

# Guaranteed Compatibility

## Guaranteed to work with all Z-Wave and guaranteed to be bug-free

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We guarantee that Vera will work with every Z-Wave device, or else Vera is free. If you have a Z-Wave device that we cannot get Vera to work with, you can keep Vera, and we'll refund the purchase price of Vera, whether you bought Vera directly from our online shop or from someone else. The guarantee also protects you against any bugs in Vera. If one of Vera's features does not work as explained in the user's manual, and we cannot fix it, we will also reimburse you for the cost of Vera. See the exclusions below.

In order to qualify, you must notify us with a support request by visiting [micasaverde.com](https://micasaverde.com), clicking support indicating that you have a Z-Wave device that Vera will not control, or a feature that is not working. You must put in the comments "Guaranteed Compatibility" so we have a record of the date the issue was first reported and can attach an appropriate priority to the support request. We will follow up and send you a bug report ID and a link to track our progress identifying the issue.

If Vera is not controlling a Z-Wave device, the Z-Wave device you are trying to control must be Zensys certified, meaning that it really is Z-Wave compliant. You must agree to pair the device with Vera and to give our developers access to your Z-Wave network by turning on what we call the 'back door', which is just 1 click, and allows us to remotely test your Z-Wave devices. You agree to give us 4 weeks from the date you give us access to get the device working. If, after 4 weeks the device is not being controlled by Vera, you can email us a copy of your receipt for Vera and we will reimburse you, either by check, wire transfer, or, if you bought Vera from online shop, by refunding your purchase. You do not need to return Vera; you can keep Vera anyway.

If a feature is not working, you must complete a support request the same way and explain what is not working and reference the section in the user's manual that explains how it should work. Again, you agree to give us remote access to your system through the 'back door' feature and to give us 4 weeks to fix the problem.

The problem must be something that you can reproduce, and you must be able to reproduce it while our tech support team is reviewing the issue with you. If, after 4 weeks, you can demonstrate that the problem still exists, we will reimburse you what you paid for Vera.

Either way, the 4 week start date for the guarantee is when you submit the support request with "Guaranteed Compatibility" in the comments.

## Exclusions

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**Wireless:** All wireless networks may not be reliable. This is a function of wireless communication, which is subject to factors such as radio interference from other devices, thickness of walls, signals passing through dense objects, and so on. These are factors outside of our control, and we had no role in the design or specification of the wireless standards, such as 802.11 and Z-Wave. So any problems caused by failure in the wireless communication are not covered as there is nothing we can do about them. To determine if Vera is able to control a Z-Wave device, you must be able to bring the device within 6 feet (2 meters) of Vera to ensure that the problem is not caused by radio interference. If Vera is able to control the device in close proximity, but not when it is further away, the problem is considered to be one of wireless interference. We will provide tips for improving the coverage, but this is not covered by the guarantee. Naturally you must use compatible frequencies (ie no European Z-Wave devices on a U.S. Vera or vice-versa). Further, any issues with the wi-fi network (802.11) are not covered by the guarantee.

**Future features:** Naturally features that are designated "coming soon" or on the roadmap are not covered.