

## About Somfy

Somfy's leading smart management solutions for homes and buildings have been improving people's daily lives for over 50 years. Developed with comfort, ease of use, security and sustainability in mind, our innovations automate and connect rolling shutters, curtains and blinds, gates and garage doors, lighting and heating, alarms systems and more. We are committed to creating useful solutions that are accessible to all, designed for today and beyond.

### Somfy Activités SA

50 avenue du Nouveau Monde  
BP 152 - 74307 Cluses Cedex  
France  
Tel. +33 (0)4 50 96 70 00  
Fax +33 (0)4 50 96 71 89  
[www.somfy.com](http://www.somfy.com)

A BRAND OF **SOMFY** GROUP

**somfy**®

empreinte conseil Photo credits: Arnaud Chidéric, Vanessa Andrieux - Somfy 09/2018 - Somfy Activités SA, capital 35.000.000 Euros, Annecy Trade Register No. 303.970.230 - ©SOMFY.COM 180900

Serv-e-Go:

The new remote maintenance service for your connected equipment

Enjoy your connected home,  
**your installer  
will do the rest!**



**somfy**® Building happiness



With TaHoma® or Connexoon,  
you can control all your Somfy connected equipment,  
in just a few clicks and **enjoy an even greater level of comfort.**

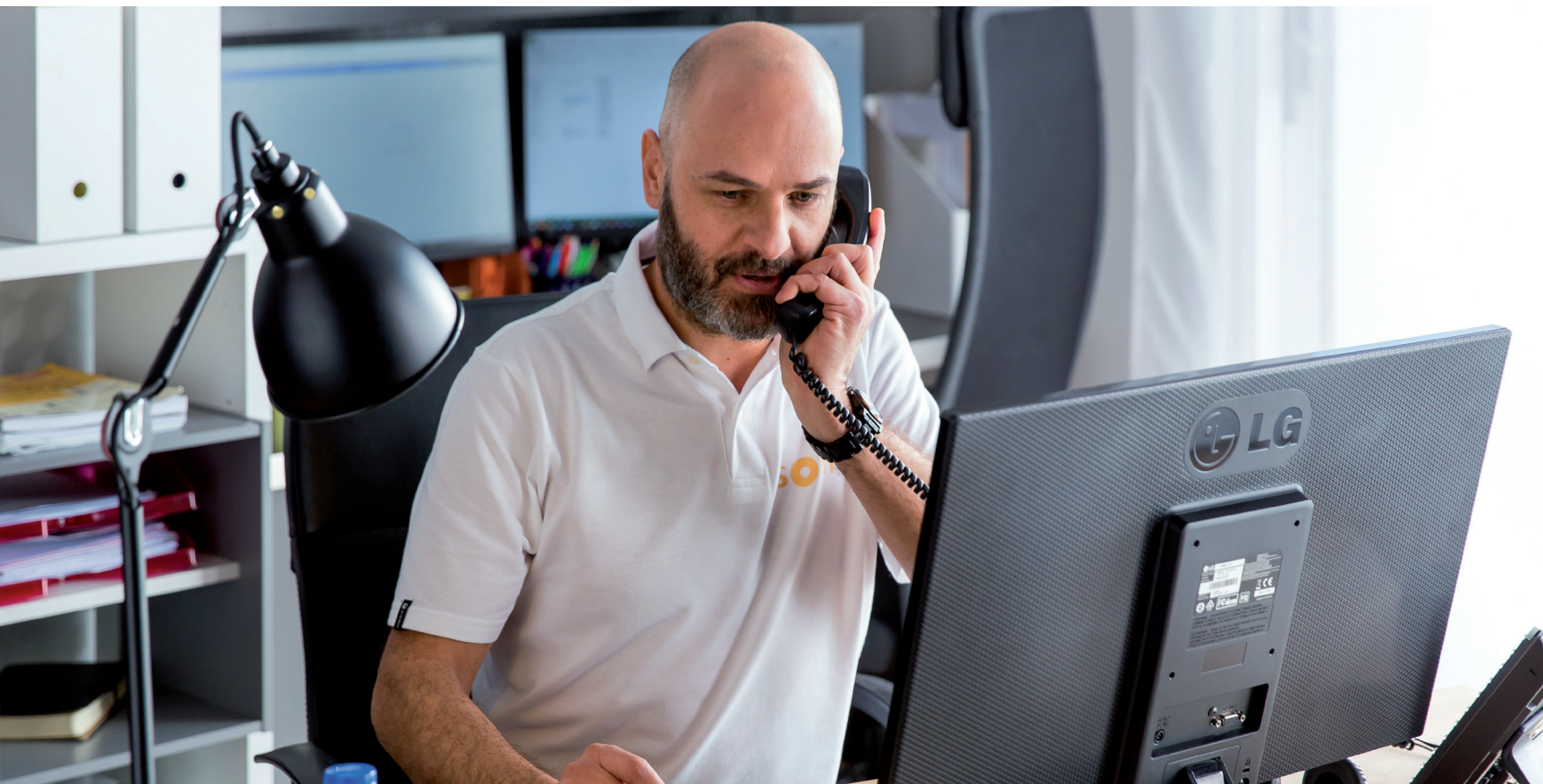


In your living and evolving home, sometimes  
a roller shutter gets stuck, your alarm needs new batteries,  
you want to adjust the settings for your gate...



Did you know that, thanks to the new Serv-e-Go  
online service, your installer can solve many  
of your issues remotely? From his computer, he responds  
quickly and effectively, with the minimum possible  
disruption for you.

Contact your installer for information on the terms for the Serv-e-Go option, remotely or at home.



**Serv-e-Go:** It's incredible  
what your installer can do for you.



**VIEW... from his computer**  
all your connected equipment.



Rolling shutter



External  
venetian blind



External  
screen



Terrace  
awning



Pergola



Gate



Garage  
door



Home Keeper  
alarm



**DIAGNOSE... in real time**  
and analyse malfunctions remotely.  
No need to make an appointment!



**INTERVENE... without disturbing you**  
in order resolve a problem on line or adjust a setting  
with your explicit consent.



**PREPARE... when necessary**  
for a rapid and effective home repair, with the necessary  
information and equipment.



**ADVISE YOU...**  
on the basis of your products' usage  
data.

#### Data Protection

In order to always serve your better, with your explicit agreement,  
your installer can access your personal data  
(name, address, phone number, etc.) and technical data  
(type of setting, operating mode, speed, etc.) relating to the repair  
and optimisation of connected equipment.  
This data is not shared.

“ Help,  
my terrace awning is stuck!  
In just a few seconds, your installer views  
the product's status, diagnoses and solves the problem  
or schedules a visit. ”

“ Hello, I would like to change  
the activation time for my alarm...  
You allow your installer to take control for  
a specific period, he adjusts the settings  
with a few clicks, without disturbing you. ”