

Altima Smart Door: Key Concerns, Questions, and Answers

1. Handle Mechanism & Durability

- **How does the retractable handle perform under frequent usage? Is it resistant to wear and tear?**

The handle is made from high-grade aluminum alloy and stainless steel components, designed for over 100,000 usage cycles. It retracts smoothly and is built to withstand daily use without significant wear.

- **What is the lifespan of the moving parts, and how often do they need maintenance?**

The retractable mechanism is designed to last at least 10 years under normal usage. Basic maintenance, like lubrication of moving parts, is recommended once every 2-3 years to ensure smooth operation.

2. Security & Tamper Resistance

- **Is the mechanism protected against physical tampering, such as forceful pulling or prying?**

Yes, Altima's handle completely retracts into the panel when locked, leaving no external surface to pry open. Additionally, the lock mechanism is reinforced with anti-tamper technology to prevent forced entry.

- **How does the door prevent unauthorized access if someone tries to hack the system?**

Altima uses AES-256 encryption and multi-layer authentication (PIN, biometrics, NFC, and mobile app access) to prevent hacking. If multiple incorrect attempts are made, the system triggers an automatic lockdown and alerts the user.

3. Power Backup & Fail-Safe Mode

- **What happens if there is a power failure? Does the system have a battery backup or a manual override?**

Yes, Altima has a built-in battery backup that lasts up to 48 hours in case of a power failure. If completely drained, an emergency power input (via USB-C) or manual override key can be used.

- **If the software crashes or malfunctions, can users still enter or exit safely?**

Yes, the fail-safe mechanism ensures access via manual key, NFC access card, or a temporary backup code stored in the cloud.

4. User Interface & Accessibility

- **Is the numeric touch panel responsive in different lighting conditions, such as direct sunlight or nighttime?**

Yes, the adaptive backlight feature adjusts the brightness of the numeric panel automatically for easy visibility in both direct sunlight and darkness.

- **Does the system support alternative authentication methods like biometric access or NFC?**

Yes, Altima supports biometric fingerprint unlocking, NFC keycards, mobile app authentication, and PIN codes, allowing multiple access options.

5. Manufacturing & Material Concerns

- **Are the materials scratch-resistant and durable enough for long-term use?**

Yes, Altima uses aerospace-grade aluminum for durability and a polycarbonate scratch-resistant glass panel to prevent wear over time. Additionally, an anti-fingerprint coating keeps it smudge-free.

- **How does the door handle extreme weather conditions (humidity, heat, dust, rain)?**

Altima is IP65-rated, making it dustproof and resistant to humidity, rain, and temperature extremes from -20°C to 60°C.

6. Installation & After-Sales Support

- **Will installation require a certified technician, or can it be a DIY setup?**

Altima offers both professional installation and a DIY kit. Customers can opt for expert installation or use step-by-step video guides for self-installation.

- **How will customer support handle maintenance and repair requests post-installation?**

SmartHaven provides 24/7 customer support via email (customercare@smarthavensystems.com) and a dedicated service portal. Customers can request repairs, software updates, or troubleshooting assistance online.

7. Preorder & Refund Policy

- **Since preorders require a 30% deposit, what are the cancellation and refund policies if customers change their minds?**

The 30% deposit is non-refundable. Customers may cancel their preorder anytime before shipment by contacting customercare@smarthavensystems.com. If SmartHaven fails to deliver the product within six (6) months after the estimated delivery date, customers can

request a full refund of the deposit. Cancellations within 30 days of shipment are not eligible for refunds.

- **How will SmartHaven handle delays if production takes longer than expected?**

If production delays exceed six (6) months, customers may cancel and receive a full refund. If customers fail to complete the remaining balance payment within the specified timeline, SmartHaven reserves the right to cancel the preorder, and the deposit will not be refunded. Eligible refunds are processed within 14 business days via the original payment method.

8. Compliance & Legal Issues

- **What is the HSN classification for Altima's smart doors, and does it impact taxation?**

The HSN code for Altima smart doors falls under 8530 (Electrical Signaling and Security Devices), which affects GST rates (18-28%).

- **Are there regional security or IoT regulations that need to be met before launching?**

Yes, Altima complies with BIS (Bureau of Indian Standards) and ISO 27001 cybersecurity protocols. Additional regulatory approvals are being secured for global markets.

9. Market Positioning & Competitive Edge

- **How does Altima differentiate itself from other smart doors in the Indian and global markets?**

Unlike basic smart locks, Altima is a full-fledged smart security system featuring: - Retractable handles (a first in its segment) - Multi-layer authentication (PIN, biometrics, NFC, mobile app) - Integration with SmartHaven's home security ecosystem

- **Does the branding strategy clearly communicate that Altima is more than a smart door—it's a security system?**

Yes, Altima's branding tagline emphasizes: 'More than a door, it's a security revolution.' The website and marketing materials highlight its advanced security features, AI-driven automation, and seamless smart home integration.

10. Smart Features & Expandability

- **Can Altima integrate with existing smart home systems like Alexa, Google Home, or Apple HomeKit?**

Yes, Altima supports: - Amazon Alexa & Google Assistant for voice commands - Apple HomeKit integration (coming in a future update) - IFTTT compatibility for home automation

- **Is the system future-proof, allowing software updates for security and feature enhancements?**

Yes, Altima features over-the-air (OTA) software updates, ensuring users get the latest security patches and feature improvements.
