

## Frequently Asked Questions for Autonomic Dealers

### 1. Who is acquiring Autonomic?

SnapAV® is one of the largest suppliers in the CEDIA industry. It was founded 10 years ago by integrators who weren't satisfied with the products and services they were receiving from their suppliers, so they set out to change that. SnapAV builds their own products and sells affiliate products direct to dealers at a low price, with award-winning customer service that is unbeatable in the industry.

### 2. Why did SnapAV acquire Autonomic?

Autonomic is an industry expert in music streaming and multi-room audio. Our products make the consumption of digital media easier and more enjoyable by offering a multi-room audio solution, controllable with iOS and Android devices and compatible with the world's leading control systems. These products will complement SnapAV's own audio products and award-winning support, providing dealers with an audio solution they'll love. In addition, Autonomic's company culture and commitment to the custom install channel mirrors the values found at SnapAV.

### 3. How will this impact Autonomic?

The Autonomic brand and team will operate as we always have. As we continue the work of merging our companies, we will be operating as one to deliver improved levels of responsiveness, service, business benefits, and quality assurance.

### 4. How / Where do I buy Autonomic products, now that the company has been acquired?

SnapAV will have Autonomic products for sale on its website in January 2017. Until then, the best way to order our products is through Autonomic directly, either by calling 914-598-1647 or sending a PO to [sales@autonomic-controls.com](mailto:sales@autonomic-controls.com).

### 5. Who do I contact for Autonomic support?

The Autonomic customer support phone number and email are available, and the Dealer Zone will remain accessible. In the coming weeks, we will be working to integrate our two companies and will provide updates as they are available.

### 6. How will this impact Autonomic pricing levels and VIR credits?

We realize many dealers are trying to hit their numbers in 2016 to lock in pricing for 2017. Both Autonomic and SnapAV are committed to ensuring that any future changes to programs and pricing will be net neutral or beneficial to you. In the short term, all existing VIR credits will remain intact, and you will receive full credit. Meeting your 2016 Autonomic requirements will position you to receive the greatest benefits possible moving forward.



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## 7. How will this impact my Dealer Zone?

The Autonomic Dealer Zone and Device Manager will continue to be available for your use.

## 8. Do I now have access to SnapAV products?

If you are not already a SnapAV dealer, you can gain access to the full SnapAV product lineup by applying [here](#).



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