooting	Monitoring and assistance with ISP issues	√	√	√	√
Transferable	You can transfer your plan to a new homeowner	√	√	√	√
Monthly Fee		Price on request	$295/month	$155/month	$75/month

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties. **Savant systems require an annual Savant Essentials license at extra cost. New programming and system upgrades are billed at current rates. Travel charges may apply for site visits greater than 20 miles from our headquarters. Service hours may vary depending on your building's access rules. See agreement for details. Terms and conditions subject to change with 30-days notice. *After hours/holiday service available for $350 flat fee. **Non-plan members are billed at $150/hr for remote or on-site service.**



25 Point Wellness Checklist for Elite and Premier

- White glove cleaning of system components
- Inspect all equipment for signs of wear
- Check all batteries in remote controls, touchpanels...
- Ensure all wiring is neatly installed and properly labeled
- Conduct firmware updates as required
- Reboot all CATV, Dish and ISP devices
- Review control and network logs for security and errors
- Backup all programs and system configurations
- Check temperature of all equipment closets and cabinets
- Inspect fans, vacuums and filters for failures, jams, or dust build-up and clean or replace filters as needed
- Verify operation of all speaker zones and control devices
- Validate all audio/video presets and favorites
- Test all lighting zones, scenes, and keypads
- Check all motorized shades, reset limits, and test controls
- Certify all connected surveillance devices
- Calibrate audio and video components as required
- Check bulb life on video projectors
- Check voltage at all surge devices where measurable
- Verify power to all wireless access points
- Conduct a wireless (wifi) interference site survey
- Run internet speed tests
- Ensure jobsite is properly cleaned prior to departure
- Discuss any known issues or questions with the owner
- Explain priorities for next scheduled visit and review any required service call follow ups
- Review new technologies with client

FAQ

Q: Why do I need a Performance Plan?
A: We can now do most maintenance, updates, support and even system repairs remotely. If there's a new update that would normally require a home visit to integrate, we can often perform the maintenance right from our office without interrupting you for a home visit. This reduces time and expense for you and for us.
Q: Is my system reliable?
A: In fact, more than ever. We rarely need to replace hardware. But there's constant software and feature updates, not only on what we installed, but on your mobile devices, streaming platforms and internet services.
Q: What if I'm not on a Plan?
A: You can choose to pay per incident and by the hour, but won't receive priority scheduling, extended hours or over a dozen other benefits. In fact, you'll likely pay more than if you were on a plan.
Q: What can we monitor and update remotely?
A: Just about any device that's connected including all critical system automation and networking hardware... exactly the items that are most dependent on software updates.
Q: What can't we monitor?
A: Older hardware like some TVs and a few 3rd party applications, appliances and non-connected devices.
Q: How do my manufacturer warranties fit in with the Plans?
A: Your manufacturer warranties are fully in effect up to their specific parts and labor schedules. If we need to remove a device for service, the labor for our visits is covered in some of our Plans.
Q: Do I need to sign a contract?
A: Yes, we offer a monthly agreement that automatically renews.
Q: How are the plans paid?
A: Our Performance Plans are paid monthly or annually.

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