Crestron Automate VX Care Terms and Conditions

Effective Date: 20 January 2026

1. Scope

Crestron Automate VX Care subscription support plan (the "**Plan**") is offered by Crestron Electronics, Inc. and/or its subsidiaries and affiliates (together "**Crestron**"), for purchase through Authorized Resellers in the United States, Canada, Australia, New Zealand, select regions in Europe, and such other locations as authorized by Crestron from time to time, in connection with the purchase of an Automate VX System Series 2 or later processor, namely IV-SAM-VX2-S or IV-SAM-VX2-P (the "**Eligible Processor**"), as well as contemporaneously or subsequently purchased Crestron 1 Beyond cameras (the "**Eligible Cameras**"), provided they are dedicated for use with the Eligible Processor (collectively, the "**Eligible Products**"). For a list of Eligible Products, which may be updated by Crestron from time to time, please see https://www.crestron.com/Products/Featured-Solutions/Automate-VX.

2. Plan Benefits

The benefits below are available throughout the subscription period for which Plan coverage for Eligible Products has been purchased:

2.1 Advance Replacements. The Plan provides for Advance Replacements of the Eligible Products throughout the applicable warranty period, as described below.

2.2 Extended Remote Support Hours. The Plan provides for extended remote support hours, offering coverage 24 hours a day / 7 days per week for Eligible Products.

2.3 Five Year Extended Limited Warranty. The Crestron Standard Limited Warranty coverage period for Eligible Products will be extended from three (3) years to a period of up to five (5) years from Crestron's shipment of the Eligible Processor, when Plan coverage is continuously maintained from the initial purchase through the extended five (5) year warranty period, as further described below. This Five Year Extended Limited Warranty does not apply to any motor or other moving or rotating mechanical parts of the Eligible Products, which are eligible for a one (1) year limited warranty from the date of Crestron's shipment of the Eligible Product. Warranty coverage and Advance Replacements are subject to the terms of Crestron Standard Limited Warranty and Terms and Conditions of Sale, posted at www.crestron.com/warranty. Third-party products, including without limitation any third-party microphones, DSP products, third-party cameras capable of being integrated with the Eligible Processor via a third-party camera enablement key (SW-IV-SAM-3RDPARTYCAM), and/or other types of third-party products, are not sold by Crestron and are expressly excluded from coverage under the Plan and from coverage under any Crestron warranty.

2.4 Reduced Rate On-Site Support. The Plan provides for a 25% discount off Crestron's standard daily fee for On-Site Support visits for Eligible Products, where available, subject to the terms of Crestron's On-Site Support program. On-Site Support requires the engagement of an independent Crestron authorized Dealer. To locate a Dealer, click the "How to Buy" tab at https://www.crestron.com/.

3. Plan Details

Plans are available for purchase in connection with the purchase of an Eligible Product, as detailed below:

3.1 Each Plan purchased is applicable to the specific Eligible Processor for which it is purchased, as well as contemporaneously or subsequently purchased Eligible Cameras that are dedicated for use with that Eligible Processor, and may not be transferred to any other Automate VX system processors or other Crestron 1 Beyond cameras.

3.2 New Plans must be purchased within ninety (90) days of Crestron's shipment of the Eligible Processor and must be purchased for an initial subscription term of one year or longer.

3.3 All Plans are effective thirty (30) days after purchase (the "**Subscription Start Date**"). Plan benefits, including any discounts, cannot be applied retroactively prior to the Subscription Start Date.

3.4 In order to ensure full access to Plan benefits, Plan subscribers shall follow the instructions provided by Crestron and provide the information necessary to facilitate the activation of the Plan, including serial numbers of Eligible Products and the Room Designer design file for the Eligible Processor ("Design File"), within thirty (30) days following purchase of the Plan.

3.5 Subsequently purchased Eligible Cameras may be added to an active Plan, subject to validation by Crestron, provided that such Eligible Cameras: (**a**) are purchased during the term of the active Plan, (**b**) are dedicated for use with the Eligible Processor for which the active Plan was purchased, and (**c**) are added to the active Plan within thirty (30) days of Crestron's shipment of the subsequently purchased Eligible Cameras, following the instructions provided by Crestron, including providing serial numbers of the subsequently purchased Eligible Cameras and updated Design Files for the subject Eligible Processor.

3.6 The term of coverage under a Plan may be extended to allow for a total period of coverage of up to five (5) years from Crestron's shipment of the Eligible Processor by purchasing additional subscription terms prior to the expiration of an active Plan. The Plan term of coverage shall not be extended beyond the above period even if additional Eligible Cameras are subsequently added to the Plan; however, subsequently purchased Eligible Cameras shall be covered for a period of three (3) years from Crestron's shipment of the Eligible Camera, subject to the terms of Crestron's Standard Limited Warranty.

3.7 The Plan and all benefits thereunder shall expire if continuous coverage is not maintained from the time of initial purchase. Upon expiration of a Plan, additional periods of Plan coverage shall not be available for purchase.

3.8 The Plan will terminate in the event that an invoice for coverage is not paid when due.

3.9 Upon cancellation, expiration, or termination of the Plan, all Plan benefits will expire. All Plans will expire at the latest five (5) years following Crestron's shipment of the Eligible Processor.

3.10 Plans may not be cancelled and are not eligible for refund, except as set forth below.

3.11 Plans will be invoiced at the annual rate. Crestron in its sole discretion may offer shorter periods of coverage for the extension or co-termination of active Plans.

4. Plans Covering Third-Party Enabled Processors

Plans covering Eligible Processors capable of being enabled ("**Third-Party Enabled Processor**") to integrate with third-party cameras authorized by Crestron ("**Authorized Third-Party Cameras**") may be made available by Crestron from time to time in its sole discretion and are provided with the additional benefits listed below and subject to the following additional terms and conditions:

4.1 A third-party camera enablement key (SW-IV-SAM-3RDPARTYCAM) ("**Key**"), that enables an Eligible Processor to integrate with Authorized Third-Party Cameras, must be purchased with any Plan covering the Third-Party Enabled Processor, and includes remote professional services. Detailed information on the Key and a complete list of Authorized Third-Party Cameras is available at: https://www.crestron.com/Products/Catalog/Unified-Communications/Intelligent-Video/Licenses/IV-SAM-3RDPARTYCAM. Each Key is applicable to the specific Third-Party Enabled Processor for which the Key is purchased and may not be transferred to any other Eligible Processor.

4.2 Plans covering Third-Party Enabled Processors must be purchased for an initial subscription term of three years.

4.3 Authorized Third-Party Cameras are expressly excluded from coverage under the Plan and from coverage under any Crestron warranty.

5. General Terms

5.1 Crestron reserves the right to amend or modify the Plan offerings from time to time. However, to the extent that any such modification materially reduces the Plan benefits, Crestron will provide thirty (30) days written notice of such modifications, and affected purchasers may cancel subsequent years of coverage within thirty (30) days of such notice.

5.2 The Plan does not provide for system programming, integration, or commissioning; or support for issues resulting from services, hardware, or software, whether Crestron or third-party, other than the Eligible Products for which the Plan has been purchased.

5.3 Except as otherwise described above, all provisions of **Crestron's Standard Terms and Conditions of Sale** and **Standard Limited Warranty**, both available at https://www.crestron.com/Legal/sales-terms-conditions-warranties, (and at www.crestron.com/crestroneuropeterms for Europe) continue to apply to the Plan and the Eligible Products.

5.4 Any discounts provided under the Plan are not combinable with any other discounts.

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