



## Sensor Program: Frequently Asked Questions

### Risk Solutions

#### Hartford Steam Boiler

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P.O. Box 5024  
Hartford, CT 06102-5024  
Tel: (800) 472-1866  
[www.munichre.com/HSB](http://www.munichre.com/HSB)

#### Church Mutual Insurance Company

3000 Schuster Lane  
P.O. Box 357  
Merrill, WI 54452-0357  
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[www.churchmutual.com](http://www.churchmutual.com)

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**Church Mutual** has partnered with **Hartford Steam Boiler (HSB)** to offer temperature and water sensors and 24/7 monitoring that alerts you to take action and protect your building from the damages and disruption caused by frozen pipes.

Below are answers to frequently asked questions about the program.

### How will the sensor installations benefit my organization?

The installed sensors will be able to detect low temperatures within the building that can lead to freezing water pipes – and, in turn, water damage. Numerous causes can lead to these low temperatures – from a window or door that is ajar to a heating system failure. Quick notification will allow you to react quickly and lessen the risk of water damage, or minimize its impact.

### Where do I install the sensors?

The room temperature sensors should be installed in areas within your facility that are at risk of freezing during cold weather conditions. This can include an attic, basement, mechanical room, or other locations.

Good locations for the water sensor include the basement, near a water heater, a kitchen, near a sump pump, areas of special significance where water can accumulate, or any “low spots” in floors. Avoid areas where water may routinely collect, such as where floors are mopped or where “nuisance” water collects. Areas of high-value and cultural, artistic or other significance should also be considered.

### How many sensors will I receive?

Each organization is reviewed for the best type and number of sensors. Every organization receives a room temperature sensor and a water sensor. Some organizations will also receive a pipe temperature sensor.

### Who do I call if a sensor is damaged or disconnected?

When a damaged or disconnected sensor is discovered, please call the Monitoring and Support Center at **(844) 863-4646**.

## How long will the sensors remain in my building?

As long as you are a Church Mutual Customer the sensors can remain in your building. The sensor monitoring service is free for three years after installation.

If you are no longer a customer of Church Mutual, you will need to return the sensors and gateway. Contact Church Mutual Customer Service at **(800) 554-2642**, option 1 and we will provide instructions on how to return your sensors.

## Where can I find help installing my sensors?

An easy to follow installation guide comes with your sensors. Church Mutual hosts a sensor information page at [info.churchmutual.com/installations](http://info.churchmutual.com/installations) which includes the guide, installation videos as well as other helpful documents. You can also call the Monitoring and Support Center at **(844) 863-4646**. The center is staffed with engineers and technicians.

## Is there a website that I can go to for more information on Church Mutual's temperature and water sensors?

Yes. Additional sensor information is located at [info.churchmutual.com/installations](http://info.churchmutual.com/installations)

## Do I have to monitor my sensor readings?

No, alerts will be sent to you in the event of a potential issue.

## Can I check the output readings measured by my sensors?

The sensors cannot be read at the sensor location. The measured data is transmitted to a secure remote computer using a cellular gateway that comes with the sensors. You can view your data readings at [www.hsb.com/mysensors](http://www.hsb.com/mysensors).

## What happens if there is an alert at my facility?

When an alert occurs at your facility, a text or email notification is sent to the contacts you designated on the contact pages at [www.hsb.com/mysensors](http://www.hsb.com/mysensors). However, when conditions are severe, the Monitoring and Support Center will call these individuals directly.

## What do I have to do after receiving an alert?

After being notified of an urgent condition, review the information in the notification and take appropriate action as necessary to remedy the situation.

## What if the power goes out?

Your gateway is equipped with a battery back-up. You will receive an alert letting you know that the gateway is using its backup batteries. You will also receive an alert when power is restored to the gateway.

## How will I know if the batteries are low?

The monitoring system detects low battery status for the gateway and the sensors you have operating in your building. You will receive a text and/or email specifying which one has a low battery status.

## What do I need to do if my phone number changes?

Any time your contact information changes, please update the contact information page at [www.hsb.com/mysensors](http://www.hsb.com/mysensors). This is very important to make sure responsible responders are always easily reached when alerts occur.

### What if I want my sensors professionally installed?

Contact the Monitoring and Support Center at **(844) 863-4646** for a list of installers in your area. If you use one of the designated installers, you will receive an invoice from Church Mutual Insurance Company. Professional installation will vary between \$250 and \$500, depending on your location.

### Who do I call for general questions regarding the Sensor Technology Program?

For general and technical questions regarding the Sensor Program, please call the Monitoring and Support Center at **(844) 863-4646**. You can also contact Church Mutual Customer Service at **(800) 554-2642**, option 1.

### What if I want to return the sensors?

Please contact Church Mutual Customer Service at **(800) 554-2642**, option 1 and we will provide instructions on how to return your sensors to us.