FAQ's regarding upgrading an existing system

Q: ***Do I have to rewire my home to upgrade?***

A: Definitely not. That's the beauty of it. The existing wire run throughout the building is an investment you can recover.

Q: ***Will all of my switches need to be replaced when I upgrade?***

A: All non-lit switches will be compatible with an upgraded system. The only switches that need changed at the time of an upgrade are those with indicator lights. These locations need to be upgraded to a newer model that uses LEDs. The existing pilot bulbs/indicator lights are not compatible with the new system as they draw too much current. ALL EXISTING LIGHTED SWITCHES MUST BE REPLACED AT THE TIME OF AN UPGRADE TO AVOID DAMAGE TO THE NEW SYSTEM.

Q: ***Can I upgrade part of my system and do the rest later?***

A: Due to a voltage variance between the original system and new system, the existing system must be upgraded entirely at one time. The only exception is if there are multiple panel locations, each with their own power supply. If the commons are proven to be isolated between the panel locations, then one location could be upgraded at a time. However, most existing systems were wired in a way that shared the low voltage common across all the loads. Shared commons will make a partial upgrade impossible because of the aforementioned variance in voltage.

Q: ***I'm pretty familiar with my Touch-Plate system. Can I perform the upgrade myself or do I need an electrician to do so?***

A: Low voltage is safe to work with and the majority of the labor involved with an upgrade will involve low voltage connections. However, the high voltage wires must also be disconnected and reconnected. Since high voltage can cause harm, we recommend having an electrician or qualified person onsite to the line voltage work.

Q: ***I've considered changing my system to conventional wiring. Can you explain the benefits of keeping my Touch-Plate system?***

A: Changing to conventional wiring requires a major renovation. All existing wiring will need to be removed and new wire put in it's place. This is simpler said than done. Many hours of labor and much expense is involved in this type of conversion. When the work is finished, the result will leave NO remote control, which is a highlight of low voltage systems. Only conventional switches can be used, which means local control only. On the other hand, by remaining with Touch-Plate, ALL of the existing wiring will remain a permanent investment that has lost no value. Upgrading to a current system allows a gain in current technology and protects the investment for the future. The value of your home will be restored, as the old system is transformed into a manageable and reliable product.

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Q: ***I need help finding a local electrician. Can you help?***

A: We do not have contacts nationwide who are employed by us. However, we do sell directly to contractors so we have numerous contacts in our database. Feel free to contact us to request a listing for your area.