



Russound Certified Installer Program

Overview

The Russound Certified Installer (RCI) Program is designed to provide the best possible product and installation experience to our consumers while maximizing the value that the thousands of Russound installers in the US and around the world offer to their customers throughout the sale and installation process. With the RCI Program, Russound guarantees that a dedicated Russound Certified Installer is fully involved in the installation process of Russound products. The knowledge, experience, customer service, and after-sales support of a Russound Certified Installer provides enormous benefits to the end-user and is the principal way that Russound can provide a consistent product experience.

Program Highlights

- **Supported Products** – The RCI program will be integrated into the new line of Russound multizone controllers, the MCA-66, MCA-88, and the MCA-88X. Additional Russound products will join the program as they come to market.
- **Products ship “locked”** – All products that are part of the RCI program will be shipped from Russound in a locked state. Once they are powered up, they will only be able to display a message saying “Russound Certified Installer Required”. The products will not operate until a Russound Certified Installer connects them to the internet and unlocks them.
- **Easy to unlock** – There is no complex unlocking process. A Russound Certified Installer merely needs to enter their username and password into an RCI product using the web browser on their smartphone, tablet or laptop. *All RCI products are internet-enabled and instantly verify the identity of the installer to unlock for use.*
- **Distribution Partner customers and Direct Dealers eligible** – The RCI program is available to all installers who buy their Russound products through any authorized sales channels, whether it’s through distribution partners or as a direct dealer.
- **Trackable, while assuring customer privacy** – Russound knows how important privacy is to its customers. Because of that, no customer information is ever required, entered, or tracked as part of this program. *Russound will track the products used in this program only through a unique electronic product identification number that will be paired with the credential of the specific Russound Certified Installer who performed the installation.* Russound will not be able to obtain any private customer information through this program.

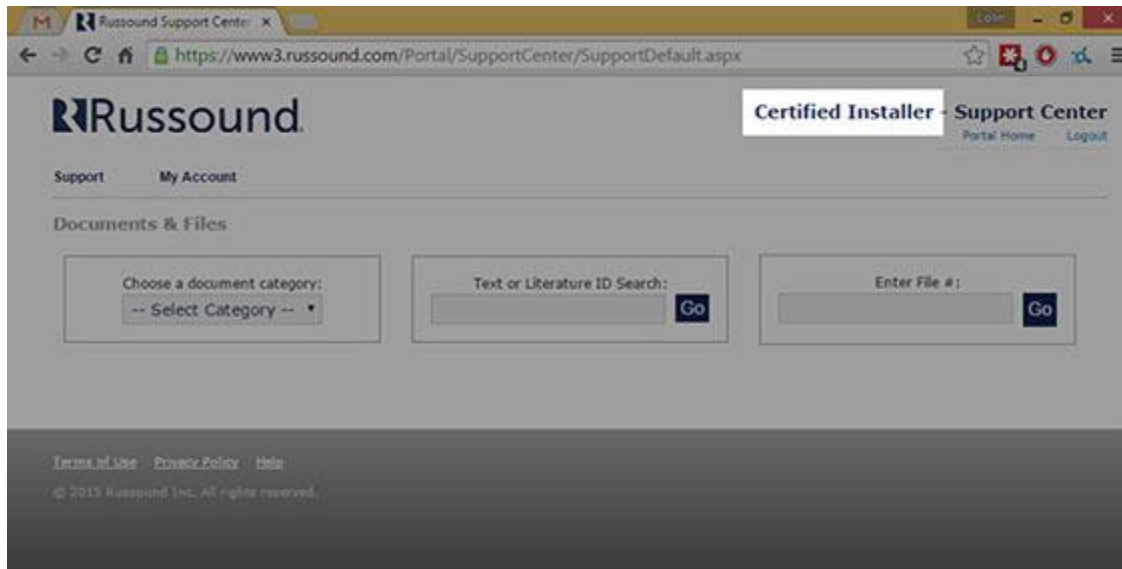
Frequently Asked Questions

Q: How can I become a Russound Certified Installer (RCI)?

A: It's easy. Use your Russound Portal logon to complete this [web form](#) to apply to the RCI program. If you currently share a Russound Portal logon and need your own, you can get one [here](#).

Q: How can I verify if I am a Russound Certified Installer?

A: It's easy to tell if you are a Russound Certified Installer. When accessing the Russound Portal, all Russound Certified Installers will see the words "Certified Installer" in the top right corner of all webpages in the Portal.



Q: What products will be part of this program?

A: The RCI program will be integrated into the new line of Russound multizone controllers, the MCA-66, MCA-88, and the MCA-88X. Additional Russound products will join the program as they come to market.

Q: When does the program start?

A: The program officially starts with the release of the MCA-66 and MCA-88 products in June.

Q: Why is Russound "locking" some of its products?

A: This new feature reinforces Russound's commitment to provide the ultimate user experience by guaranteeing that many of our key products are only installed by industry professionals.

Q: Does Russound collect or track end user information with this program?

A: Russound does not collect any end user personal information.

Q: How do I stay informed on updates to the RCI program and Russound products?

A: Join our [email list here](#).

Q: Do I need to be a direct dealer to be a Russound Certified Installer?

A: The RCI program is available to all installers who purchase their Russound products through an authorized sales channel, whether it's through one of our distribution partners or as a direct dealer.

Q: All of the installers in my company share a portal login. Can I use that for the RCI program?

A: Since the RCI program certifies installers, not companies, each installer must have their own unique portal logon.

Q: Will my company be listed on the Russound website once I become a certified installer?

A: Yes. As a part of the approval process to become a Russound Certified Installer, your company will be listed in the Russound website dealer finder.

Q: Is there a cost associated with becoming a Russound Certified Installer?

A: There is no charge to installers for becoming Russound Certified Installers.

Q: Is there an exam that I will need to complete?

A: No certification exam is required.