This Home Automation Agreement or “Agreement” is between HRG Connected Home, LLC dba Reliant Inc. and the participating customer (“You” for a home automation system (the “System”) purchased from or provided by Reliant. The System may include hardware and devices such as a thermostat; smart plugs, connected light bulbs, and gateway or other devices that may be purchased from time to time by You (“Hardware”) and includes web portal and remote access for the Console, Automatic or View subscriptions. You may use the Console to control the System Hardware.

1. To maintain the full terms of your Home Automation agreement, you must have full and complete authority to agree to be a participant/subscriber under this Agreement. In order for your System Hardware to work properly, you must agree to the following:

   a. To have broadband internet service and that your System Hardware communicates using WiFi, the Z-Wave standard, and a View subscription.

   b. To accept the terms of the Console. This Agreement also requires that you have broadband internet service and that your System Hardware communicates using WiFi, the Z-Wave standard, and a View subscription. You will be provided with access to the web portal and mobile app made available and managed by Alarm.com on the condition that you agree to all of Alarm.com’s terms and conditions and accept the Alarm.com Service Agreement.

   c. To accept the terms of the Console. This Agreement also requires that you have broadband internet service and that your System Hardware communicates using WiFi, the Z-Wave standard, and a View subscription. You will be provided with access to the web portal and mobile app made available and managed by Alarm.com on the condition that you agree to all of Alarm.com’s terms and conditions and accept the Alarm.com Service Agreement.

2. If you received the System Hardware as an incentive, you may be obligated to pay Reliant the full cost of the System Hardware as determined by Reliant. Any System Hardware subscription fees at the end of the Initial Term. Reliant will not have any further obligation to you under this Agreement or with respect to the System after termination of your participation in this Agreement. If you cancel your alarm service for any reason prior to the end of the term, then you agree to pay Reliant an early termination fee of $295.00.

3. Reliant reserves the right to terminate, suspend or modify the System or modify or upgrade the capabilities of the System at any time in its discretion. Reliant also reserves the right to modify this Agreement at any time. If you receive the System and then change your mind and do not want or agree to accept the System, you may return the System to Reliant within 30 days of purchase. If you choose to keep the System, you will be charged the full price of the System.

4. You agree to purchase any applicable monthly charges for the Console, Automatic or View subscriptions (including all taxes and any early-termination fees) on or before the due date stated on any bill you receive for the System Hardware and for any of your other Reliant products and services.

5. You agree to use the System in conformity with all applicable laws and regulations. You agree to use the System only in conjunction with this System. This Agreement also requires that you have broadband internet service and that your System Hardware communicates using WiFi, the Z-Wave standard, and a View subscription.

6. Reliant warrants this product to be free from defects in the workmanship or materials, under normal use and service, for 1 year from the time of consumer purchase. If at any time during the warranty period, this product proves to be defective in materials or workmanship, you may return the product to Reliant for repair or replacement at Reliant’s option. Reliant warrants that this product is not defective in materials or workmanship.

7. Reliant warrants this product to be free from defects in the workmanship or materials, under normal use and service, for 1 year from the time of consumer purchase. If at any time during the warranty period, this product proves to be defective in materials or workmanship, you may return the product to Reliant for repair or replacement at Reliant’s option. Reliant warrants that this product is not defective in materials or workmanship.

8. Reliant warrants this product to be free from defects in the workmanship or materials, under normal use and service, for 1 year from the time of consumer purchase. If at any time during the warranty period, this product proves to be defective in materials or workmanship, you may return the product to Reliant for repair or replacement at Reliant’s option. Reliant warrants that this product is not defective in materials or workmanship.

9. Reliant warrants this product to be free from defects in the workmanship or materials, under normal use and service, for 1 year from the time of consumer purchase. If at any time during the warranty period, this product proves to be defective in materials or workmanship, you may return the product to Reliant for repair or replacement at Reliant’s option. Reliant warrants that this product is not defective in materials or workmanship.

10. Excludes and Limitations—Reliant branded products, GoControl Light Bulbz, Alarm.com Cameras and Image Sensors

11. This warranty does not cover removal or reinstallation costs and does not extend to consequential or incidental damage to other products that may be used with this product. This warranty
This warranty does not cover removal or reinstallation costs and does not extend to consequential or incidental damage to other products that may be used with this product. This warranty shall not apply to defects caused by improper use or mishandling of the gateway or thermostat while in your possession.

Reliant does not warrant that the operation of any product will be uninterrupted or error-free. Reliant is not responsible for any damage that occurs as a result of your failure to follow the instructions that came with the product.

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, RELIANT MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RELIANT EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIRED WARRANTIES THAT MAY BE IMPLIED BY LAW, TO THE EXTENT THAT THEY CANNOT BE LAWFULLY DISCLAIMED OR EXCLUDED UNDER APPLICABLE LAW, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Reliant regarding the above-described Reliant branded product or Alarm.com product you have purchased or received from Reliant. These terms and conditions supersede any prior agreements or representations—including representations made in sales literature or advertisements given to you by Reliant or an agent or employee of Reliant—that have been made in connection with your purchase of the Reliant branded product, Alarm.com product, video camera and image sensor or the GoControl Light Bulb. For any Reliant branded product, GoControl Light Bulb, Alarm.com camera or image sensor to be covered under this warranty, it must have been purchased from or provided by Reliant.

If the product is found to be defective within the warranty period, please contact Reliant support at 1.844.295.5556. If the support agents are unable to resolve your problem, Reliant will have a replacement product shipped to you and provide you with a return shipping label with instructions on how to return the defective product. Warranty on replacements will expire at the end of the 1-year warranty period as determined by the original purchase date or receipt of product.

If the product is found to be defective within the warranty period, please contact Reliant support at 1.844.295.5556. If the support agents are unable to resolve your problem, Reliant will have a replacement product shipped to you and provide you with a return shipping label with instructions on how to return the defective product. Warranty on replacements will expire at the end of the 1-year warranty period as determined by the original purchase date or receipt of product.

Exclusions and Limitations—Reliant branded products, GoControl Light Bulb, Alarm.com Cameras and Image Sensors

This Limited Warranty applies only to the Reliant branded hardware component of the system. GoControl Light Bulb and Alarm.com products specifically delineated in the first paragraph of this Home Automation System Hardware Addendum. This Limited Warranty does not apply to any non-Reliant branded hardware product or any software, even if it is used in conjunction with the Reliant hardware products, except for the GoControl Light Bulb, and the Alarm.com video camera and image sensors specifically delineated. Non-Reliant Home Manufacturers or suppliers may provide separate warranty for their own products packaged with the Reliant branded hardware products.

RELIANT IS NOT LIABLE FOR ANY DAMAGE OR LOSS TO ANY PROGRAMS, DATA, OR OTHER INFORMATION STORED ON OR CONNECTED TO ANY RELIANT BRANDED HARDWARE PRODUCT, OR ANY NON-RELIANT HARDWARE PRODUCT OR PART NOT COVERED BY THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY FOR YOUR RELIANT-BRANDED HARDWARE, GOCONTROL LIGHT BULB OR ALARM.COM PRODUCT DOES NOT APPLY: (A) TO DAMAGE CAUSED BY ACCIDENT, MISUSE, ABUSE OR FAILURE TO FOLLOW INSTRUCTIONS; (B) TO DAMAGE RESULTING FROM MODIFICATION OR ATTEMPTED MODIFICATION THAT IS NOT MADE BY RELIANT; (C) TO A PRODUCT OR PART THAT HAS BEEN MODIFIED WITHOUT THE WRITTEN PERMISSION OF RELIANT; OR (D) IF ANY SERIAL NUMBER HAS BEEN REMOVED OR DEFACED.

IF YOUR RELIANT-BRANDED HARDWARE, GOCONTROL LIGHT BULB OR ALARM.COM PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY IS LIMITED TO THE COST OF REPLACEMENT OF ANY RELIANT-BRANDED HARDWARE COMPONENTS, GOCONTROL LIGHT BULB OR ALARM.COM PRODUCT THAT MALFUNCTIONS UNDER CONDITIONS OF NORMAL USE.

RELIANT IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY OTHER LEGAL THEORY INCLUDING ANY FAILURE TO MAINTAIN THE CONTINUITY OF DATA STORED ON OR TRANSMITTED BY THE PRODUCT. RELIANT IS NOT RESPONSIBLE FOR ANY CLAIM MADE BY A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT OR A CLAIM IS MADE UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM INCLUDING NEGLIGENCE AND STRICT LIABILITY, A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON.

THE LIABILITY OF RELIANT OR AN AUTHORIZED REPRESENTATIVE OF RELIANT OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. YOU ARE ADVISED TO CONSULT APPLICABLE STATE LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

WARRANTIES APPLICABLE TO OTHER PRODUCTS OFFERED WITH HOME AUTOMATION AGREEMENT

Domitech Z-Wave LED light bulb (68A19-750-27)

Domitech products warrant that for the warranty period, this product will be free from material defects in materials and workmanship. The foregoing warranty is subject to the proper installation, operation and maintenance of the product in accordance with installation instructions and the operating manual supplied to customer. Warranty claims must be made by customer in writing within 30 days of discovery of any defect under warranty. To make a warranty claim, please contact Domitech Products, LLC at 2140 E. Southlake Blvd., Suite L-312, Southlake, Tx 76092, or by emailing support@domitechproducts.com. You must include your name, address, telephone number and a description of the problem. For inquiries and customer service, email to support@domitechproducts.com

If the product is found to be defective within the warranty period, please contact Reliant support at 1.844.295.5556. If the support agents are unable to resolve your problem, Reliant will have a replacement product shipped to you and provide you with a return shipping label with instructions on how to return the defective product. Warranty on replacements will expire at the end of the 1-year warranty period as determined by the original purchase date or receipt of product.

JASCO and GE smart products (JASCO 45703 Fluorescent & appliance module, JASCO 45702 Lamp module, GE 45603 Fluorescent & appliance module, GE 45602 Lamp module)

THIS TWO-YEAR MANUFACTURER’S WARRANTY IS PROVIDED BY JASCO FOR THE SMART PLUG-JASCO 45703 FLUORESCENT & APPLIANCE MODULE, JASCO 45702 LAMP MODULE, GE 45603 FLUORESCENT & APPLIANCE MODULE, GE 45602 LAMP MODULE. THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SALE OF THIS PRODUCT. AS NEITHER RELIANT ENERGY RETAIL SERVICES LLC NOR RELIANT OFFERS ANY WARRANTIES ASSOCIATED WITH THE SALE OF THIS PRODUCT.

JASCO WARRANTY

JASCO Products warranty this product to be free from manufacturing defects for a period of two years from the original date of consumer purchase. This warranty is limited to the repair or replacement of this product only and does not extend to consequential or incidental damage to other products that may be used with this product. This warranty is null in the absence of other warranties, express or implied. Some states do not allow limitations on how long an implied warranty lasts or permit the exclusion or limitation of incidental or consequential damage, so the above limitations may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

If a mechanical or finish defect occurs, please call 1.800.327.LOCK (5625) in the U.S. and Canada or return it to Kwisket Corporation, Consumer Services, 19701 Da Vinc, Lake Forest, CA 92610. For customers outside of the U.S. and Canada, under this warranty must be made only to either the place of purchase or to the listed importer.

Kwisket Corporation

Consumer Services
19701 Da Vinci
Lake Forest, CA 92610
1.800.327.LOCK

LiftMaster MyQ Universal Garage Door Opener (821LM)

A ONE-YEAR MANUFACTURER’S WARRANTY IS PROVIDED BY LiftMaster for the LIFTMASTER 821LM UNIVERSAL GARAGE DOOR OPENER. THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SALE OF THIS PRODUCT AS NEITHER RELIANT ENERGY RETAIL SERVICES LLC NOR RELIANT OFFERS ANY WARRANTIES ASSOCIATED WITH THE SALE OF THIS PRODUCT.

ONE YEAR LIMITED WARRANTY

LiftMaster, Inc. warrants to the first consumer purchaser of this product that is free from defect in material and/or workmanship for a period of 1 year from the date of purchase. Chamberlain and LiftMaster are trademarks of Chamberlain Group.

The Chamberlain Group, Inc.

7001 Southlake Blvd.
Elmhurst, IL 60126-1196

Home Automation Terms and Conditions