

# NovaTech Solutions — Frequently Asked Questions

## General Questions

Q: What is NovaTech Solutions? A: NovaTech Solutions is a technology company that provides cloud-based productivity software (NovaTech Cloud Suite), smart home devices (NovaHome), and enterprise IT solutions. We serve over 500,000 customers worldwide.

Q: Where is NovaTech based? A: Our headquarters is in Austin, Texas. We also have offices in London, Berlin, and Singapore.

Q: How do I contact customer support? A: You can reach us by email at [support@novatech.com](mailto:support@novatech.com), by phone at 1-800-NOVA-TECH (available Monday to Friday, 8 AM to 8 PM Central Time, and Saturday 9 AM to 5 PM), or via live chat on our website during business hours. Our average email response time is under 4 hours, and live chat wait time averages under 2 minutes.

Q: Does NovaTech offer student or nonprofit discounts? A: Yes. Verified students receive 50% off Personal and Team plans. Verified nonprofit organizations receive 30% off all plans. Apply at [novatech.com/discounts](https://novatech.com/discounts) with your .edu email or nonprofit documentation.

## Subscription and Billing

Q: Can I try NovaTech Cloud Suite before paying? A: Yes. All paid plans include a 14-day free trial with full functionality. No credit card is required for the trial. Our Free plan is available indefinitely with limited features.

Q: How do I cancel my subscription? A: Go to Account Settings, then Subscription, then click "Cancel Subscription." Your access continues until the end of the current billing period. No partial refunds are issued for monthly plans. Annual plans can be refunded in full if cancelled within 30 days.

Q: Can I switch between monthly and annual billing? A: Yes. Go to Account Settings, then Subscription, then click "Change Billing Cycle." Switching to annual billing takes effect at your next billing date and saves approximately 17%.

Q: What happens to my data if I downgrade from a paid plan to the free plan? A: If your stored data exceeds the 5 GB free plan limit, your account will be in read-only mode. You can view and download your files but cannot upload new content until you reduce your storage usage below 5 GB or upgrade back to a paid plan. No data is deleted automatically — your files remain safe.

## NovaHome Questions

Q: Do NovaHome devices work without an internet connection? A: Basic functionality continues to work locally. The NovaHome Hub can control Zigbee and Z-Wave devices, the thermostat continues to follow its schedule, and the smart lock continues to accept fingerprint and PIN inputs. However, voice control, remote access via the app, cloud recording, and firmware updates require an active internet connection.

Q: Is there a monthly fee for NovaHome devices? A: No. All NovaHome devices work fully without any subscription. Optional cloud recording storage for cameras is available at \$3.99 per month per camera or \$9.99 per month for unlimited cameras. The NovaCare+ extended warranty is a one-time purchase, not a subscription.

Q: Are NovaHome devices compatible with other smart home platforms? A: Yes. All NovaHome devices are compatible with Amazon Alexa, Google Home, and Apple HomeKit via Matter protocol. The NovaHome Hub additionally supports Zigbee and Z-Wave, allowing it to control thousands of third-party smart home devices from brands like Philips Hue, Sonos, Aqara, and Yale.

Q: How do I update the firmware on my NovaHome devices? A: Firmware updates are delivered automatically over-the-air (OTA) when the device is connected to Wi-Fi and plugged in. You can check for updates manually in the NovaHome app under the device settings. We recommend enabling automatic updates to ensure you have the latest security patches and features. Update notifications appear in the NovaHome app.

## Security and Privacy

Q: How does NovaTech protect my data? A: All data is encrypted at rest using AES-256 and in transit using TLS 1.3. We use SOC 2 certified infrastructure, conduct annual penetration testing, and support two-factor authentication. We never sell personal data to third parties.

Q: Can I see what data NovaTech has about me? A: Yes. Go to Account Settings, then Privacy, then "Download My Data" to export a complete copy of your personal data. The export is prepared within 48 hours and a download link is sent to your email.

Q: Does NovaTech sell my data? A: No. NovaTech does not sell, share, or rent personal information to third parties for marketing purposes. We share data only with essential service providers (payment processors, cloud infrastructure) under strict data processing agreements.

Q: Can NovaTech employees see my camera footage? A: No. Camera footage is encrypted and NovaTech employees do not have access to your recordings. The only exception is if you explicitly share footage with our support team during a troubleshooting session — and even then, access is temporary and logged.