



Hartford Steam Boiler

Risk Solutions

Sensor Systems by HSB: Frequently Asked Questions

Hartford Steam Boiler
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We have partnered with **Hartford Steam Boiler (HSB)** to offer a sensor monitoring service to help protect your business. The service involves placing sensors in key locations and monitoring them 24/7. When the sensors detect an adverse condition, an alert is sent to you to take action to protect your property from damages and the business disruption caused by property damage or machine malfunction.

Program

What should I expect?

As part of this program, you will be provided with everything necessary to monitor your location. This includes all equipment such as sensors and a communications gateway and access to a portal where you can update and activate your account. There is also a mobile application, **iSensor by HSB**, that can be downloaded which allows you to monitor your equipment from your smartphone.

What kind of equipment?

Depending on your location and size, there may be several different types of sensors. These sensors will monitor conditions such as presence of water, low or high room temperatures, moisture in the air and

high temperature in a refrigerator. There will also be a gateway that communicates with the sensors and the Monitoring and Support Center. All equipment is designed for easy installation and is non-invasive.

How will the sensor installations benefit my location?

Sensors act as a “virtual watchdog” when you’re not on site and give you an alert when there are signs of a pending problem so you can get it fixed before damage occurs. For example, if a sensor detects water from a ruptured water line or leaky water tank, quick notification may allow you time to act and prevent damage, or minimize its impact.

Why am I being asked to participate in this program?

You were selected by your insurer or agent as a good candidate to be included in the program.

Installation Where are these sensors installed?

The provided order form guides you to the optimal places for the installation of the sensors. This information can also be found [online](#).

Where can I find help installing my sensors?

You will be provided with an easy to follow installation guide. You will also have access to a [portal](#) which includes the installation guide, as well as other helpful documents. If you are still having issues, you can call the Monitoring and Support Center at **(844) 468-1866**. The center is staffed with technicians who can help.

Alerts What happens if there is an alert from my location?

When an alert is triggered at your facility, a text or email notification is sent to the contacts you designate in the portal. If conditions are severe, the Monitoring and Support Center will also call those individuals directly. A severe condition is one where water is detected or the temperature is dangerously low.

Who gets the alerts and phone calls?

The alerts are sent to everyone on the designated contact list. Phone calls, used for severe alerts, are made to the primary contact. If contact is not made, the Monitoring and Support Center will continue to call down the designated contact list until contact is made. Messages will be left if no

contact is made and the Monitoring and Support Center will continue their attempts to make contact.

How do I know what sensor is sending an alert?

The email and / or text you receive will identify the location of the sensor and the issue being reported.

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.

If I receive an alert, do you resolve the problem?

No, we do not help with the resolution of the issue. The alert simply makes you aware of a risk condition that may need attention.

Do I need the iSensor App to receive alerts?

No, alerts are sent via email, text or phone call depending on your choice and the severity of the alert.

Sensors How big are the sensors?

The water and pipe sensors are 3" x 2.125" x 1.25". The water sensor is 3" in diameter and 1" high.

Do I have to monitor my sensors?

No, our monitoring service is automatic and vigilant. If the sensors detect a risk condition, an alert will be sent immediately.

Can I check the data measured by my sensors?

The sensor data is transmitted to a secure remote location using a cellular gateway. You can review your data via the [portal](#) you can access anytime via the internet as well as through the mobile app.

What if the power goes out?

The sensors are battery powered and the gateway is equipped with a battery backup. If there is a power outage, you will receive an alert letting you know that the gateway is using 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 sensors operating in your facility. You will receive a text and/or email specifying if one has a low battery status.

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

If a damaged or disconnected sensor is discovered, please call the Monitoring and Support Center at **(844) 468-1866**.

What if I want to return the sensors?

Please contact the Monitoring and Support Center at **(844) 468-1866** and they will provide instructions on how to return the sensors to us.

The App

How do I get the App?

On your smartphone, go to either the [Apple App Store](#) or [Google Play](#) and download the HSB iSensor app.

How do I log into the App?

Your login information for the app is the same as your portal login information. If you do not know your login information, contact the Monitoring and Support Center at **(844) 468-1866**.

Do I need the iSensor App to receive alerts?

No, alerts are sent via email, text or phone call depending on your choice and severity of the alert.

Other questions

What do I need to do if my contact information changes?

If your contact information changes, please contact the Monitoring and Support Center at **(844) 468-1866** to add the new contact information.

Who do I call for general questions regarding the Sensor Systems by HSB program?

For general and technical questions regarding the program, please call the Monitoring and Support Center at **(844) 468-1866**.