

# Important changes to your INNOVA app

## App retirement and controller upgrade

Dear valued INNOVA client — we're retiring the current INNOVA Cloud App and moving the network onto new controller hardware. Here's what that means for you and what happens next.

### WHAT'S CHANGING

**The INNOVA Cloud App stops operating on August 31, 2026.** Its provider is discontinuing the platform.

**Your lights will keep working. You'll retain local control with a reduced feature set, using either of these:**

- **Connected to your home Wi-Fi** — open <http://innovalights.local>
- **Or stand near the controller** — connect to the INNOVA SMART LIGHTS network in your phone's Wi-Fi settings

If you have more than one controller, system sync between them won't be available until you upgrade.

### THE NEW CONTROLLER

The upgrade brings your system onto current hardware with a considerably better app:

- Up to 2,000 pixels per controller, with full RGB and warm/cool white colour mixing
- Up to 12 independent zones, so different areas run different scenes
- 140+ built-in effects plus custom presets
- Full scheduling — sunrise/sunset automation, weekly programs, and holiday scenes set a year ahead
- Music sync, and voice control through Google Assistant, Alexa, and Siri
- Share access with family and control multiple controllers together

### HOW THE UPGRADE WORKS

1. Request your quote. Pricing starts at \$160 + GST per controller. Enclosure and power supply are extra.
2. We order your hardware, schedule the work, and install it.
3. Service fee is invoiced after completion — \$150 for the first hour, then \$75/hr thereafter.

#### **No service fee if you are:**

- A System Evolution Plan member
- Within 365 days of your original INNOVA install
- A client who came to us through a home builder within 365 days

### TIMING MATTERS

We're expecting heavy demand and scheduling first-come, first-served. We can't guarantee every client will be scheduled this year — if you want your new app running before winter, request your quote now.

To request a quote, send a separate email to [bill@innovasystems.ca](mailto:bill@innovasystems.ca) — please don't reply to this thread. To speed things up, attach clear photos of your controller setup. We'll have an answer for you the same day or within 24 hours.

*Thanks for your patience through this. It's a real step forward for the system, and we're glad to have you with us.*

**Questions? [bill@innovasystems.ca](mailto:bill@innovasystems.ca)**

INNOVA · [innovasystems.ca](http://innovasystems.ca) · Edmonton, Alberta