

✔ Why did Snap One acquire Staub?

Snap One and Staub are joining forces to further elevate the dealer experience in Canada. Snap One and Staub have been business partners in Canada for over 10 years and are both known for their integrator-first approach and commitment to service. Together Snap One and Staub will offer Canadian dealers access to more products, as well as superior customer and technical support.

✔ What are the benefits to me with Snap One and Staub as one company?

Snap One and Staub are joining forces to offer a better experience for partners in Canada. Snap One and Staub have been business partners in Canada for over 10 years and are both known for their partner-first approach and commitment to service. Together, we believe Snap One and Staub will offer Canadian integrators more products, enhanced fulfillment options, and superior customer and technical support.

✔ Is Staub going to continue operating where it does today?

Yes. Staub's Richmond and new Mississauga locations will continue operating where they are today.

✔ What is happening to the Staub team?

They're not going anywhere. The Staub team will remain in place, including Scott Trotter as President and Bryan Sack as Vice President, as well as the entire Business Development, Client Services and Technical Support teams. The Staub name will also remain in place for the immediate future, and both locations will continue operating.

✔ What is happening to the Snap One team?

They're not going anywhere. The Snap One team will remain in place going forward.

✔ What's changing for me?

Initially, not much is changing. You can continue to buy through Staub and Snap One as needed to support your business. You will continue receiving all the great benefits you enjoy as both a Snap One and Staub Partner, and over time you can look forward to gaining access to more brands and products in your market.

✔ Will I be able to buy Control4, Packedge, or Triad products on Staub.ca?

No, initially we will not be offering Control4, Packedge, and Triad products on the Staub.ca portal. You can continue to purchase these products directly from the Control4 Portal. Control4 products will continue to be sold only to Control4 authorized partners.

✔ Will brands unique to Staub be available for purchase on the C4 Portal?

No, Staub's leading brand assortment will not be available for purchase on the Control4 Portal. Those products must be purchased from Staub directly.

✔ Will purchases made with Staub count towards my Control4 Rewards program? Will purchases made on the Control4 Portal count towards my Staub rewards program?

The simple answer is no. There are no immediate changes to how the Control4 and Staub Rewards Programs operate. Orders placed with Snap One (on the Control4 portal) will count towards the Control4 Rewards program, and orders placed with Staub will count towards the Staub rewards program.

✔ When is everything going into effect?

Staub is officially part of the Snap One family today. Keep an eye out for additional communications on new brand launches, enhanced fulfillment options, and more!

✔ Is my sales rep going to change?

No, there are no immediate changes. You will continue to work with both your Staub Business Development Manager and your Snap One Sales Rep.

✔ Should I change the way I return product?

No. You should continue to return product from where it was purchased.

✔ Who should I call for tech support and customer service?

You should continue calling tech support and customer service where you have been calling today.

✔ What happens to my credit limit?

Existing purchase terms at Staub and Snap One will be unchanged. You should follow the existing process at Staub or Snap One if you want to get new Terms. Any future changes will be proactively communicated.