



Frequently Asked Questions

Why is Control4 Connect required and why is it an additional annual charge?

Control4 Connect is an essential part of the Control4 system that was just purchased. It provides must-have smart living features and system visibility, and allows for the delivery of new functionality and benefits over time, so the system installed today can continue to evolve and improve.

How do I manage payment for Control4 Connect?

1. Pay through the Control4 iOS / Android app.
2. Manage ongoing payments in the Plan & Services section of the app.

What happens if I don't renew Connect?

You are encouraged to renew your Control4 Connect service every year to ensure you receive the best experience possible, to limit disruptions to your system, and to ensure the most updated features and functionality. If the Connect service is canceled or an annual payment is missed:

1. You will lose most of the functionality and features accessed through the Control4 iOS and/or Android app - you will be able to use the app to manage your accounts only.
2. The following features and services will cease to work:
 - Remote System Access
 - Mobile Notifications
 - Voice Control (Alexa, Google, Josh.ai)
 - Intercom Anywhere
 - When>>Then Scene Personalization
 - Your ability to add new devices to the system (independent integrators can still add devices)
 - Loss of access to monthly system insight reports
 - Loss of access to system education
3. You will lose access to added-on features such as Control4 Assist
4. You will lose access to new features that are brought to market over time

Does Control4 collect or share my personal data?

While the collection of certain data is essential to the function of automation and is ultimately what is used to make homes and businesses “smart,” we have the upmost respect for your right to privacy and believe your data must be handled with integrity and care. The secure storage and appropriate use of your data are part of Control4’s mission. For detailed information about how we treat your data, see our privacy policies at <https://www.snapone.com/privacy>.

What support is available for my system?

You should contact your respective independent integrator for any support needs relating to your systems. Additionally, you can reference system education, accessible via the mobile app, to help answer basic questions about your system. This library of information will continue to grow and develop over time based on your feedback.

How do I change my integrator of record?

To deselect an integrator, you can do so through the you profile in your app.

To select a new integrator of record, you should select and work with an independent integrator who will be able to connect their credentials to the account.

Note: customers who are selecting a new integrator should consider if they are Assist Authorized. There will be a badge in the dealer locator for professional integrators who are Assist Authorized.

Get more information about the process [here](#).

Who do I contact regarding my hardware warranties?

Contact your independent integrator about hardware warranties. If you are paying for Control4 Assist or Control4 Assist Premium, you can also discuss hardware warranties with your Control4 Assist team specialist.