

NY integrator reduces client service calls by 80 percent using the RoseWater Energy Hub

Nick DeClemente started his custom installation career in 2001 with a small integration firm. As his technical skills grew, he moved on to work with a large custom integrator in the metro New York area. Seven years ago, Nick found himself an entrepreneur when the owner of the company he worked with closed the business. With the experience garnered in creating electronic systems in large homes for affluent clients, Nick founded Elevated Integration.

Elevated Integration has a long term-client who has an extensive custom electronics system in his Hamptons home that was piecemealed together rather than pre-planned. For instance, the client started with six security cameras, then added twelve more, then a few here and more on the other side of the property. Soon, Nick was managing a 120-camera system. The same “planning method” was used for the audio/video, distributed audio, lighting, control and other systems in the home. As the systems and service calls grew, Nick realized he needed to get the infrastructure beefed up to support the plethora of products it supported. He knew many of the service calls for rebooting gear were due to the inconsistent power that is common in the Hamptons and suspected that was the culprit behind most of the issues.

Nick headed to CEDIA Expo in San Diego in 2017 during the midst of this and happened by the RoseWater Energy booth. “The huge black box with the glowing blue lights drew me in,” said Nick DeClemente, CEO of Elevated Integration. “I started talking to the guys at RoseWater and it sounded like the Hub could be the solution to the Hamptons house problems.” But, like many first-time dealer experiences, Nick wondered if he could convince his clients that the Hub was worth the price and if he could prove to them it would solve their problems.



After the show, Nick continued conversations with RoseWater about the issues with the Hamptons home. “Everyone at RoseWater was so accommodating with every aspect of the job. They helped me sell the unit to my customer and really enabled me to become the power expert to the homeowner, property manager and the electricians. After the Hamptons Hub was in the home a few months, we went back and ran comparison service reports for this client from the previous year. Amazingly, our service calls were reduced by 80% which is a huge savings for our client and us!



“My client was so enamored with the difference the Hub brought in the reliability of the systems and the audio performance improvements, that they wanted one for their home in Manhattan.” This is a trend RoseWater has seen with several of its dealers. Selling one to a homeowner usually results in multiple sales to those same homeowners for their other properties, or from neighbors after hearing the success it’s had.



“As with many retrofit installations, the Manhattan home had its space limitations. The only location that could accommodate the Hub was the roof of the home. The RoseWater technical team was outstanding in helping us understand the roof reinforcement requirements and worked with us every step of the way to figure out how to make it work. The RoseWater installation team from Alpine Power knew all the nuances to physically get it on the roof and the installation went very smoothly – freight elevator issues and all. It took so much stress off our plate to have RoseWater manage the installation, and we get a lot of that credit and made us look good with our client.

“Another benefit I receive from the RoseWater Hub is regular power anomaly reports. The reports tell us about the power outages, surges and sags over time intervals. I was blown away to see how many incidents occurred and the Hub just took care of everything. The client

never knew they happened. My client loves seeing these reports. Those reports are also a valuable sales tool for future clients.

“The RoseWater Hub is the only product on the market that does everything needed to keep the power and the home electronics healthy. I’ve looked at other UPS or battery products and they just aren’t on



the same level as the Hub. And, the support the RoseWater team gives should be the industry standard. It makes my job so much easier to have a vendor-partner like them. They are genuinely happy to work through every question or issue and support me through every step of the job.”

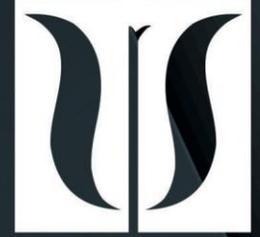
[The RoseWater Energy HUB SB20](#) is the only device on the market that will back up a split phase 220-amp panel while providing an output of 20kVA with a battery capacity of 28.8kWh. Many luxury homes will use multiple units to receive comprehensive coverage for the home. Some other features include:

- **Renewable inputs** for wind or solar energy sources
- All power inputs (solar, generator, electrical grid, etc.) are converted to DC then output to at a **100% pure sign wave** (120V, 60Hz) giving technology devices reliable, consistent power providing a much longer life span of those devices
- **Zero** transfer time eliminating spikes and other electrical noise by generators and other power sources
- **Telecomm grade components**; Hubs are built to withstand a direct lightning strike (or two)
- 28.8 kWh battery storage using lead-acid (nano carbon) technology that makes the batteries **94% recyclable**



To learn more about the power of clean power, connect with RoseWater Energy Group on [Facebook](#), [Twitter](#) and [LinkedIn](#) to stay up to date on the latest news. For more information on the HUB and RoseWater Energy, please visit <http://www.rosewaterenergy.com>.

For information about Elevated Integration, please visit <http://elevatedintegration.com>.



About RoseWater Energy Group

RoseWater Energy Group creates innovative and intelligent energy management systems for governments, utilities, industries, and residential consumers. Focused on the mission to create the next generation of renewable smart grid systems leveraging the best battery storage technologies, RoseWater works with their clients to design, build, integrate and manage power system assets specific to their needs. The Residential Energy Management Hub is the first and only power management product to be featured within a micro-grid in the head office of a major utility company. For more details visit <http://www.rosewaterenergy.com>.