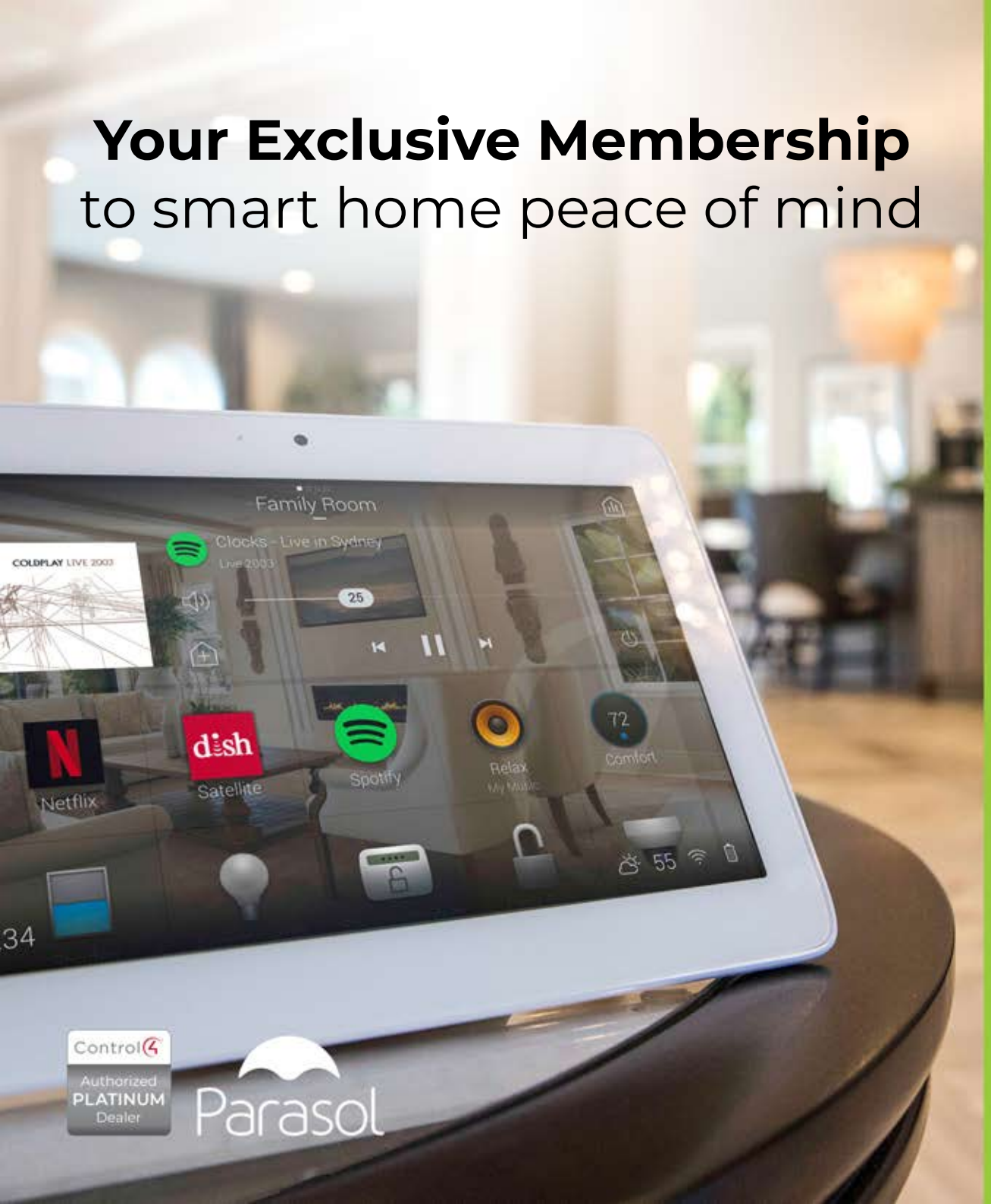
Your Exclusive Membership
to smart home peace of mind









ClubJooced

EXCLUSIVE SUPPORT CONCIERGE

Club Jooced

EXCLUSIVE *SUPPORT* **CONCIERGE**

Club Jooced is an exclusive client only technical concierge service for Jooced system owners.

Members enjoy 24/7 year round, access to personalised live technical support. This provides the peace of mind your smart home technology is always covered should technical issues arise.
Memberships are offered in 3 tiers, Lime, White and Black. This allows you to customise the level of service & support to suit you and your home.

Parasol

To enable us to offer this industry leading service we have partnered with Parasol. A leading US based remote support specialist operated by Snap One; the owners of Control4.

Parasol will be on hand 24/7 to remotely fix the majority of problems should issues ever arise. In the event remote support can't solve your problem, they'll escalate to the Jooced service department. If required, we will then arrange on site support with guaranteed responses times in line with your membership level.

For our White and Black members, we also include our unique proactive monitoring service. This system remotely applies updates and notifies us of issues with your critical devices before you have even noticed. This maximises up time of your Jooced system and minimises disruption to you.

ALWAYS ***OPEN***

DEDICATED TECH ***CONCIERGE TEAM***

PROACTIVE MONITORING ***AVAILABLE***

NEXT DAY ONSITE ***SUPPORT AVAILABLE***



MEMBERSHIP LEVELS

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	Black	White	Lime	None Member
Parasol 24/7 Phone Support Experience the convenience of a live answer by one of our knowledgeable technicians.	✓	✓	9 to 5 Mon to Fri Jooced Phone Support	9 to 5 Mon to Fri Jooced Phone Support
Parasol 24/7 Email Support We're available to communicate with you in whichever manner best fits your lifestyle.	✓	✓	✓	9 to 5 Mon to Fri Jooced Email Support
Parasol Proactive Monitoring We'll proactively monitor your technology system and troubleshoot potential issues before they arise.	✓	✓	Not Included	Not Included
Reactive Monitoring & Remote Repair Upon hearing from you, your system will be accessed remotely and repaired if possible.	✓	✓	✓	9 to 5 Mon to Fri £139/Hr
In Home Support Response Time If any issue is unable to be solved remotely, members are provided a guaranteed on-site response time.	**1 Working Day**	**2 Working Days**	**5 Working Days**	Next Available Slot
In Home Support Labour Rate If any issue is unable to be solved remotely, members receive a preferred on-site support labour rate.	**£89/Hr**	**£89/Hr**	**£89/Hr**	£139/Hr
Annual Service Members receive a full service of their Jooced system to keep it running at it's best.	**2x In-Home**	**1x In-Home**	**1x Remote**	£300 Remote £600 Onsite
MONTHLY MEMBERSHIP PRICE	**£150**	**£120**	**£60**	£0

Control4 Authorized PLATINUM Dealer

ClubJooced Membership Terms & Conditions Apply - www.jooced.co.uk/clubjooced/terms. E&OE. Prices shown are inclusive of VAT. Membership is billed monthly by direct debit.



Jooced

BESPOKE LUXURY TECHNOLOGY

For more information and to choose your membership visit:

www.jooced.co.uk/clubjooced

0845 46 36 721

enquiries@jooced.co.uk

Parasol

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