

# Sales documentation



CONNEXOON  
WINDOW



CONNEXOON  
ACCESS

Valid in United Kingdom and Republic of Ireland  
from February 1<sup>st</sup> 2018.

## DESCRIPTION

### What is Connexoon® RTS ?

Connexoon RTS enables you to centralize, control and program the RTS connected products, thanks to the Connexoon RTS Box connected to your internet router.

You have access to those functionalities using the dedicated Connexoon RTS Apps on your Smartphone(s):

- Connexoon **Window** RTS

or

- Connexoon **Access** RTS



Connexoon Window RTS application



Connexoon Access RTS application



Connexoon Window RTS and Connexoon Access RTS applications are available for iOS and Android <sup>(2)</sup> Smartphones

(1) To access the Connexoon Window RTS remote control services, the connected devices must use RTS radio protocol. The list of compatibilities : [www.somfy.co.uk](http://www.somfy.co.uk)  
(2) Apple, the Apple logo, iPhone and Ipad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google PLAY is a trademark of Google Inc.

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CONNEXOON 



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WINDOW



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Connexoon Window RTS  
application



## DESCRIPTION

### Connexoon® Window RTS enables:

- Centralized control of RTS window equipment, such as interior blinds and curtains, using your Smartphone, when you are at home or remotely when you are at work or holiday.

*Example: From the office you can close your interior blinds, curtains and lighting.*

- To play 4 pre defined scenarios to control simultaneously several connected products and activate if needed the timer and the presence simulation.

- **Back home** scenario

*Example: When you come home, in one click, your interior blinds and curtains open and some selected lights switch on. You switch off in the same time the presence simulation.*

- **Leave Home** scenario

*Example: When you go to work, close in one click some selected interior blinds and activate the presence simulation.*

- **Sun protection** scenario

*Example: When the sun is shining you can close your blinds ( e.g. half way down) of the southern facade in one press on your Smartphone.*

- **Privacy** scenario

*Example: In the evening, close your interior blinds and curtains of your living room to protect yourself from outside glances.*

- To personalize and play up to 4 ambiances to control simultaneously several connected interior blinds and curtains to fit life moments

Some examples:

- **TV** scenario *Close the living room curtain and switches on the lighting*

- **Night** scenario: *Close all interior blinds and curtains in one click.*

- **Timer**; program your interior blinds, curtains and lighting depending on time.

*Example: During the week your interior blinds and curtains close automatically at 9 pm and open at 7 am.*

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**Connexoon Window RTS is compatible with:**

## COMPATIBILITIES



Roller Blinds  
RTS



Venetian Blinds  
RTS



Curtains RTS



Roman blinds  
RTS



Cellular shades  
RTS



Zebra shades  
RTS

- Lighting RTS



Light RTS



Plug RTS



Philips Hue

## SPECIFICATIONS

Functional specifications	
Maximum RTS actuators/equipment discovered	30
Maximum ambiances	4
Maximum scenarios	4
Maximum timer programming	8
Maximum Hue bulbs/lamps (50)	1 bridge

# SALES DOCUMENTATION



Connexoons Access RTS application



**DESCRIPTION**

**Connexoons® Access RTS enables:**

- The centralized control of all RTS access equipment using your Smartphone, when you are at home or remotely when you are at work or holiday.

*Example: When you are away, you can open the garage door to your daughter who forgot her keys or remote.*

- To create and play 4 scenarios to control simultaneously several connected access equipment:

- **Welcome** scenario

*Example: Your garage door open, your exterior lights switch on, when you come back home thanks to geolocation.*

- **Leave Home** scenario

*Example: In the morning, when you go to work, close in one click your access products.*

- **Open access** scenario

*Example: open simultaneously all your access products.*

- **Close access** scenario

*Example: Close or activate in one click all your selected access products.*

To comply with the EN 12453 norm, it is mandatory using extra security products such as photo-cells or equivalent!

**COMPATIBILITIES**

**Connexoons Access RTS is compatible with:**

Access



Gate Opener RTS



Garage doors Opener RTS



RDO Rolixo RTS

Lighting



Light RTS



Plug RTS



Philips Hue

**SPECIFICATIONS**

Limitations			
Category	Type	Recommended	Max
Discovery	RTS Actuators	7	26 + 4
	HUE Bridges	1 (7 lamps)	1 (50 lamps)
Usage	Actuators in Modes	7	40
	Modes per account	4	40
	Users (smartphones) per account	8	20

# SALES DOCUMENTATION



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CONNEXOON  
ACCESS

## Pricing conditions

The offer	
Connexoon box	
Connexoon RTS APP(s)	<b>Window or Access</b> > To be chosen during activation process
Free access to automatic updates	
<b>No commitment to a specific duration for using services. Access to the Somfy Services for Connexoon is subject to your acceptance of our Terms and Conditions of Services (available on <a href="http://www.somfy.co.uk">www.somfy.co.uk</a>). Such conditions will be provided to you for your approval when subscribing to these services.</b>	149£ incl. Tax (recommended retail price)

## Commissioning

Installing the Connexoon® box: connect it to the router using the Ethernet cable supplied and to the mains power.

Activating the Connexoon® service: the activation can be done beforehand by your installer or by yourself. In the first case your installer will send you by email a link to enable you to create your account. If the activation is done by yourself connect to

[www.somfy-connect.com](http://www.somfy-connect.com), and create your account (6).

Configure and personalize your Connexoon Window RTS interface: follow the information displayed on the screen or use the installation and usage leaflets available on [www.somfy.co.uk](http://www.somfy.co.uk).

**And now fully enjoy your connected products!**

## Contact

Somfy customer service is available to answer any requests for information or advice about using Somfy products and services by:

email: [technical.uk@somfy.com](mailto:technical.uk@somfy.com)

phone: 0113 3913030



## SOMFY LIMITED GENERAL CONTRACT TERMS AND CONDITIONS FOR SERVICES

VALID FROM FEBRUARY 1st, 2018

By signing a subscription or purchasing a product from Somfy Limited ('SOMFY') and utilising services provided by SOMFY, you accept these General Contract Terms and Conditions for services related to SOMFY'S products and, where applicable, the special terms and conditions for each service ('Special Contract Terms and Conditions'), hereinafter designated the 'Agreement'. Could we therefore ask you to carefully read through these documents, which were given to you in conjunction with your purchase of SOMFY's products and/or services. The terms and conditions are also available on SOMFY's website [www.somfy.co.uk](http://www.somfy.co.uk).

These General Contract Terms and Conditions, are applicable together with the Special Contract Terms and Conditions, govern the contractual relationship between Somfy Limited, company registration number 2429938, of Moorfield Road, Yeadon, West Yorkshire LS19 7BN, UK, and the 'User' as defined below. In the event of a conflict between these General Contract Terms and Conditions and the Special Contract Terms and Conditions applicable to a specific service, the Special Contract Terms and Conditions shall take precedence.

### 1. Definitions

- 1.1 The term 'User' refers to a legal entity or physical person who has reached the age of majority, is domiciled in UK, has taken out a subscription regarding SOMFY's services, and is the end-user of the product linked to the service in question.
- 1.2 'Special Contract Terms and Conditions' refers to a document containing certain information and special contract terms and conditions regarding the service in respect of which the User has signed an agreement. Special Contract Terms and Conditions are available on SOMFY's website ([www.somfy.co.uk](http://www.somfy.co.uk)) and constitute part of the Agreement entered into between SOMFY and the User.

### 2. Purpose

- 2.1 The purpose of these General Contract Terms and Conditions for services is to define the terms and conditions under which SOMFY provides services.

### 3. SOMFY's services

- 3.1 For further information about SOMFY's services provided under the Agreement, reference can be made to the relevant product sheet and/or Special Contract Terms and Conditions.

### 4. Technical conditions

- 4.1 Use of SOMFY's services requires that all the following technical conditions are satisfied.
  - a) Access to compatible products.
  - b) Compatible IT equipment and a functioning Internet connection.
  - c) A functioning e-mail address throughout the whole of the contract period.
- 4.2 It is the responsibility of the User to be acquainted in advance with the conditions for using SOMFY's services and to acquire products and other technical equipment, software etc. that is compatible for the purpose.
- 4.3 It is the responsibility of the User to install the products etc. stated in the preceding item in accordance with the instructions received in conjunction with the purchase of each product.

### 5. Taking out a subscription

- 5.1 The procedure for taking out a subscription is presented in the applicable Special Contract Terms and Conditions or in the SOMFY product sheet for the product/service in question.

### 6. Use of log in details etc.

- 6.1 Access to SOMFY's services for remote control presuppose that a user account has been set up and activated by the User or SOMFY or its dealer.
- 6.2 The User's log in details must be handled with the utmost care and must not be given to an external party.
- 6.3 For security reasons, it is recommended that the User regularly changes the log in details. The User is solely responsible for the handling and use of log in details.

#### *Change in log in details*

- 6.4 Log in details can be changed on the following webpage: [www.somfy.co.uk/myspace](http://www.somfy.co.uk/myspace). If there are any difficulties, the User can request a change to be made by sending an e-mail to: [technical.uk@somfy.com](mailto:technical.uk@somfy.com).
- 6.5 SOMFY reserves the right to change the User's log in details if this is required for technical reasons, security reasons or following an official decision. In this case, SOMFY shall, if possible, at least ten (10) days in advance, inform the User about the planned change.

#### *Lost log in details etc.*

- 6.6 If log in details are lost, or if it is suspected that they have been used by an unauthorised person, the User must immediately inform SOMFY thereof by e-mail (see contact details under point 12 below) and request that SOMFY immediately suspends the service.
- 6.7 To receive new log in details, the User shall within ten (10) days of notification according to the above, confirm the loss and at the same time enclose a copy of an identity document.



#### *Moving home and/or sale of products*

- 6.8 With the exception of what is stated above, the services provided by SOMFY cannot be transferred to another party.
- 6.9 The User is entitled to transfer a subscription in conjunction with moving home and at the same time transfer the products that are linked to the service in question. A transfer of this nature must be notified to SOMFY by e-mail (see point 12 below), after which the new owner, following an application for registration (and on presentation of a document that shows that change of ownership of the product in question has taken place) receives new log in details, which are confirmed via an e-mail from SOMFY.
- 6.10 In conjunction with moving home, the User is solely responsible for any necessary configuration.

### **7. Use of the service**

- 7.1 The User is solely responsible for the use of SOMFY's services. It is the duty of the User to carry out the necessary checks and security measures to ensure that SOMFY, the User or another party do not suffer harm or loss.
- 7.2 The User is not entitled to use SOMFY's services for commercial purposes.

### **8. Maintenance and technical upgrading**

- 8.1 SOMFY is entitled, to a limited extent, to suspend the provision of services for maintenance purposes, to resolve technical problems or to make improvements. Prior to any such suspension, with the exception of emergency situations or *force majeure* incidents, SOMFY shall inform the User by e-mail of the planned suspension of service.
- 8.2 In the event of a suspension of SOMFY's services, the User can contact SOMFY's Customer Service Department for further information (see point 12 below).

### **9. Liability**

#### *User's liability*

- 9.1 The User is responsible for fulfilling all obligations pursuant to this Agreement, including payment for subscribed services.
- 9.2 The User is solely responsible for the correct installation of compatible products and the use of these products for the stated purpose. The liability of the User applies in particular to the settings programmed by the User or which the User makes in some other way and which take place automatically, e.g. related to awnings.
- 9.3 The services provided by SOMFY presuppose that the User has a functioning Internet system. SOMFY is thus not responsible for defects or limitations in the User's Internet connection.

#### *SOMFY'S liability*

- 9.4 SOMFY is responsible for fulfilling its obligations pursuant to this Agreement and applicable laws.
- 9.5 SOMFY disclaims liability in other cases with the exception of when SOMFY causes the User or another party to incur harm or loss through carelessness or negligence. SOMFY disclaims liability in particular in the following respects:
  - a) When the User has not followed the rules and/or instructions for use of SOMFY's products and services.
  - b) In the case of incorrect configuration of telecommunication equipment and other technical equipment.

- c) In the case of a defect or limitation in the User's Internet connection, regardless of the reason.
- d) In the case of the effects of a power cut.

### **10. Force Majeure**

- 10.1 If a party is prevented from discharging its undertakings pursuant to the Agreement as a result of circumstances over which a party had no control, such as a lightning strike, industrial action, fire, amended official regulation, official intervention or an error or delay in services from a sub-supplier as a result of circumstances stated herein, this shall constitute grounds for discharge and entail postponing the time of performance as well as discharge from the obligation to pay damages and other possible sanctions. If fulfilment of the Agreement is essentially prevented for a period longer than 30 days as a result of one or more of the circumstances stated above, a party is entitled to terminate the Agreement in writing subject to 15 days' notice.

### **11. Confidentiality and personal data**

- 11.1 SOMFY processes collected personal data and is the personal data controller in accordance with the Personal Data Act (1998:204).
- 11.2 Collected personal data (forename, surname, e-mail address, postal address, telephone number), card number, information regarding configuration and use of the service are necessary if SOMFY is to fulfil the Agreement, manage the User's account and, when necessary, assist the User. In conjunction with registration of the User's account, the User grants his/her express consent that the above-mentioned personal data may be processed. At the same time, the User may also state specifically whether the User consents to the personal data being used by SOMFY or its partners for commercial purposes.
- 11.3 In order to be able to handle the services covered by this Agreement, SOMFY needs to pass on details to other companies (within the EU) that handle SOMFY's IT operations.
- 11.4 SOMFY undertakes to handle collected personal data with care and respect for the rights of the User.
- 11.5 SOMFY is entitled, through registration of the User's account, to utilise collected personal data in order to send offers related to products and services (direct marketing) to the User unless the User declines in writing.
- 11.6 Under the Personal Data Act (1998:204) the User has right of access to the personal data collected by SOMFY for the purpose of supplementing, editing or deleting registered data. Such a request must be sent by post to the address provided in point 12 below, including the person's full name, the serial number and a copy of an identity document.

### **12. Support and contact**

- 12.1 SOMFY's Customer Service Department helps the User with
  - a) complaints regarding SOMFY's services and
  - b) information and advice regarding use of SOMFY's products and services.Any enquiry and/or complaint must be sent by e-mail to [technical.uk@somfy.com](mailto:technical.uk@somfy.com).
- 12.2 In all correspondence with SOMFY, the User must state his/her full name, the serial number or reference number for the installed product as well as a telephone number and an e-mail address, in order to facilitate the handling of the matter.



### 13. Agreement period

13.1 Unless stated otherwise in the Special Contract Terms and Conditions, or in another agreement between the parties, this Agreement comes into effect when SOMFY has activated the User's account (the date is stated in the e-mail that is sent as confirmation of registration) and remains valid until further notice.

### 14. Amendment of the Agreement

#### *SOMFY's right to make an amendment*

14.1 SOMFY is entitled to change the terms and conditions of the Agreement without obtaining the prior approval of the User. SOMFY shall inform the User in writing about changes that have been made at least one month before the changes come into effect. In the case of changes in the terms and conditions made by SOMFY, the User is entitled to terminate the Agreement with cessation at the point at which the changes come into effect.

#### *User's right to make a change*

14.2 The User is not entitled to change the terms and conditions of the Agreement. However, the User has certain scope to change his/her current subscription via SOMFY's website. For further information about changes, reference can be made, where applicable, to the Special Contract Terms and Conditions and to SOMFY's Customer Service Department using the contact details provided in point 12 above.

14.3 Amendments made according to the above shall, if possible, be implemented on the first day of the following month.

### 15. Termination

15.1 Unless stipulated otherwise in the Special Contract Terms and Conditions or according to law, this Agreement can be terminated with due observance of the following periods of notice.

#### *User's right to terminate*

15.2 The User can at any time, without stating a reason, terminate the Agreement with cessation at the turn of the next month (calculated from the date on which SOMFY received and confirmed the termination). Termination must take place using the User's account ([www.somfy.co.uk/myspace](http://www.somfy.co.uk/myspace)) or by e-mail to the address provided in point 12.

15.3 When SOMFY has received notice of termination as stated above, SOMFY shall send confirmation by e-mail, stating the date of termination and the remaining contract period.

#### *SOMFY's right to terminate*

15.4 Unless stipulated otherwise in the Special Contract Terms and Conditions, SOMFY is entitled to terminate the Agreement with immediate effect in the following cases:

- a) When the User has used a false identity.
- b) In conjunction with misuse of the subscribed service by the User.
- c) In the event of another material breach of contract or breach of law by the User.

15.5 Termination shall be made by e-mail, sent to the address provided by the User.

#### *Consequences of termination*

15.6 Following the end of the period of notice, SOMFY shall delete all information pertaining to the User held by SOMFY.

15.7 In the case of notice of termination issued by SOMFY under point 15.4, the User shall not be entitled to repayment of amounts paid in advance. The User shall retain ownership of the product or products purchased.

### 16. Right to annul a purchase

16.1 When an order for a SOMFY service is placed remotely, a User who is a physical person (consumer) is entitled to annul the purchase in accordance with the Distance and Doorstep Sales Act (2005:59). The User is entitled to annul the order within 14 days by informing SOMFY in writing pursuant to point 12 above. The cooling-off period commences on the date on which the Agreement was entered into. If the right to annul the purchase is exercised, SOMFY will repay the amounts paid by the User.

### 17. Transfer

17.1 Rights and obligations pursuant to this Agreement may not be transferred to a third party unless the other party issues written approval of the transfer.

### 18. Governing law etc.

18.1 This Agreement shall be governed by English law.

18.2 In the event of a sale to a consumer, non-optional statutory stipulations shall, where applicable, take precedence over the terms and conditions of the Agreement.



## SOMFY LIMITED

### SPECIAL CONTRACT TERMS AND CONDITIONS CONNEXOON RTS

VALID FROM FEBRUARY 1st, 2018

<b>Recommended retail price for Connexoon RTS Box (including user licence)</b>	£ 149.00, including VAT
<b>Supplementary services</b>	See description and price on the SOMFY website
<b>Method of payment</b>	Debit card
<b>Connexoon Box warranty issued by SOMFY's dealer</b>	2 years from the date of purchase

#### 1. Applicability

- 1.1 By purchasing Connexoon RTS Box from Somfy Limited ('SOMFY') you ('User') accept that an agreement has been entered into with SOMFY subject to these Special Contract Terms and Conditions and SOMFY's General Contract Terms and Conditions for services applicable from time to time (jointly designated the 'Agreement'). Could we therefore ask you to carefully read through these documents, which were given to you in conjunction with your purchase of Connexoon RTS Box and which are also available on the SOMFY website [www.somfy.co.uk](http://www.somfy.co.uk)
- 1.2 In the event of a conflict between these Special Contract Terms and Conditions and SOMFY's General Contract Terms and Conditions for services, these Special Contract Terms and Conditions shall take precedence.
- 6.4 The warranty does not cover costs for uninstalling or reinstalling Connexoon RTS Box, return costs, cost of batteries etc. and nor does the warranty cover faults or damage resulting from incorrect installation and start-up of Connexoon RTS Box, which are entirely the responsibility of the User.
- 6.5 The User can submit a claim under the warranty, in the first instance by contacting the dealer in question, and in the second instance by contacting SOMFY at: [technical.uk@somfy.com](mailto:technical.uk@somfy.com).
- 6.6 In the event a User sends a Connexoon RTS Box for repair without prior approval by SOMFY, despite the fact that the fault or damage is not covered by the warranty, SOMFY is entitled to return Connexoon RTS Box and be compensated for its costs in conjunction therewith.

#### 2. Prices

- 2.1 SOMFY is entitled, without restriction, to change the Contract Terms and Conditions and prices.
- 2.2 Current prices for supplementary services are listed on SOMFY's website.

#### 3. Payment

- 3.1 Payment for Connexoon RTS Box and any supplementary services shall be made by debit card.
- 3.2 Payment for supplementary services must be made in advance.

#### 4. User account

- 4.1 Following completion of the purchase, SOMFY will register and activate an account for the User.
- 4.2 Communication with SOMFY shall take place in the first instance through the account on 'Myspace' on the SOMFY website or by e-mail at: [technical.uk@somfy.com](mailto:technical.uk@somfy.com) with confirmation of receipt.

#### 5. Transfer of ownership

- 5.1 Ownership of Connexoon RTS Box passes to the User following completion of payment.

#### 6. Warranty

- 6.1 SOMFY provides a two-year warranty on Connexoon RTS Box, applicable from the date of purchase.
- 6.2 The warranty covers fault in manufacturing or materials. SOMFY has the option to rectify the fault or provide a new product with an equivalent function.
- 6.3 The warranty does not cover faults or damage to Connexoon RTS Box caused in the following circumstances: Careless handling by the User; incorrect installation or connection; use of incompatible products or electrical connections; use of Connexoon RTS Box for anything other than the intended purpose.