



Important Update: Enhance Your Experience with Our Smart Access Pass

We're notifying you about an important update to our service model that ensures we continue providing top-tier support and maintenance for your lighting system. Like other industries such as Netflix and ADT, InnoVA LED Corp is moving to a subscription-based model to guarantee continuous service and sustain long-term business operations.

Introducing the Smart Access Pass—a service that offers regular updates, dependable technical support, and ongoing maintenance for just \$15 per month.

Key Benefits of the Smart Access Pass

1. **Avoid Service Interruptions:** Sign up for the Smart Access Pass by October 16th to prevent possible network disruptions or delays in service. Members get priority support, ensuring faster response times and uninterrupted system updates.
2. **Protection Against Unexpected Costs:** Our products are rated for up to 50,000 hours of use, but components like lights, power supplies, and LED controllers may fail prematurely due to factors beyond our control. These issues often require service calls and manpower. With the Smart Access Pass, you're covered for technical support and maintenance, helping you avoid unexpected repair costs.
3. **Support the Entire Network's Stability:** Your Smart Access Pass subscription doesn't just protect your system—it helps maintain the entire network. With broad client participation, we can provide timely updates and services for everyone, ensuring a seamless experience across the network.

Product Durability and Maintenance Requirements

Our lighting products are designed to last for up to 50,000 hours, delivering consistent performance. However, unforeseen factors, including manufacturer defects, may cause components like lights, power supplies, or LED controllers to fail. Fixing these issues typically requires service calls and manpower.

The Smart Access Pass gives you access to expert technical support and covers labor costs, ensuring any problems are promptly handled without additional charges.

Why This Change is Necessary

Your lighting system needs ongoing software updates, network maintenance, and technical support to function properly. The Smart Access Pass allows us to provide the skilled labor and advanced technology required to keep your system running smoothly and deliver quick responses to any service needs.

A Commitment to Client Care

We've made a decision to no longer accept new clients, ensuring that we can focus solely on delivering excellent service to our current and legacy clients. By subscribing to the Smart Access Pass, you'll receive regular system maintenance, priority technical support, and peace of mind, knowing your system is in peak condition.

Subscription Models Across Industries

Subscriptions have become the norm for many industries. For example:

- Netflix charges \$8–\$16 per month, with fees for premium content.
- Home Security (ADT) costs \$30–\$60 per month, plus additional fees for installation and repairs.
- Ring offers Passes starting at \$3 per month, while advanced services go for \$10 per month.
- Spotify subscriptions begin at \$10.99 per month.

Compared to these services, the Smart Access Pass provides exceptional value at \$15 per month, covering labor, maintenance, software updates, and priority support.

Urgent Action: Subscribe by October 16th.

To avoid potential network interruptions or delayed support, sign up for the Smart Access Pass by October 16th. This Pass is crucial to ensuring your system's performance and network stability. Failure to subscribe may impact service availability for all users.

We encourage you to act quickly and secure your membership to avoid any disruptions to your system's functionality or app access.

Priority Service for Smart Access Pass Members

As of October 16th, members of the Smart Access Pass will receive priority service. This ensures that those subscribed get faster response times and enhanced system performance. We recommend all clients join to benefit from guaranteed system updates, priority support, and regular maintenance.

Why Current and Legacy Clients Must Subscribe: A Critical Network-Wide Benefit

Your participation in the ****Smart Access Pass**** goes beyond simply maintaining your individual lighting system. The stability and performance of the entire Innova LED network depend on broad client involvement. As a current or legacy client, subscribing now ensures that you not only receive uninterrupted service but also contribute to the continued functionality and reliability of the system for everyone.

The network requires ongoing technical upkeep, software updates, and server maintenance, all of which incur substantial costs. Without sufficient client subscriptions, the network cannot operate efficiently, potentially leading to delayed updates, interrupted app functionality, and slower service for everyone. By subscribing, you enable us to allocate the resources necessary to keep the entire infrastructure running smoothly, which in turn ensures that your system and all other clients' systems remain fully operational.

If you delay subscribing or choose not to participate, it puts pressure on the system as a whole, potentially causing service gaps for you and others. Subscribing now is not just about safeguarding your individual system—it's about ensuring the network remains robust, efficient, and able to serve the entire client base without disruption.

In short, your subscription is vital for maintaining the reliability and high-quality service that Innova LED Corp is known for, making it a critical step in protecting both your investment and the network-wide user experience.

Protecting the Smart Access Pass's Integrity

We've introduced several key policies to prevent misuse and ensure the Smart Access Pass remains a sustainable solution for all clients:

1. Minimum 12-Month Commitment

Clients who sign up must commit to a 12-month subscription. Those who cancel early may be charged retroactively for services provided.

2. Service Access and Retroactive Charges

If a client enrolls in the Pass to resolve an immediate issue and cancels shortly after, we reserve the right to:

- Revoke app access until outstanding fees are paid.
- Apply retroactive charges for services rendered at non-member rates.

3. Service Suspension

Repeated cancellations after receiving service may result in service suspension or loss of app access. Reinstatement will require settling all fees and a new 12-month commitment.

4. Discretionary Enforcement

Each case is handled individually. Clients exploiting the Pass for short-term service will face retroactive charges, additional fees, and service restrictions.

Smart Access Pass: The Details

Subscribing to the Smart Access Pass includes:

- Labor for service calls.
- Regular software updates and maintenance.
- Priority technical support.
- Referral rewards equivalent to your annual Pass value for approved referrals, helping offset your subscription cost.

To proceed, register now at:

<https://www.innovaLED.ca/smartaccessPass>

After registering, we'll send a confirmation email with setup instructions.

Remember, subscribing by October 16th is crucial to avoid service delays or system disruptions.

Thank you for taking action. The Smart Access Pass guarantees unmatched service and system reliability. As more members join, the pass grows stronger, allowing us to invest more in continuous upgrades, quicker response times, and superior system performance for all. Your commitment not only ensures top-tier support for your system but also fuels the long-term strength and expansion of the entire Innova LED network. Together, we're building a future of unbeatable performance and reliability.

Warm regards,
Innova LED Corp
www.innovaLED.ca