

INNOVA V3 to V4 Controller Changeover

INNOVA is upgrading all client systems from the V3 controller to the new INNOVA V4 controller. This notice explains what is changing, how V3 systems operate during the changeover, and how to secure your upgrade.

What Is Changing

INNOVA now designs and supports the complete lighting control system, from the controller to the app. Earlier V3 controllers relied on a third-party cloud service. With the V4, INNOVA has full control over quality, reliability and future updates.

As part of this changeover, the V3 cloud app has been retired. Every INNOVA system going forward runs on hardware and software that INNOVA stands behind completely.

What the INNOVA V4 Controller Delivers

- **Works without internet.** Lights respond instantly from your home Wi-Fi.
- **Music and voice reactive modes.** Lighting that moves with sound in real time.
- **On-screen effect visualizer.** Preview effects before they play on your home.
- **Circadian mode.** Lighting that follows natural daylight through the day.
- **Standardized parts.** Faster service and simple future upgrades.

During the Changeover

V3 systems continue to operate. Owners can control their lights directly from their home Wi-Fi using the **INNOVA Local Connection Guide**, available at innovasystems.ca.

Securing Your Upgrade

The V4 rollout is well underway and demand has been strong. The INNOVA installation schedule is fully booked, and upgrades are assigned in the order pre-orders are received. **Pre-orders placed after October 3, 2026 are expected to be scheduled into 2027.**

- 1 **Place a prepaid pre-order** for your INNOVA V4 controller at innovasystems.ca.
- 2 **Join the installation schedule.** You are added once payment is received.
- 3 **System assessment.** INNOVA reviews your system and provides a written quote for any additional power supplies, enclosures or labour. Work proceeds only once the quote is approved.

Pre-Order Terms

All INNOVA V4 pre-order payments are **final and non-refundable**. By placing a pre-order, clients confirm that:

- Payment reserves a V4 controller and a place on the installation schedule.
- Scheduling estimates reflect current demand and are not guaranteed dates.
- Additional power supplies, enclosures and labour are quoted separately and are not included in the pre-order payment.
- The V4 upgrade replaces the controller only. Repairs to existing lights, wiring or other components are quoted separately.
- Installation requires safe access to the controller location, a working home Wi-Fi network, and an adult present or approved access on installation day.

Pre-orders may be transferred to another property or person by written request to INNOVA.

Rescheduling a confirmed installation date requires at least 48 hours' notice to avoid a rescheduling fee. Once installed, the V4 controller is covered by the INNOVA standard product warranty.

Contact

Questions about the changeover or your upgrade can be directed to the INNOVA team through innovasystems.ca.

INNOVA