

## The System Evolution Plan, Explained

What's changing with your system, what we're building behind it, and what membership does and doesn't require of you.

### What's actually happening to your system right now

Every connected INNOVA system is being moved onto a single standardized controller platform. This is a hardware changeover, and it is happening at the same time as a separate but related shift: we are standardizing every component — controller, enclosure, power supply, and wiring layout — across the entire installed network, not just upgrading what you already have.

We're doing both at once because doing them separately would mean visiting your property twice. Standardizing now, while we're already there for the controller swap, is what makes every future update a simple part swap instead of a custom job.

#### CONTROLLER UPGRADE

New standardized controller(s) and power enclosure(s), fully commissioned and tested on site.

#### HARDWARE STANDARDIZATION

Your system moves onto the same components running across every INNOVA install — a one-time changeover.

#### WHAT THE SWAP GETS YOU

If you choose to complete your controller swap, your system will run on a new app with cloud operation restored — remote access, scheduling, and control from your phone, back the way it used to work. This runs on the standardized open-platform controller described on the next page while INNOVA builds and takes ownership of its own cloud layer.

### Status of INNOVA App

We want to be direct about this, because you'll notice it yourself if you haven't already: **the INNOVA app is still online**, but your controller is no longer able to talk to it. The cloud connection between your hardware and the app — the piece that let you control your lights remotely and receive updates — is what requires restructuring, not the app itself.

That disconnect is the direct result of the situation described below, and it's the reason this changeover is happening now rather than later.

### Enrol in the System Evolution Plan

[innovasystems.ca](https://innovasystems.ca) — full details and sign-up

## Why we're building our own technology department

Up to now, the cloud layer connecting your controller to the INNOVA app ran on outside infrastructure. When that service was discontinued, it confirmed what we'd already decided: that layer needs to be ours outright. Rebuilding it as infrastructure INNOVA owns end to end is the only way to guarantee this doesn't happen again.

### WHAT WE'RE DOING ABOUT IT

Rebuilding the connection from the ground up as infrastructure INNOVA hosts, maintains, and updates ourselves — not rented, not dependent on a third party's servers staying online. This is the starting point for an internal technology department: the team that will host the cloud architecture, maintain it, and push updates to every system on the network directly.

Using your lights locally is not the way your system was intended to be operated. That's why we've decided to do the hardware updates now, in preparation for what's coming in the future — standardized systems will only require a simple part swap.

## Where this sits on the roadmap



### NOW — THE FOUNDATION

#### Standardized, Open-Platform Controller

Selected after field testing ruled out less reliable alternatives, this open-platform controller restores full cloud access to your system today — scheduling, remote control, and app connectivity — while we build and take ownership of the INNOVA cloud layer behind it.



### NEXT

#### INNOVA Firmware & OEM Hardware

Our own firmware running on a controller built to INNOVA's specification, installed on the same standardized footprint already in your system.



### LONG TERM

#### Internal Cloud & INNOVA V4 App

A new app layer over cloud infrastructure INNOVA owns end to end — enabling remote access, seasonal content, and OTA feature pushes to the whole network at once.

This is a direction, not a delivery date. Owning a cloud stack outright is a multi-year undertaking. We'd rather tell you that plainly than promise a timeline we can't hold.

The System Evolution Plan

RECOMMENDED

The System Evolution Plan (SEP) is INNOVA's ongoing membership program. It exists so a client's system keeps evolving and being actively maintained, rather than quietly aging in place — built for clients looking for the best experience with INNOVA.

THIS IS NOT REQUIRED

Your controller upgrade and hardware standardization happen either way. SEP is a separate, optional membership on top of that.

- **System Upgrades** — a 36-month membership term with benefits starting right away, capped off with an upgrade to the new INNOVA app and controller once it's ready.
- **Priority support** — scheduling ahead of non-members on every service call, plus reduced rates on maintenance.
- **A seat in the beta** — as the internal INNOVA Cloud is built, members get early, hands-on access to it in live beta — before it's released network-wide.
- **First access to new features** — as development directions on the next page become real, members receive them first.

SYSTEM EVOLUTION PLAN MEMBERSHIP

\$15/month

Billed month-to-month · increasing to \$20/month starting January 1, 2027 — lock in today's rate now

Cancelling ends priority scheduling and member rates, and resets the 36-month upgrade clock. It does not affect your standardized hardware or app control of your updated controller.

With SEP vs. Without SEP

| WHAT YOU GET                         | WITHOUT SEP     | WITH SEP        |
|--------------------------------------|-----------------|-----------------|
| Standardized hardware                | Included        | Included        |
| Scheduling                           | Standard queue  | Priority        |
| Onsite service                       | Standard rate   | Preferred Rate  |
| System calibration & updates         | Not included    | Every 36 months |
| Access to internal INNOVA Cloud beta | Not included    | Early access    |
| New feature rollout (as released)    | General release | First access    |

Ready to enrol? Sign up for the System Evolution Plan

innovasystems.ca — full details and sign-up

What we're building toward: the next INNOVA app

The standardized hardware going in now is the foundation everything below is built on. These are development directions we're actively working toward as the internal technology department comes online — not scheduled releases, just a road map.

| FEATURE                           | DEPENDS ON     | WHAT IT MEANS FOR YOU                                                                                                                 |
|-----------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Seasonal presets, OTA             | CLOUD LAYER    | New scenes for holidays and seasons pushed to your controller automatically — no service call, no manual update.                      |
| Enhanced dashboard                | CLOUD LAYER    | A redesigned home screen showing your system's status at a glance — scenes, schedules, and connected controllers in one clean view.   |
| Energy efficiency mode            | CLOUD LAYER    | Smart scheduling that reduces runtime during low-use hours, lowering energy use without changing how your lighting looks or feels.    |
| Hex colour tab                    | APP LAYER      | Get the precise colour tone you want — try millions of colour shades with a hex code entry, not just presets.                         |
| Customizable interface background | APP LAYER      | For private and commercial application.                                                                                               |
| On-screen visualizer              | APP LAYER      | Preview a scene, its speed, and colour on your phone before it runs on your house.                                                    |
| Music sync                        | NEW CONTROLLER | Lighting that responds live to music, synced across every controller on the property.                                                 |
| Voice command scenes              | IN RESEARCH    | Describe the colours, segments, and mood you want, and a scene is generated for you effortlessly — no manual scene-building required. |
| Learning & predictive scenes      | IN RESEARCH    | A system that learns your habits and proposes scenes before you go looking for them. Under active exploration.                        |

What your membership guarantees today is what's on page 3: standardized, reliable hardware now, and hardware upgrades as new generations become real. Everything on this page is where that investment is headed.

WHY THIS MATTERS FOR MEMBERS SPECIFICALLY

Every one of these features requires either the cloud layer or the app layer INNOVA is now building in-house. SEP membership is what funds that build. Members aren't just waiting for these to ship — they get to use them in beta first, on their own system, as each layer comes online.

## Where we stand today, plainly

To summarize, without the marketing gloss:

- The outside cloud service your controller relied on was discontinued — the exact reason INNOVA is bringing that layer in-house for good.
- We're fixing that permanently by building and owning that layer ourselves, starting with standardized hardware across every system in the field.
- Clients are best served by a team that knows their system inside and out — which is why we're building that team in-house rather than outsourcing it.
- The System Evolution Plan enables INNOVA to provide the best value to clients who opt in, with priority care along the way. It changes nothing about your base system if you'd rather not.

## Frequently asked

### Do I have to join SEP to get my controller upgraded?

No. The hardware changeover and standardization happen for every connected client, member or not.

### What happens if I don't join?

Your system runs on the new standardized hardware with full cloud control. You won't have priority scheduling, reduced service rates, or early access to the new app and features as they're released.

### Can I join later?

You can, but think of SEP less like a subscription and more like insurance on an asset that's appreciating in value. Your system only grows more capable as new hardware and features roll out, and SEP is what protects that value and keeps it current. Joining sooner also locks in today's rate before it increases in 2027.

### Is my data or existing setup at risk during the changeover?

The controller swap will require a fresh start with a new app and new saved presets.

## Questions or ready to move forward?

Please don't reply to this email thread — send questions directly to [bill@innovasystems.ca](mailto:bill@innovasystems.ca) and we'll walk through what your specific property needs, your upgrade timing, and whether SEP membership makes sense for you. There's no pressure either way — we'd rather you make this decision with the full picture than a rushed one.

**Enrol in the System Evolution Plan**

[innovasystems.ca](https://innovasystems.ca) — full details and sign-up

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