

1. Is there any re-plaster or re-wire required for my existing house to go smart?

No. Because it is totally possible to use the old power line system without the need of repairing, perforating walls to install a new power line. Therefore, the system deployment is to replace old switches, sockets with smart ones. Such deployment will keep the original architecture and design of your house.

2. I partly have a smart system, like smart lighting. Can I add some smart devices more, such as Smart Curtain without replacing the old smart one?

No. You do not need to replace the entire purchased devices. You just need to buy the additional devices for the new system.

3. Is Smart Home Solution user-friendly?

Yes. Smart Home system is very easy to use. The users rarely need to perform actions to directly control the devices in their houses. The system has been programmed to operate intelligently in the context scenarios which simplify the control of devices.

4. What are the functions of a Smart Security System?

Smart Security System will control all security risks which can occur in your home through devices such as an electronic fence, motion sensor, door-open sensor, broken glass sensor that detect and alert about the intrusion, ensuring house security. Smoke sensor, fire sensor, gas leak sensor, water leak sensor, etc. help detect and alert to the fire risk, ensuring the safety of the house. After detecting such threats, the system will alert your family members according to different scenarios and levels of security in many ways such as siren, turning on light, sending a text message or calling family members, security guard or emergency numbers for fire, police, etc.

5. Can a Smart Home system let me watch happen in my home when I am away from home?

Yes. a CCTV's system can be seen remotely through the devices connected to the Internet. Alarm system will push notification on your smartphone if there is any issue includes intrusion, break in, fire or water overflow. Also, you can control almost all your home devices.

6. In case I forget turning off devices when I go out, does a Smart Home solution support remote turn-off?

Smart mobile App completely assists you in this case. For example: when you go out and forget turning off the gas stove, you can use your phone to turn off the gas valve without coming back home.

7. Can Smart Home create the appropriate scenarios for the time of use?

Yes. The scenarios only display in each specific context. For example: In the morning, the system will display the scenario used for the morning without the afternoon or evening scenario. On holidays, the system only displays the scenario for holidays. It can help users easily choose their appropriate usage scenarios.

8. Can I change the scenarios by myself?

Yes. You absolutely can modify the scenarios easily by yourself without assistance from our technicians. With the touch screen, you can customize operation scenarios easily according to your desire.

9. Can I turn off my children's TV remotely at 10 pm to prevent them stay too late?

Yes. You absolutely can do it. A Smart socket will help. you can set up the power supply mode for TV socket in your children's bedroom which is automatically disconnected at 10 p.m. and resupplied the next day.

10. How long does it take to finish the installation of a Smart Home system?

It depends on the workload. Typically, for a new 3bedroom house, it takes about 1 to 2 days to install and configure the system after your house finishes deploying the electric infrastructure.

11. What about the warranty of Smarter Home Automation?

The equipment in Smarter Home Automation system has a 2-year warranty by the company from the date of inspection and hand-over the system. However, you can extra warranty period for the system. After the warranty period, the company will apply the maintenance policy for the system.

12. I would like to know how the feature of environmental control in Smart Home system works?

The environmental control system in Smart Home system monitors the parameters of temperature, humidity, light intensity in your house, sends these parameters to central system to handle and sends command to equipment such as air conditions, ventilators, fresh air blowers, dehumidifiers to balance the humidity, temperature, etc., which will bring the purest environment and ensure the health for all of your family members.

13. My house has electric gate and garage door. Can I control these types of equipment by a mobile App?

Yes. You can entirely integrate to control your current automatic gate and garage door system as well as other devices in a single App.

14. Can I set my bedroom light automatically turns off at 11 pm and switches on at 6 am daily?

You can set up automatic scenarios to turn on or off the light. Moreover, the system can wake you up by opening curtains, turn on lamps and play a piece of your favourite music in the bedroom.