

## **Now offering On-Site Support Hours!**

Beginning Monday, July 6th, 2026, your dedicated Launch Account Manager will be available in the clubhouse to answer your questions, guide you through the process, complete your consultation, and schedule your installation appointment!

**Visit Us in the Clubhouse!  
Monday through Friday  
Starting 7/06/26  
9:00 AM – 12:00 PM and 1:00PM – 4:00PM**

### **Installations have started!**

Get ready to be impressed. Our friendly, dedicated technicians are ready to begin your custom, in-home installation for all the Fision services you requested.

If you have not yet scheduled your installation, please reach out to our launch department at 239-217-3262 to arrange an appointment that works best for your schedule! You can also email your Launch Account Manager at [MarshLanding@hotwiremail.com](mailto:MarshLanding@hotwiremail.com) with notification that you are a seasonal resident, with your return date, and we will notate your account and we can wait to schedule your installation to coincide with your return.

If you will not be personally present during your in-home installation, please be available by phone in case the installation team has any questions for your installation. Be sure to provide your homewatch with your network name and password ahead of time to assist the technicians during your installation.

*Please Note: Be sure to add anyone you would like as an authorized representative to your account ahead of time and provide specific permissions for the person(s) you add.*

### **After you've been installed...**

Once your account is active, you can access your own My Hotwire account where you can see your current services, pay your bill, and much more. We will continue to update this site with important information, exciting news, and special offers. Download the Hotwire Fision App to your tablet, mobile device, or both for access to a plethora of awesome features and information!

Additionally, we offer Fision Education appointments once your installation has been completed! During these appointments, a knowledgeable Hotwire representative will meet you in your home to review your new Fision services. The complimentary hour long appointments offer ample time to review any aspects of the system that you would like further education on!