



FAQ's regarding upgrading a LiteTouch system with Touchplate

Q: *Why upgrade? Can't I simply order a few replacement parts?*

A: Unfortunately, replacement parts for your existing LiteTouch system will soon be impossible to find. In September 2015, Savant announced that it would no longer produce or support existing LiteTouch systems. Without replacement parts available, an upgrade is the only real option.

Q: *How much is an upgrade going to cost?*

A: Since each LiteTouch system is different, we require detailed information on the existing system as a whole before we are able to offer a quotation to upgrade. Please use our LiteTouch RFQ form found on our website (www.touchplate.com/litetouch-upgrades) to provide the needed information.

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

A: Definitely not. That's the beauty of it. Our systems will work with the wiring that is already in place. 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: Yes, all of the existing LiteTouch keypads will need replaced as they are not compatible with our product. New wall switches will be included in the upgrade quotation. We offer wall switches that are attractive and engravable, to replace the existing keypads.

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

A: Due to the differences between LiteTouch and Touchplate, the systems cannot work together. Therefore, the system in its entirety will need replaced at the time of an upgrade.

Q: *Does Touchplate have installers nationwide to perform my upgrade?*

A: No, we do not have a network of installers nationwide but we do have factory technicians who can travel to perform the upgrade. Often we send a technician to work beside a local contractor to perform the upgrade. Other times, we send multiple factory technicians to perform the job alone. It is dependent on the project as each one is different.

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

A: Changing to conventional wiring requires a major renovation. All existing wiring will need to be removed and new wire put in its place. This is easier 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 upgrading with Touchplate, 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.