



keUS[®]
smart is the new home[®]

www.keus.in

KEUS AUTOMATION
Smart Home Journey

About Us

Keus was established in 2017 with a vision to build the world's best smart home solution for premium and luxury spaces in India. Keus was founded by the former promoters of Beam Fiber, a leading internet service provider in India, along with a team of technology entrepreneurs from IIT.

Keus offers a complete range of best-in-class wireless home automation solutions designed with a purpose to elevate the living experience in a modern Indian home.

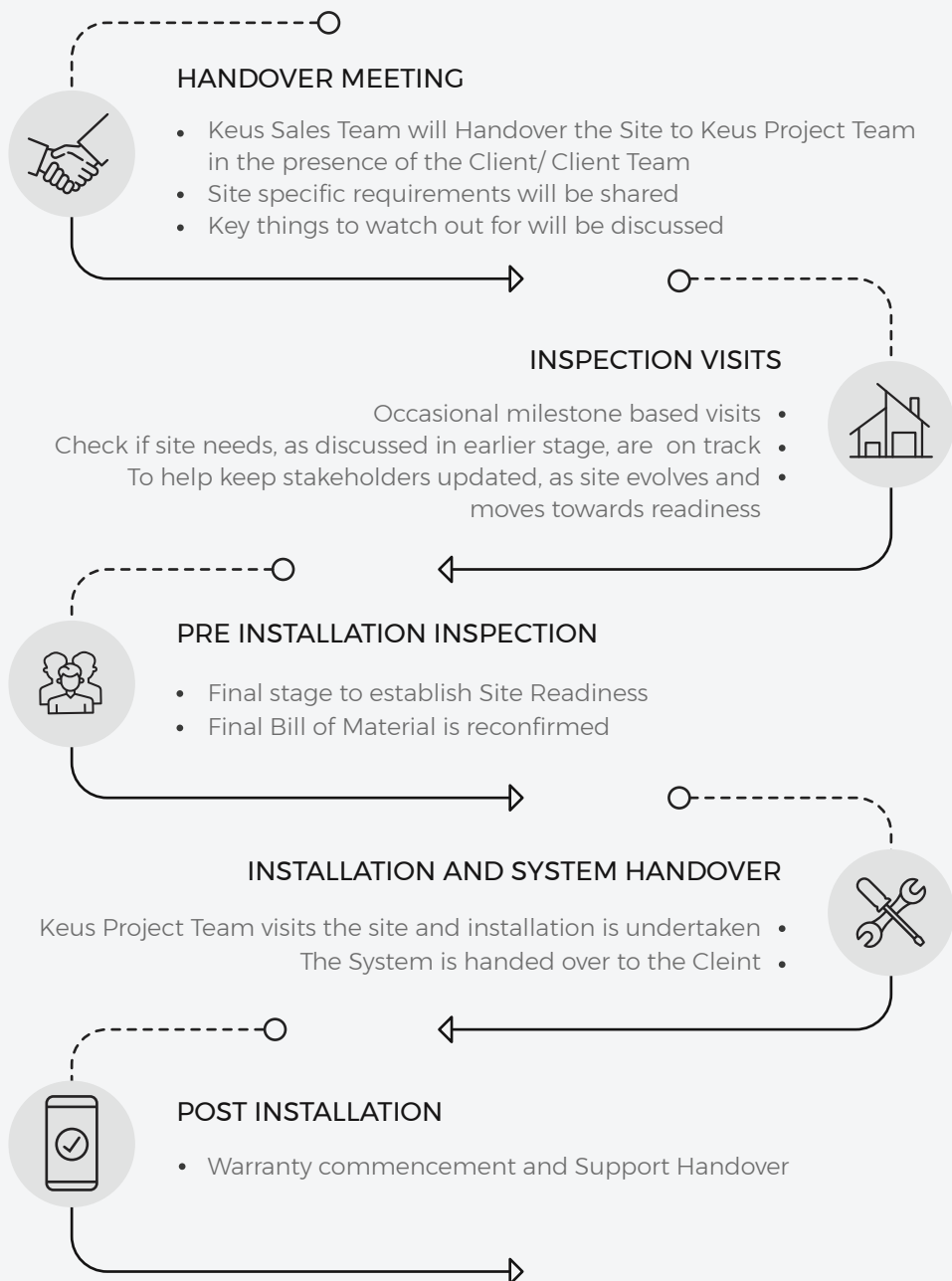
Today, Keus is India's largest smart home solution provider, strategically is counted amongst India's spearheading the home automation category in its market segment.

Purpose of this document:

This document is created to assist our customers in executing their projects seamlessly & efficiently. This document captures important "Best Practices" to ensure that your site is well executed.

A SNAPSHOT OF YOUR UPCOMING JOURNEY WITH KEUS

every site goes through the following stages



HANDOVER MEETING

- First and Most important stage.
- Structured handover meeting with key stakeholders - Client, Site Electrician, Site Supervisor, Keus Sales and Keus Project Team Members etc.
- This is the project kick off meeting for the all site specific discussions.



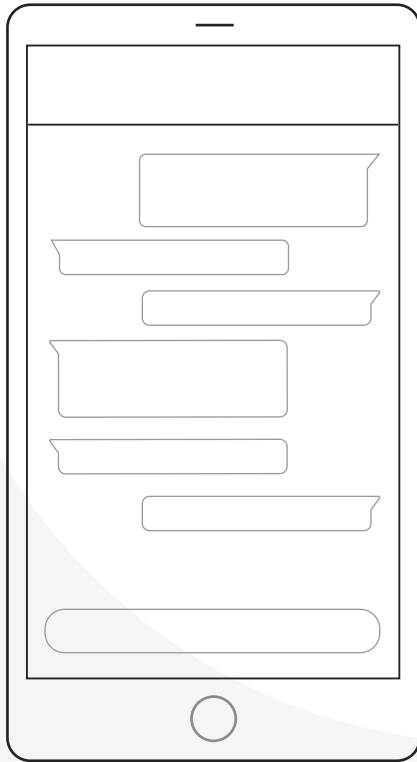
Meet at site

- Handover and kick off meet with the all stake holders
- Automation journey of the site is explained

Site Requirements

The Technical requirements of the site are discussed and explained. The applicable checklists are shared with the Client and their site execution team





Communication

- Whatsapp group created to manage the project till final commissioning is done
- Client/ Client team should always reach out to Keus for any questions, to ensure smooth site execution

INSPECTION VISITS

Keus Project Team will visit the site from time to time once the client confirms that the site specific requirements have been completed by client execution team.

Site check

Progress based visits to check the site activities against Keus technical requirements



Site updates

- Customer initiated changes/ Site specific changes are discussed and established
- Important updates posted in the Chat group
- Where applicable, Sales Orders are duly amended



Support

- Client/Client Team Support is needed to ensure Inspection visits are productive
- Any unscheduled visit request needs a 2 day notice



PRE INSTALLATION INSPECTION

The Final Site Check stage – Site readiness and Final Bill of Material is established.



Inspection

The status of the final inspection, will be updated to all stakeholders



Payment & Material Preparation

Upon receipt of payment, material is allocated internally for configuration, Firmware and move after OS prep, Quality assurance etc is undertaken

The material readiness process takes 3-5 days.post which installation can commence



Final Bill of Material

- Site needs can evolve and can impact the BOM
- Post this visit a Final BOM is ascertained
- Keus Sales Team and Client will discuss and finalise the Bill of Material and amended order, if applicable, is shared



Site Support from Client

On Site Support Requirements, for Installation, will be communicated separately (Example - Availability of Other Vendors/Client Team, Ladders, Scaffoldings, Internet access etc)

INSTALLATION AND SYSTEM HANDOVER

Client Material is prepared and issued to Keus Project Team
Site visit is done as per agreed date, for installation and commissioning



Installation

- Home automation products are Precision electronics and should be installed only once all major works at a site are completed.
- Installation environment must be clean and dust free.
- Site must be clear of all major heavy machinery activities (like drill, electric saw, stone grinding and polishing, marble cutting, welding torches etc).



Timeline

Depending on site size, scope and complexity, installation can take anywhere between one to a few days.



INSTALLATION AND SYSTEM HANDOVER

Client To Ensure -



- The client electrician and site supervisor to be available at the site
- Active Internet connection available at site
- Infrastructure support like ladders, stool etc to be provided
- Curtain fabric is usually fixed later by fabric vendor - Client to communicate timeline for the same to ensure Keus Project Team is available

System Handover to Client

Hand over

A working automation solution will be handed over to the Client / Client Point of Contact



Scenes / Schedule

Lifestyle Features like scene creation/ scene modification/ scheduling etc, will be explained once the client has settled in fully

POST INSTALLATION

Post System hand over, the support and default warranty period commences.



Warranty

The support and warranty period is active from initial handover



Support

Client will be informed about service and support channels and process to be followed for the same



ENJOY YOUR NEW SMART HOME

It will be our endeavour to create the highest level of customer delight and satisfaction, as we travel this journey with you. We thank you for choosing Keus as your smart home partner.

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