

Altima Installation Guide & Policy

Smart Haven Systems Private Limited

Effective Date: [Date]



1. Overview

The proper installation of Altima Core and Altima Elite products ("Product") is crucial to ensure optimal performance and functionality. This Installation Guide & Policy outlines the installation options, recommendations, and terms to assist buyers ("Customers") with setting up their Altima product.

2. Installation Options

2.1 Professional Installation (Recommended)

■ **Certified Installers:** We highly recommend using one of our certified installers to ensure your Altima product is set up correctly and integrated seamlessly with your existing home systems.

■ **Benefits:**

■ **Expert Setup:** Proper installation of the smart lock mechanism and any integration with smart home systems.

■ **Warranty Protection:** Ensures your Warranty remains valid and reduces the risk of damage or malfunctions.

■ **Cost:** Installation fees vary by location and will be communicated at the time of booking.

2.2 Self-Installation

For tech-savvy customers, we provide a detailed self-installation guide and support.

Requirements: Basic tools, a stable Wi-Fi connection (for Altima Elite), and adherence to safety precautions outlined in the guide.

Warranty Note: Incorrect self-installation may void certain Warranty provisions.

3. Installation Process

3.1 Preparation Steps

1. Unpack the Product: Carefully unpack all components and ensure you have all items listed in the included inventory sheet.

2. Read the Manual: Review the user manual thoroughly to familiarize yourself with the components and installation steps.

3. Check Requirements: Ensure the door frame and surrounding structure are compatible with the Product's specifications.

3.2 Installation Steps for Altima Core

1. Mounting the Metal Door: Follow the instructions for securely mounting the door to the frame.

2. Smart Lock Installation: Align the lock mechanism and attach it to the door as per the guide.

3. Testing: Test the lock to ensure it operates smoothly, and check for proper alignment.

3.3 Installation Steps for Altima Elite

1. Follow Core Steps: Complete the steps listed for Altima Core.

2. Smart Home Integration: Connect the Altima Elite to your home Wi-Fi network and integrate it with your smart home system (e.g., Alexa or Google Assistant).

3. Software Setup: Use the Altima mobile app to customize settings and enable features such as voice control and energy management.

4. Final Testing: Conduct a full functionality test, including biometric lock access, remote control, and smart home features.

4. Installation Policy

4.1 Booking a Professional Installer

- To schedule a professional installation, contact our support team or book through our website. A certified technician will be assigned to you based on your location.

- **Rescheduling & Cancellation:** Notify us at least 24 hours in advance to reschedule or cancel your installation appointment.

4.2 Self-Installation Support

- **Support Channels:** Access our support team via email at [support@smarthavensystems.com] or call +91-XXXX-XXXXXX for guidance.

- **Video Tutorials:** Visit our website for step-by-step video tutorials that simplify the installation process.

5. Important Notes

- **Warranty Impact:** Improper installation, particularly for self-installed products, may void specific Warranty coverage. We strongly advise using professional installation services to maintain Warranty protection.

■ **Safety Precautions:** Always use appropriate tools and follow safety measures when installing the Product. Avoid modifying or altering the components.

■ **Compatibility Check:** Ensure your door frame and home automation system (for Altima Elite) are compatible before starting the installation.

6. Customer Support

Our team is here to assist you with any installation-related questions or issues. For assistance, please contact:

Email: support@smarthavensystems.com

Phone: +91-XXXX-XXXXXX

Hours of Operation: Monday to Friday, 9:00 AM to 6:00 PM (Local Time)

Smart Haven Systems is committed to providing you with the best experience and ensuring your Altima product is installed safely and efficiently.
