



FAQ's

Q: Why can't you design a system for me without me having to give you a budget? If I give you a budget, I'm afraid you'll just make sure the electronic system uses up all of the money in my budget.

A: There are a couple of reasons why it's in your best interest to give us at least some kind of a budget to work with. For example, if we're designing a music system for you, there are several brands and types of loudspeakers we could utilize (we handle well over 100 different brands). We sell some speakers that cost \$250, we have speakers that cost \$450, and we sell speakers that cost \$2,000 each. We also have several models above, below, and in between. Although we need to know how you're going to use the system and what you listen to, we also need to know one other thing before we select speakers; your budget! Even the difference between a \$250 speaker and a \$450 speaker is pretty critical. The sound is dramatically different and multiply the speakers times two for each zone and multiply that times 12 zones. Now that \$200 per speaker difference has added up to a huge price difference.

Another issue is that some clients really have no idea how much a system could cost. They may be thinking "10,000 budget" in their head but they're asking for a system that's going to cost a minimum of \$50,000. If we spend several hours on a design only to find out that the client is blown away by the price, we've all just wasted a lot of time.

Are we going to spend most of your budget in our design? We feel that's pretty much the idea of a budget. If you approach a builder and say, "how big of a house can you build me for \$500,000?" the builder is going to give you the most house they can deliver for \$500K. That's exactly what we do. We'll take your budget and deliver the absolute maximum performance, reliability, and value that we can for your budget. If your budget is unrealistic, we'll let you know.

Also, for most systems, we can tell you ahead of time what a ballpark cost will be so you have some idea what to budget for.

Q: How much do you charge to look at my plans and give me a design proposal?

A: We typically offer an initial client consultation at no charge. There are some cases, when the design will be especially time-consuming, that we may charge for design time. We will always let you know up front if there will be any charges incurred for the initial appointment or design.

Q: Are you guys certified or anything?

A: Our technicians are CEDIA Certified Professionals. CEDIA is the Custom Electronics Design and Installation Association. CEDIA is an international organization that is dedicated to the education of custom integrators like us. They have a wealth of knowledge and provide extensive training through CEDIA University. Their certification exams are long and difficult and it's definitely an accomplishment to pass them. For more information about CEDIA, go to www.cedia.org. We also have a CEDIA Certified Professional Designer on staff.

Connect Home Theater and Automation is a licensed Technology Systems Contractor through the state of Minnesota. We are bonded and insured.

We are also a member of the Consumer Electronics Association's Tech Home Division (www.ce.org). We are an active member of the Builder's Association of the Twin Cities (www.batc.org). Connect Home Theater and Automation is a premier HAI dealer and installer and has earned "HAI 5-Star Dealer" status for the past several years (www.homeauto.com).

Q: What is your warranty?

A: Connect Home Theater and Automation has one of the strongest system warranties in the industry. We warranty our entire electronics system for one full year from the date the project is completed. We also have a full 10-year warranty on our entire wiring infrastructure.

During the first year, we also provide unlimited technical support on all of our systems.

Finally, we have a programming warranty. During the first year, if you decide you want a few new favorite channels on your remote or you want a button on your lighting keypad to do something different, we'll reprogram one time for no charge. We recommend you use your system for at least a few months and keep a list of any changes you'd like. Once you're comfortable with your list, we'll come out and reprogram for free.

Q: Why should I use your company instead of just going to one of the “big box” stores?

A: We feel that there are a number of reasons to use us instead of a big box retailer. First of all, big box retailers are mainly set up to sell, well, boxes. We specialize in selecting equipment that we know will integrate to other equipment. We then know how to integrate your electronic systems together. Most of the big box stores will sell you several pieces but they are typically not experts in integrating them. So, you might buy a plasma TV, a receiver, a DVR, speakers, and a DVD player from a big box store. If you can get them to hook it up, you will most likely end up with several confusing remotes on your coffee table. If you had hired us to do the job, you’d have one, simple to use, intelligent master remote to control your whole system. You’d just press “DVD” and the TV would turn on and go to the correct input, the DVD would turn on, the receiver would turn on, go to the correct input, go to the correct surround mode, etc. You wouldn’t have to read instructions every time you want to watch TV or a movie.

We’re smaller and we care. When you hire Connect Home Theater and Automation to design and install your system, we take it personally. We want to get to know you because we feel that you are a customer for life. We want you to love your system and we’ll do whatever we can to make sure you do. We want you to tell your friends how much you love your system. Please see our “Testimonials” section on this website to see letters from our clients.

Our prices for equipment are competitive with the “Big Box” guys. We are constantly checking local pricing when we price our equipment. You will usually find that we are charging the same price or even less than the nearest “Big Box” stores. Of course we charge for our integration and installation but that’s our business –not our sideline.

We believe that when you compare what we offer to what the retail stores are offering, you’ll agree that Connect Home Theater and Automation is offering you more value for your money.