



**LUXEIA**

# Aftercare Brochure

Our attention to detail and ability to exceed expectations will ensure your smart home experience is as flawless as possible.

Exceptional Results



# Standard Plan



Bi-annual  
health checks



Remote  
Monitoring



Free Email  
Support

10%

10% reduction  
on labour

20%

20% reduction on  
remote programming



3-5 business  
day response

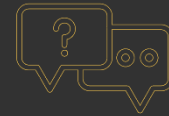
# Premium Plan



Bi-annual  
health checks



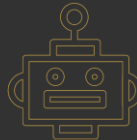
Remote  
Monitoring



Free Priority  
Email Support



Two free callouts  
per year



Two hours free  
remote programming



Response within  
24 hours

The reductions in labour and remote programming from the standard plan also apply.



Bi-annual health checks need to be performed to identify any potential errors in your smart home and ensure it is running at its peak

Safety



# How It Works

Your smart homes health is constantly monitored to identify any potential issues that may occur.

This way we can identify and resolve any issues before you even know they exist.



# 1.

## Contact

Get in contact with us regarding any issue that you are having via email, social media, text or phone call. Premium plan users should use the priority contact details.

# 2.

## Identify

We will work to identify the issue remotely at first. If the issue cannot be identified remotely, we will have to attend the property.

# 3.

## Resolve

Once the issue is found we will aim to resolve it within the hour. Even if the issue is discovered remotely, we may need to attend the property to resolve it.



You are always our number  
one priority from the very  
beginning making it our  
mission to maintain both your  
smart home and satisfaction

Customer Focused





# Your Questions Answered



## Am I locked into a contract?

Our standard and premium plans are rolling contracts that you can opt out of as long as you provide a 30 day notice.

## Do I need a contract?

Both of our contracts come with some unbeatable benefits that will likely save you money in the event of an issue. So, we would always advise you to at least use our standard plan.

## How do I report an issue?

You can report an issue via email, phone, social media or text. If you are using our premium plan, you should use the contact details provided to guarantee priority support.

## Can anyone service my home?

Your smart home must be serviced by Luxeia, or a subcontractor who has been approved by Luxeia. Using an unauthorised company is likely to cause more damage to your smart home.



The smart home industry is rapidly evolving but we strive to stay ahead of the curve by keeping our team updated on the latest smart home news

Innovative



# Here to support no matter what

Although we aim to install local smart devices throughout your home, sometimes this simply isn't possible. The most common example is Alexa or Google Home, which both rely on the cloud. This means Amazon and Google can push updates that break your setup, but we will always be here to rectify these changes.



# Get In Touch

Speak to a member of our friendly team to arrange your support plan today.

Talk to an expert

0191 303 6273

Drop us an email

[info@luxeia.co.uk](mailto:info@luxeia.co.uk)

Visit our website

[luxeia.co.uk](http://luxeia.co.uk)





**LUXEIA**

What are you waiting for?

