

By USPS 9405530109355143717695

Brian Dibella, president and CEO
Legrand North America, LLC
60 Woodlawn Street
West Hartford, CT 06110

April 29, 2025

Dear Mr. Dibella:

I am writing to you to express my disappointment at your failure to maintain your Eliot cloud system. I have about sixty of your Legrand Adorne dimmers and switches installed at my house, and they are very close to being boat anchors.

What I paid for is that these Legrand Adorne dimmers and switches are supposed to be able to communicate with an LC7001 controller, and it is supposed to be able to communicate reliably with your Eliot cloud. In addition, your Eliot cloud is promised to be able to communicate with Alexa.

What I have found, in recent weeks, is that your Eliot cloud fails to function reliably. I can try ten times over a span of an hour to send some particular command through Alexa to one of my Legrand Adorne dimmers, and only two times out of ten (on average) will the command succeed.

In comparison, Alexa has no difficulty sending commands through the Lutron cloud to my Lutron shades. Alexa has no difficulty sending commands to any of a dozen other home automation clouds. The only system that Alexa is unable to communicate with reliably is your Eliot cloud.

I spent some time today on the telephone with your tech support person Mike. I believe him to be very well intentioned and eager to try to help. But it sounds as though he is only able to pass messages to whoever it is at your company that actually maintains and administers your Eliot cloud. And from a number of sources I have heard that it is actually very common for home owners with your LC7001 controller to find that the Eliot cloud serves them only very unreliably.

I invite you to look into the status of your Eliot cloud, and to let me know that you will do whatever is needed to restore it to reliable service. Another option would be for you to buy back the CL7001 controller and the approximately sixty Legrand Adorne dimmers and switches that I installed in my house, so that I can migrate away from them and onto some switch and dimmer platform that works reliably.

Conspicuous by its absence on your web site is any clear commitment to providing Legrand Adorne dimmers and switches that support Matter. I invite you to check on the status of your company bringing such dimmers and switches to the market, and to let me know. Maybe we could work out a deal in which you make a set of Matter-compatible dimmers and switches available to me with some allowance for my sending the boat-anchor dimmers and switches back to you.

I hope to hear from you soon about this.

Sincerely,

Carl Oppedahl

