

Q *How much does the system cost?*

A The system components are priced as follows:

Cellular Hub:	\$195
Deadbolt Lock:	\$195
Passage knob:	\$ 20 (required if your regular doorknob currently uses a key)
Thermostat:	\$150
Lock/Hub/Thermostat Bundle:	\$450

Dunes Realty will cover the cost of installation and the monthly fee to service the system, and will cover all battery replacement and repair costs while your property is enrolled on our rental program. Additional locks and/or thermostats are priced at the same level, but only one hub is required per property.

Q *What brand are the locks, and what system will you use to manage them?*

A We have entered into a partnership with PointCentral, a wholly-owned subsidiary of Alarm.com, and all locks will be manufactured by Yale.

Q *Are there different color options?*

A Yes! The Yale YRD216 lock may be ordered in either brushed nickel or oil-rubbed bronze. The thermostats are all white.

Q *Can the locks use keys if needed?*

A Yes, and this is a common question from condominium owners whose HOAs may require a key. (The locks can even be keyed to a master key for this purpose.) However, even though the system will log any keyed entry, it can't differentiate who may have used it. For this reason, we'd prefer keys only be used by you or those very close to you.

Q *My property is a condominium; will my HOA allow a keyless lock?*

A Currently, we believe that One Ocean Place and Royal Garden Resort are the only complexes that do not allow the use of keyless locks. While there may be others, those are the only two from whom we received confirmation. Should you own property in a complex that doesn't allow them, we'd encourage you to speak to your HOA Board of Directors or your management company, as they tend to be much more receptive to homeowners.

Q *What if I have multiple doors?*

A We recommend that the keyless lock be placed only on the “main” entry door to the property. However, if you have a house with a private elevator or a separate upstairs and downstairs, we strongly recommend purchasing additional locks for those doors as well. (The additional locks can be “cloned” to the first, so they will use the same codes, etc.) At this time, no option exists for sliding glass doors.

Q *What if my door doesn't have a deadbolt?*

A That depends. While we don't have an option for sliding glass doors at this time, we can pursue one of two options in this case.

- 1) We can drill the door and jamb and fit the deadbolt in place, or
- 2) PointCentral and Yale offer a passage-knob version that may work. We don't have pricing on this version, but can obtain it if needed.

Q *When will installation occur?*

A We are planning to begin installation in December, and the process will likely take until late February or early March; our goal is to have everything in place by Easter.

Q *What happens if I sell my property, or if I no longer want to use the lock (or thermostat?)*

A Dunes will “buy back” your lock, hub and/or thermostat according to the following schedule:

- 1) 50% of purchase price within 1 year of installation
- 2) 25% of purchase price within 2 years of installation

Should you wish to keep the lock, it can still be used in an “offline” fashion as well; your existing codes will still work, but there will be no way to change them without re-connecting through PointCentral.

Q *Can I control the lock and/or thermostat myself?*

A In some ways, yes. We can create as many lock codes as you'd like for your friends and family, and can provide you a report on any activity on the lock for the previous 60 days. You can also provide us with minimum and maximum temperature settings for the thermostat as well as your preferred “arrival” and “vacant” temperatures. However, attempting to “micromanage” temperatures or access on an ongoing basis is a recipe for unhappy guests, and this system won't allow it for that reason.

Q *When and how will payment be due?*

A Because we'll need to pre-pay for the locks when they are ordered, we will bill your account for them as soon as they are installed (likely sometime in December-March.) However, should you need to make other arrangements, please let us know and we'll put together a plan that works for you.