



4255 N. Eagle Rd Ste 101, Boise, ID 83713 208-938-2302 www.TheLoopBoise.com support@TheLoopBoise.com

The Loop Technologies ProCare® Plan

Client Name: _____

Phone Number: _____

Preferred Email: _____

STANDARD WARRANTY (AFTER 90 DAYS FROM INSTALL)	PROCARE	PROCARE +
✓ Email support at \$49/incident	✓ PROACTIVE support, we see something is broken and fix it before you feel the pain	✓ PROACTIVE support, we see something is broken and fix it before you feel the pain
✓ Phone support at \$89/incident	✓ GUARANTEED same weekday email or phone response to all service calls, or we give you \$25!*	✓ GUARANTEED same weekday email or phone response to all service calls, or we give you \$25!*
✓ STANDARD Response Time	✓ Unlimited email support during regular business hours on Loop furnished equipment @ support@theloopboise.com	✓ GUARANTEED weekend support within 2 hours (with advanced notice of event) or we give you \$25!*
✓ REACTIVE Support (we respond when you call)	✓ Unlimited phone support on Loop furnished equipment during regular business hours	✓ Unlimited email support during regular business hours on Loop furnished equipment @ support@theloopboise.com
✓ 1 free Control4 system update	✓ Unlimited Control4 software updates	✓ Unlimited phone support on Loop furnished equipment during regular business hours
	✓ Up to 2 free Service Calls per year on Loop furnished hardware	✓ Unlimited Control4 software updates
	✓ Preventative Maintenance Service once per year	✓ Up to 2 free Service Calls per year on Loop furnished hardware
	✓ Unlimited Auxiliary Network device updates	✓ Preventative Maintenance Service once per year
	✓ VPN support when applicable	✓ Unlimited Auxiliary Network device updates
	✓ Exclusive 'Control4 Tips' and Enhancements e-newsletter and videos	✓ VPN support when applicable
		✓ Exclusive 'Control4 Tips' and Enhancements e-newsletter and videos
		✓ Unlimited phone & email support on client furnished hardware, including DirecTV, Dish Network, and Cableone
		✓ Once/year dedicated onsite technician for special event
		✓ Custom mobile app (Android/Apple) to fully manage WiFi devices, including children's phones and tablets. Also includes ability to power cycle devices when applicable
\$125/Service Call	\$49/Month, \$249 setup	\$99/Month, \$249 setup plus 1st month free!

RECURRING PAYMENT AUTHORIZATION
Name on Card: _____
CC #: _____ (Visa or Master Card only)
Expiration: _____ CCV: _____ ccv _____
Billing Address: _____
AGREEMENT DETAILS
12-Month Agreement Automatic payment on the 20th of every month Automatic yearly renewal

PLAN SELECTION	
<input type="checkbox"/>	YES, I want the PROCARE Service Plan to insure my system stays online!
<input type="checkbox"/>	YES, I want the PROCARE + Servie Plan so that my own equipment is also covered!
<input type="checkbox"/>	NO, I do not want ProCare, and understand the delayed support and risk

I understand that by checking the "NO" box and signing below I am knowingly opting out of any SERVICE support program offered by The Loop Technologies, and will be subject to any costs associated with support or repair after the initial 90-Day warranty.

CLIENT NAME: _____ SIGNATURE: _____ DATE: _____

Terms and Conditions

Procare Support is provided during regular business hours excluding weekends and federal holidays. New hardware additions or changes are not included in any support plan. *Same day support includes response to your call or email within reasonable hours of 7am-9pm, not a guarantee of repair of issue. Dollar amount quoted will be a credit applied to your account for future purchases or upgrades. The Loop has the right to amend or end this contract without cause, upon written 30 day notice to the client. Products that have been adjusted, changed, or reset by an individual other than a direct Loop Team Member are not covered by this program, and will be billed at our regular service rates of \$125/hr during business hours and \$200/hr nights/weekends. Locations outside of Eagle, Central Boise, Meridian, or Garden City are subject to additional trip charges. Actual charge dependent on zip code.