
RESTREPO INNOVATIONS

A Homeowner's Guide

What to Know Before Replacing a Dead Home Automation System

Questions to Ask. Red Flags to Watch For.
How to Choose a Platform That Lasts.

CRESTRON ELITE PRO DEALER · HTA LUXURY CERTIFIED

Restrepo Innovations

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599 Franklin Ave, Franklin Lakes, NJ 07417 · Serving NJ, CT, and NY

SECTION 01 · INTRODUCTION

Your System Stopped Working.

The brand is gone or walked away. You are now in a situation thousands of homeowners face after investing \$50,000–\$150,000 in whole-home automation: the infrastructure is there, but the platform is dead.

This guide covers what to look for, what to ask, and what separates a real replacement from a temporary fix. It is written from the perspective of an integrator that has done this work — not from a manufacturer trying to sell you a product.

Written by Restrepo Innovations — Crestron Elite Pro Dealer and HTA Luxury Certified integrator serving NJ, CT, and NY.

SECTION 02 · DIAGNOSIS

Signs Your System Is Beyond Repair.

- The manufacturer has closed or been acquired and support has ended (Lite Touch: company gone. Legrand LC7001: discontinued 2021, Eliot Cloud abandoned).
- No firmware updates in 2+ years.
- Replacement parts unavailable from any authorized source.
- Voice commands succeeding less than 50% of the time.
- App no longer available in app stores.
- Your original integrator is out of business and took all programming documentation with them.
- System works on the local network but fails remotely.
- Individual zones failing with no serviceable fix.

SECTION 03 · INFRASTRUCTURE

What Can Be Reused.

Most homeowners assume replacement means full rewiring. It often does not.

- Low-voltage wiring installed for Lite Touch and Legrand systems is frequently compatible with Crestron infrastructure.
- Wire gauge and run length matter — a qualified integrator surveys before designing.

What can typically be reused

- Home runs, wire bundles, conduit paths, speaker wire, structured wiring.

What typically cannot be reused

- Proprietary bus wiring, single-pair installations under spec, damaged or improperly terminated runs.

The right integrator assesses your specific infrastructure before quoting. Anyone who quotes without a site survey is guessing.

SECTION 04 · VETTING

Questions to Ask Any Integrator Before Hiring.

- 01 How many Lite Touch or Legrand replacement projects have you completed?** Ask for specifics — project size, scope, location.
- 02 What platform are you recommending, and why?** Ask about manufacturer longevity, ownership structure, warranty terms.
- 03 Do you reuse existing wiring?** What is your process for assessing what stays and what goes?
- 04 Who programs the system?** Is it done in-house or outsourced?
- 05 What happens if something fails after installation?** What is your service response time?
- 06 Are you an authorized dealer for the platform you are recommending?** At what tier?
- 07 How long has the manufacturer been in business?** Are they publicly traded or privately held?
- 08 What does the warranty cover** — manufacturer warranty, dealer warranty, or both?
- 09 Will you provide a written scope of work** before I sign anything?
- 10 Can you provide references** from completed replacement projects similar to mine?

SECTION 05 · RED FLAGS

Walk Away If You Hear These.

— **"We can fix your Lite Touch system."**

Lite Touch is gone. There is nothing to fix.

— **"Legrand just needs a firmware update."**

Legrand stopped issuing updates. This is not fixable through software.

— **"We can quote without seeing the house."**

No qualified integrator prices a replacement without surveying existing infrastructure.

— **"Any platform will work."**

Platform longevity is the entire lesson of Lite Touch and Legrand. This answer means they have not thought about it.

— **"We'll handle the programming remotely."**

Custom automation programming for a replacement requires on-site commissioning.

— **"We partner with many brands."**

Ask for the specific dealer tier. "Partner" means nothing. "Elite Pro Dealer" means something.

— **No written scope of work provided before signing.**

— **No references from completed replacement projects.**

SECTION 06 · LONGEVITY

How to Evaluate Platform Longevity.

The single most important question after a system failure: which platform will still be here in twenty years?

Ask these questions about any recommended platform

- How long has the manufacturer been operating? (Crestron: since 1971.)
- Is the company publicly traded or privately held? (Private companies are not subject to shareholder quarterly pressure.)
- Has the company ever been acquired, spun off, or shut down a product line without a migration path?
- Does the manufacturer back its hardware with a warranty? Lifetime warranty or time-limited?
- Is the platform recognized by major insurers? (Chubb Insurance recognizes Crestron as the benchmark for high-net-worth homes.)
- Does the platform expand beyond lighting — or is it a single-purpose device that could be orphaned if that category changes?

SECTION 07 · PROCESS

What a Proper Replacement Looks Like.

A proper Lite Touch or Legrand replacement follows this sequence:

- 01 Site survey** — existing wiring documented, zones mapped, infrastructure assessed.
- 02 Scope of work** — written document specifying exactly what is being replaced, what is being reused, what the new system covers.
- 03 Platform selection** — justified in writing, with warranty and support documentation provided.
- 04 Programming** — done in-house by a certified programmer, not outsourced.
- 05 Installation** — licensed low-voltage installation, wiring documentation updated.
- 06 Commissioning** — on-site testing of every zone, scene, and schedule before sign-off.
- 07 Training** — homeowner walkthrough on the new system: app, keypads, scenes.
- 08 Ongoing support** — a named service contact, not a generic support line.

If any of these steps are absent from a proposal, ask why.

If your system is dead, call us.

Restrepo Innovations is a luxury automation integrator based in Franklin Lakes, NJ. We hold Crestron Elite Pro Dealer status and HTA Luxury Certification. We have completed Lite Touch and Legrand replacement projects across Bergen County and the broader NJ, CT, and NY market.

We do not quote without a site survey. We do not outsource programming. We provide written scopes before any commitment. We have references from completed replacement work.

If your system is dead, call us. We will tell you what it takes to fix it — and whether it makes sense to start with a conversation before committing to anything.

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