

Frequently Asked Questions about the CM Sensor® 24/7 temperature and water alert system



The CM Sensor system is offered at no-cost to protect our customers from damage caused by water and water-related accidents.

HOW WILL THE SENSOR PROGRAM BENEFIT MY ORGANIZATION?

Your organization may not be occupied 24 hours a day, seven days a week, making it susceptible to damage from water and water-related incidents such as leaking or frozen pipes. Church Mutual Insurance Company, S.I. (a stock insurer)¹ wants to help protect you from having to clean up, repair or replace your building by giving you a CM Sensor kit at **NO COST** to help you monitor your facility around the clock from any location. The CM Sensor program is **FREE, EASY** to install and designed to **ALERT** you when water threatens your organization. Our real-time notifications will alert you via phone, email, text or push notification so you can react quickly to prevent or reduce damage.

HOW DO THE SENSORS WORK?

The sensor kit monitors conditions at your facility and detect changes in temperature and/or the presence of water. The sensors are battery operated and communicate data through a cellular connection to the SmartBase/gateway device. The SmartBase/gateway then transmits the data to a secure portal where you or those you have designated can view your organization's sensor data at any time.

- Sensors send an alert if standing water is detected at your facility. This will allow you to react quickly to a possible water damage situation, such as a burst pipe or sump pump backup.
- The sensors can also detect low temperatures in your facility, perhaps caused by an open door, open window or heating system failure. These situations can lead to freezing water pipes – and, in turn, water damage.

HOW MANY SENSORS WILL I RECEIVE?

Every organization receives a SmartBase/gateway and at least two temperature/water sensors in their sensor kit.

¹Church Mutual® is a stock insurer whose policyholders are members of the parent mutual holding company formed on 1/1/2020. S.I. = a stock insurer.

IS THE SENSOR KIT EASY TO INSTALL?

Yes, the CM Sensor kits are designed to be self-installed. An installation guide is included in the package and can be found online at <https://www.churchmutual.com/sensors/installation.cfm>. Sensor kits do not require professional installation by an electrician or plumber.

WHERE CAN I FIND HELP INSTALLING MY SENSOR KIT?

An easy to follow installation guide comes with your sensor kit. Church Mutual also hosts a sensor installation page (<https://www.churchmutual.com/sensors/installation.cfm>) which includes guides, installation videos, as well as other helpful information.

WHAT HAPPENS IF AN ALERT IS TRIGGERED AT MY FACILITY?

If your facility triggers a sensor alert, a notification is sent to the contact(s) you designated when activating your sensors. However, when conditions are severe and require a high priority alert, the primary contact listed on your account may receive a phone call, as well.

WHAT SHOULD I DO IF I RECEIVE 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 and avoid a loss due to property damage.

WHAT HAPPENS IF I LEAVE CHURCH MUTUAL FOR A DIFFERENT INSURANCE CARRIER?

If you are no longer a customer of Church Mutual, alerting services will be discontinued and 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. We hope in the future that you will again become a Church Mutual customer and take advantage of our sensor program to protect your facility.

To learn more about this **INNOVATIVE** program and how you can better protect your organization, visit [churchmutual.com/sensors](https://www.churchmutual.com/sensors) today!

For additional information, please contact your Sales representative or call Customer Service at **(800) 554-2642, option 1**.

DID YOU KNOW?

To date, the sensor program has saved customers millions in damages and repairs.

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PROTECTING
THE GREATER
GOOD®

