

Sample Email for Customer

Dear Customer:

To help ensure a smooth installation and avoid any additional charges, please review the checklist below before your appointment:

1. **Clear access to the outdoor electrical outlet**
Please make sure the area around your outdoor electrical outlet is free of obstacles so our technician can safely access and work in the space.
2. **Confirm your 2.4 GHz WiFi network is available**
Please ensure that:
 - Your 2.4 GHz WiFi network is enabled
 - You have your WiFi password available during the appointment

If you are unsure whether your 2.4 GHz network is enabled, or need assistance activating it, please contact your internet provider before your appointment.

3. **Download the LIV+2 App and create your account**
Please download the LIV+2 App and complete your account setup prior to your appointment.

If you will not be home during the installation, no problem – we will follow up afterward to assist you with the connection process.

We look forward to helping you enjoy a mosquito-free summer!

Outside is fun again!