

# Hive Home Automation On-Site Assessment Prep Guide



# You've scheduled your consultation. Now you probably have questions.

For instance:

- What happens during my in-home assessment?
- What products and services does Hive provide?
- What's the Hive process from assessment to installment to completion?

In this guide, we'll answer all the questions you have about your upcoming consultation. We want you to feel comfortable and understand the process with Hive.

First, we'll give you an overview of the Hive process and address your biggest concerns. Then, we'll answer the most common questions homeowners have before their visit so you'll feel as prepared as possible for our conversation.



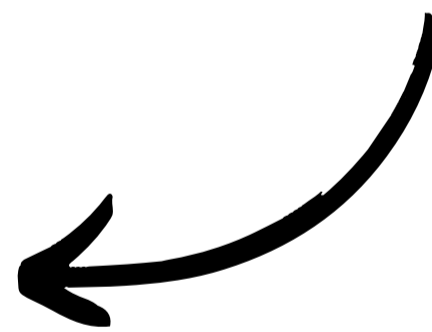
**Jeff Harris, founder**

# The Hive Timeline

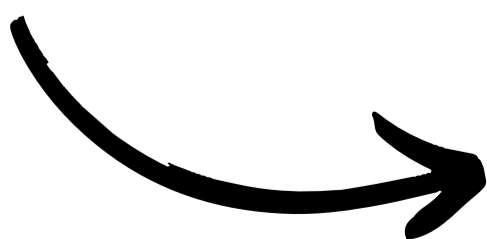
- 1) Set an appointment
  - 2) Home site review or showroom visit
  - 3) Consultation
  - 4) Layout and design
  - 5) Proposal accepted
- 50% payment due**



- 6) Scheduling
  - 7) Preparation
  - 8) Parts delivered,  
work begins
- 45% payment due**



- 9) Retrowire
  - 10) Equipment installed
  - 11) Device programming
  - 12) Tech certificate
- 5% payment due**



- Job complete**
- 13) Support

# Let's address your biggest worries first.

## **Q: How much does a smart home cost?**

**A:** We get asked this question all the time at Hive – it truly depends. We're always amazed at how many of our industry colleagues shy away from this question and scare away potential customers as a result. It truly depends. A small project in a smaller home could start at \$1500, but the more you add and the larger your home is, the more the costs can add up to tens of thousands of dollars. A licensed integrator like Hive can give you a more concrete estimate specific to your home.

## **Q: How fast can we get it done?**

**A:** Overall, we'll get it done for you as quickly as possible, depending on how extensive the work is. After signing your contract and making your initial payment, we'll put you on our schedule within twenty-four hours. If it's a retrofit job, meaning that we're installing into an existing home, the average installation will take three to four days, depending on the project's size. Generally, we can perform these installations within three to five weeks of contract signing.

## **Q: What's the warranty on a home automation system?**

**A:** The labor for any installation is under a thirty-day warranty, meaning Hive will arrive on the scene ready to address any issues that may arise in that time – absolutely free. Almost all of our products come with some manufacturer warranty, many of them up to one year and some up to a lifetime.

# On-Site Assessment Prep Guide

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What are the warranty and services like after a smart home install?

Click the numbers to jump to a specific page.  
Click the orange links throughout for more information.

# 01

## What does a Hive system do?

Hive integrates and simplifies the different kinds of technology within your home, allowing you to control it all from one app, remote, or touchpad. You can:

- Lower lights
- Raise the shades
- Turn on the TV in another room
- Adjust your audio in different rooms
- Set times or preset lighting scenes
- Check your security system throughout the day

And even more with the press of a button.



# 02

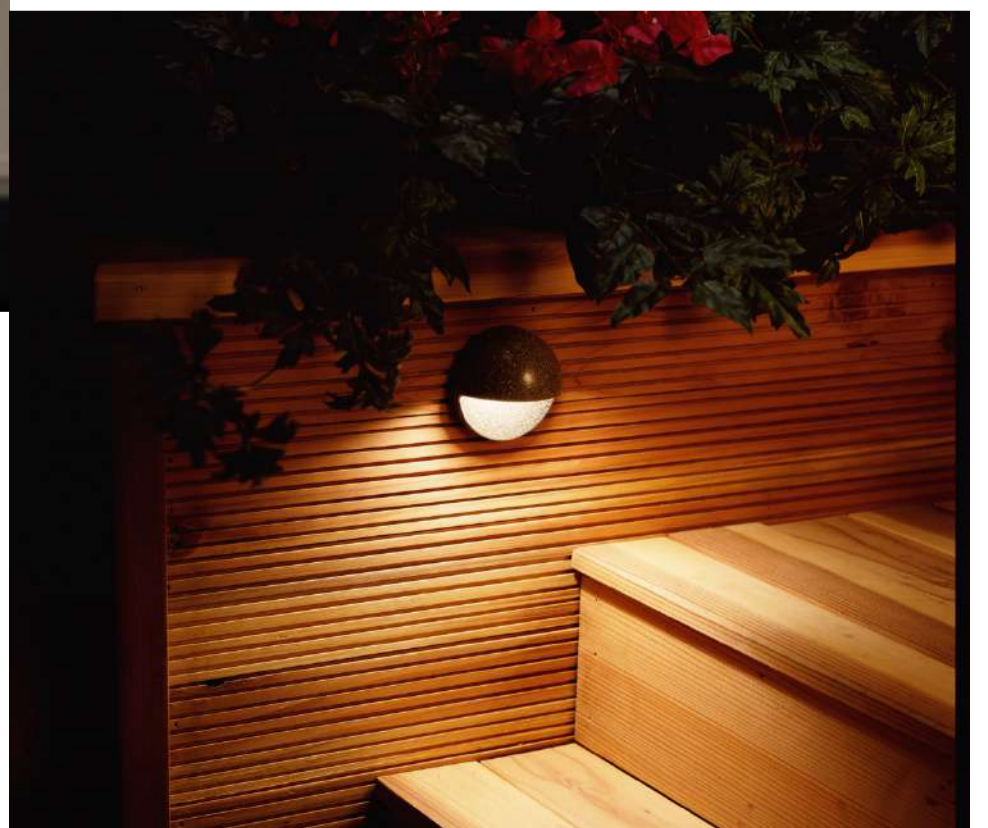
## What products and services does Hive provide?

### Smart home automation

This is the overall service we provide. We take many related internet devices and connect them under one remote control or app. We can connect video doorbells, thermostats, door locks, security systems and cameras, motorized shades, and the controls for your lighting, swimming pool, or gates in front of your home – literally anything that can be controlled via a remote control or an app.

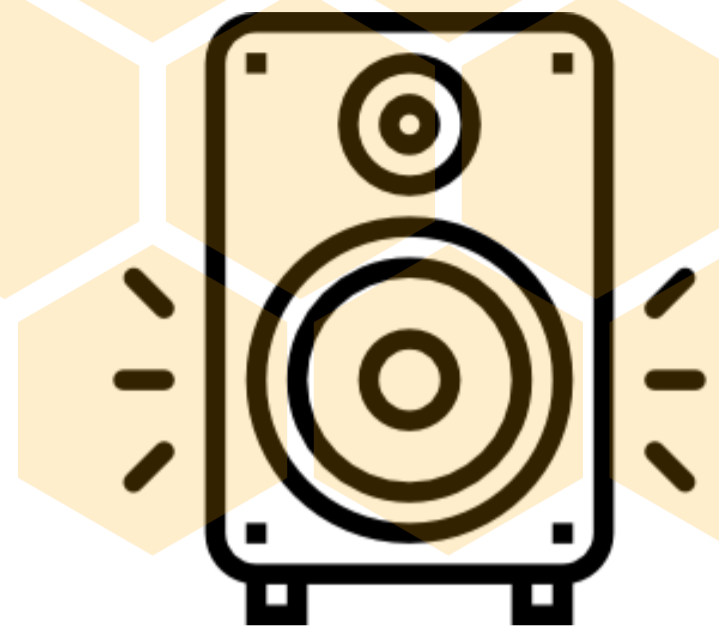
### **Networking**

Hive can connect all of your home's devices to your Wi-Fi via networking. We also do hardwire networking for products like computers, cameras, video doorbells, and more.



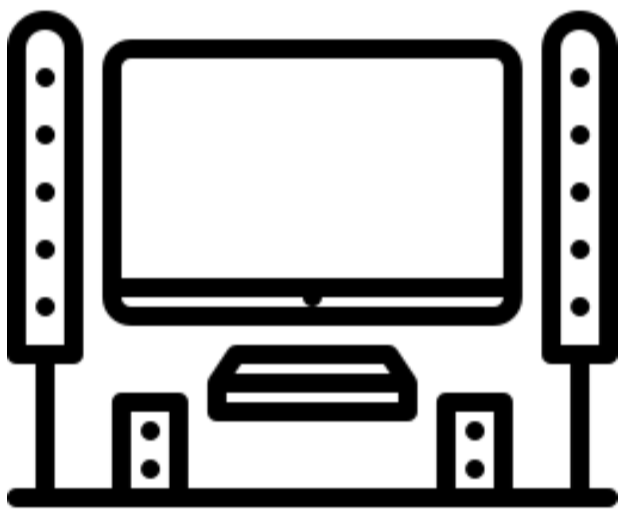
## Audio/Video

We can install speakers, projectors, surround sound systems, and indoor and outdoor televisions throughout your home.



## Home Theater

We can integrate our technology to build your dream home theater. This could include a starlit ceiling or panels on the walls for better sound quality. We also offer reclining seats for the full theater experience.



## Window Treatments

We install shutters, shades (both manual and motorized), blinds, and roman shades. We can also integrate our shades into your home automation system.







## Lighting

Not only can we control lighting scenes throughout your home with a press of a button, we offer various lighting fixtures, such as LED tape lighting, landscape lighting, and decorative fixtures. We can install them during construction or retrofit into existing homes.

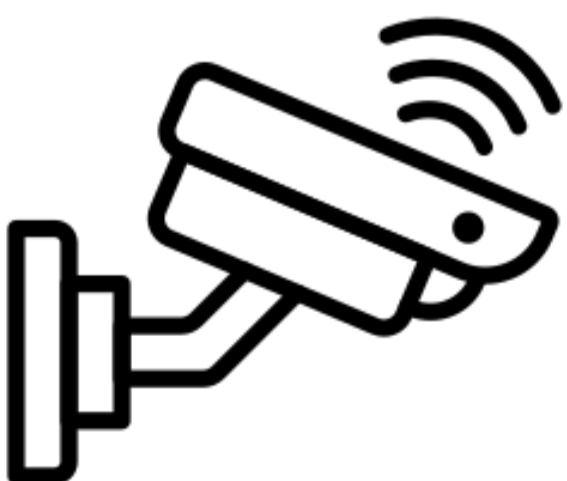
## Security Systems

We offer security systems that can be monitored by your local police or fire department. Hive systems can track door and window contact, as well as detect motion, glass breaks, key pads, smoke, and carbon monoxide.



## Cameras and Door Locks

Falling in the category of security, we offer interior or exterior cameras that are usually hardwired to a network video recorder. The door locks we offer can also be integrated into your home automation system and can be opened with a key fob or a four digit code.



# 03

## What happens when a design consultant arrives?

The first step to any major project is creating a plan. But how do you plan a home automation project? At Hive, we offer a free consultation service for this exact reason. The design consultant will walk through your home with you and discuss what you would like done in each room.

This consultation service covers existing homes and ones still in the building process.



# Topics you and your designer will cover include:

- The type of controller or brain that works best for you
- Hardwired vs wireless devices
- Sound and video systems throughout the house
- How much you would like your system to control. For example, do you want to add shades or blinds to your controller? Or controllable features like lighting, garage doors, exterior security systems, etc?
- External cameras and security systems
- Additional computer connections or TV setups in other rooms of your house or outside on your patio



Once you and the designer have toured your home and reviewed the blueprints, you'll sit down to go over everything that was discussed. This allows the designer to quickly put together a full-fledged proposal.

This is a good time to discuss your wants and needs with your design consultant and address any questions or concerns you may have. Our consultants are extremely knowledgeable and can suggest alternatives to any issues that may arise.

After the meeting with your design consultant, you'll receive your full proposal, which will include everything you went over and provide you with a cost estimate for the entire project. Once agreed upon, simply confirm with your designer and they'll take you to the next steps of starting the installation.

Want a few changes? Remember there is no 'one size fits all' proposal; we can break your job into various phases to meet your timelines and budgets!



# 04

## How do I prepare for my smart home installation?

Congratulations! You're taking the first step to a newer, more efficient home. But first, we'll go over a few key pieces of information so you're fully prepared for your installation:

### **Our no surprises policy**

A promise of open and honest communication between Hive and the client. This includes a list of possible problems that could lead to an increase in price or time. More on what those things are [here](#).

### **Service plans**

Hive Care is our proactive maintenance service, designed to help our clients with everything from system outages to yearly tune-ups. Our four unique plans will give you the peace of mind that Hive will care for your system long after we walk out the door. More [here](#).

### **Programming selections**

Your project manager will make note of any special preset actions you want for your system. This helps the integration run more efficiently.

### **Your client readiness checklist**

A list of simple tasks to seamlessly prepare your home for your technician's arrival.

### **Your payment schedule ([see section 5](#))**

# Your Pre-Installation Checklist

To ensure a smooth and efficient process, please review and complete the following checklist before our team begins work.

## Internet Connectivity

Ensure that internet access is available at the site or scheduled to be set up before the Hive workers arrive.

## High Voltage Outlets

Coordinate with the project manager to install or schedule the installation of high voltage outlets, if needed.

## Clear Working Area

Clear out any large furniture or expensive items from the working area, or let the project manager know if you need help with this.

## Gather streaming service passwords

Gather the passwords for all of audio and video streaming services so your system can be programmed.

## Customer-Supplied Equipment

Ensure that all customer-supplied equipment is assembled and inspected for missing parts before installation.

# Your Pre-Installation Checklist, Continued

## Customer-Supplied Equipment

Ensure that all customer-supplied equipment is assembled and inspected for missing parts before installation.

## Mark Calendar

Mark your calendar for the estimated start and completion dates of the project and be available at the site during those times.

## Payment

The 45% payment is due at the time of delivery of parts, and you will receive an email with the payment link the day before the project starts. Contact the project manager or finance directly at [Finance@hivestyle.com](mailto:Finance@hivestyle.com) for any assistance with the payment.



# 05

## How quickly can we finish the project?

Overall, we'll get it done for you as quickly as possible, depending on how extensive the work is.

- Our technicians must wait until all your equipment arrives. This prevents long gaps between work and ensures everything is connected properly.
- The size of the system is also a common factor in the length of the project. More complex systems that spread across many rooms with different components will take much longer than simple, single-room systems. Changes to the orders can also delay installation, so it's best to discuss every component you want with your project manager.
- Your installation can range from a few hours to a few weeks. Talk to your consultant about an estimated schedule.



# 06

## How do the technicians do their work?

All of our team members are highly qualified to ensure the safety of your possessions and home. Some of our core values include:

- Transparency
- Respect
- Efficiency



Before the tech's arrival, you will receive a readiness checklist. (see section 4). This list will ensure the technician can get right to work on arrival.

# The Work Process

Our technicians will arrive in a Hive uniform, with shoe covers on, and introduce themselves. They will be carrying an iPad, a tool bag, and a shipping blanket. The iPad contains the scope of work and any invoices that might be due upon arrival.

Then, our technician will ask you to go over your scope of work with them. Once you and the technician are on the same page, they'll start working on your installation.

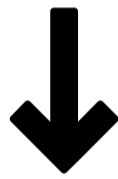
Once work has been completed for the day, the technician collects all their equipment and cleans up their work area. Each of our Hive vans has a personal vacuum and any other cleaning supplies that might be needed.



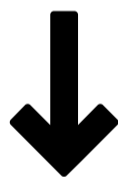
# 07

## When and how do I pay Hive?

After the proposal is signed, you will receive an invoice from us for 50% of your project.



Two days before your start date, you will receive an invoice for 45% of your project, which will cover equipment and material costs.



The final 5% is due when your project is complete.

Your first payment will put your credit card or wire transfer information on file with us.

**Customers who pay 100% at the beginning of the process will receive a 2% discount on their project.**

# 08

## What additional costs can I expect with a smart home?

Here are some things to be aware of that could add to your installation costs when making your smart home:

- If you need more electrical outlets at your residence, there will be additional costs due to the licensed electrician required to install them
- If the retrofitting and fitting of wiring damages the drywall during installation, the drywall in that area would need to be repaired, retextured, and repainted, resulting in an additional cost.
- Integrating client-supplied equipment (items not purchased through Hive) could potentially take our technicians more time on the clock to figure out the custom integration of that product if it's not one they work with regularly.
- Some client-supplied equipment may not be compatible with the wires we use to integrate into the system. In this instance, you can purchase compatible equipment through Hive or another vendor. We can address this when going over your programming selections.

- Certain products like battery-operated shades use a wireless communication method. Depending on the construction materials used in your home and home size, you may need additional devices called repeaters to get the signal to reach from room to room.
- If you have poor distribution of Wi-Fi throughout the home, you would need to address this before being able to completely integrate a smart home hub by buying additional parts. Wi-Fi enhancement can include strengthening your network signal to handle the load of a smart home or extending your signal to evenly reach all parts of your home.



# 09

## What are the warranty and services like after a smart home installation?

We have a thirty-day warranty on the labor for any installation. From product malfunction to client education, Hive will arrive on the scene ready to address any issues that may arise – absolutely free.

Hive works with a variety of products to create the smart home of your dreams, including brands like Sony, JBL, Atlona, Araknis, and many others. Every one of our products comes with a minimum of a one-year manufacturer's warranty.

If you wouldn't let your landscaping go without maintenance, why let your smart home? Hive offers service never-before-seen in our industry -- Hive Care service plans to fit your personal and financial needs. See the next page for details.



# Hive Care Service Plans

## Limited

A pay-as-you-go program, where Hive arrives in a truck with each service call you submit.

## Essential

This plan offers reactive monitoring and discounted service calls. Also, this plan includes access to OvrC, a handy app that allows you to reboot your system and address issues from the palm of your hand.

## Priority

Priority plans include everything listed in the previous plan, with a higher service discount. Also included is priority service, which places you in the front of the queue for each service call, guaranteeing faster service. Priority members also receive proactive monitoring, meaning Hive monitors your system and catches problems before you're even aware of them.

## Elite

As a part of our top-tier plan, Elite members can expect top-quality service. On top of each benefit listed in previous plans, the Elite service plan also includes a yearly tune-up. During this tune-up, our Hive technicians clean and update your entire system. An elite service for elite systems.

[Click here for more details on Hive Care](#)

# Thank You!

We greatly appreciate you taking the time to prepare for your consultation.

If you'd like more information on smart home technology, please check out our blog or follow us on our social media linked below.

