



# DR AJAY VORA CASE STUDY

In the small village of Barnetby, Humberside, lies an impressive, modern brick house: the home of Dr Ajay Vora. A successful GP whose surgery has been featured as an example of best practice on national television, Dr Vora designed and built the house as his dream home. Although the exterior has a majestic look reminiscent of a French chateau, the interior is modern but with a homely feel. Genius helps create that atmosphere, by providing smart heating control that just melts into the background.

## How did you hear about Genius Hub?

"I looked at a comparison review, which rated Genius home against its competitors. I think smart home technology makes so much more sense to control something when you're not there. It's far more valuable than, say, being able to control the lights from your phone when you could just lean over and press the light switch!"

## Did you look at anything else before buying?

"Yes, I looked into Honeywell Evohome and spoke with them. I liked the fact that they're a big company, but the answers they gave me weren't satisfactory."

## Was there anything you were concerned about?

"Yes, though when I spoke to the staff at Genius Hub they answered all the questions that I had. I was concerned about how the system would fit into the property and I also wasn't sure how easy it would be to use.

I was also concerned about valves disconnecting from the network, which apparently can be a problem with other systems on the market. This hasn't been a problem for the Genius Hub system: apparently it's because Genius home uses the 'smart plugs' to boost the signal around the property. I do have to walk around and change the

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batteries in the valves once a year, but apart from that, it just runs itself without a hitch.”

**How did you buy Genius home?**

“I just bought it online. I found the ‘Create Your System’ was very good for specifying just what I wanted, so I got the hardware that I needed to get the control that I wanted.”

**Why did you buy Genius home?**

“I mainly decided to buy Genius home on the basis of journalist reviews. Several said that this was the best system on the market. I wanted a smart heating system that I could set up and leave alone. That’s the best situation; if it just runs itself.

I actually tried a few other heating controls too, and they were not as good as Genius Hub. Of the systems that I tried, Genius Hub has worked out the best. The problem we had

before in this house was some of the rooms were not getting the right amount of heat, because of the long pipe runs. Now that we are using Genius home to bring rooms on at different times, that’s no longer a problem.”

**“ It just runs itself without a hitch. ”**

**What’s been your experience of Genius Hub overall?**

“Very good, the personal touch I have received has been great. Being able to request a call back from Genius Hub in the evening works for me too, so I can get called when I’m at home. The customer support was really

good, and was one of the main reasons I chose Genius Hub. I also like the fact that the new developments are always coming and despite the fact it’s now two years since I bought my system, I am still getting the software updates to my system to keep it up to date and add new features. I am looking forward to expanding my system.”

