



FAQs

Registration & Program Details

How might my building benefit from this program?

Sensors act as a “virtual watchdog” when you’re not onsite and send an alert when there are signs of a pending problem so you may address any issues. For example, if a sensor detects a dangerously low room temperature, quick notification may allow you time to act and prevent damage, or minimize its impact.

How is this different from other systems?

The HSB system has several features not always found in off-the-shelf systems such as:

The system uses the cellular network, not Wi-Fi. It’s more secure and does not require use of your internet service.

If the power goes out, the gateway (communications hub) will run on battery and will continue to transmit information. Systems that rely on Wi-Fi will not continue to transmit information if power is interrupted.

The system comes with monitored support 24 x 7 x 365. The alerts are sent via SMS and email. If severe, a phone call is made. Many off-the-shelf systems rely on an audible alarm that may not be heard if there is nobody in the area.

What happens after I sign up?

After you sign up, you will receive emails with your order confirmation and sign up key. You will need the sign up key to activate your account.

How much does this program cost?

This cost of this program is included in the cost of your policy.

Sensors and Activation

What kind of equipment is included?

You will receive sensors and gateway. Depending on your size, the amount of sensors will vary and will be determined by Great American. The sensors will monitor room temperatures or sense water. There will also be a gateway that communicates with the sensors and the HSB Monitoring and Support Center. All equipment is designed for easy activation.

Where should I place the sensors? Do I have to hire someone to install them?

You will be provided with an easy-to-follow activation guide with guidance on placement. There’s no need to hire an electrician or plumber. You’ll also have access to an online portal that includes the guide and other helpful information. If at any point, you have difficulty with activation, you can contact HSB’s Monitoring and Support Center

How long does it take to activate the equipment?

The amount of time depends on the number of sensors contained in your kit. The gateway should take about 5 minutes to activate. The sensors should take a couple of minutes each and can be placed once they are connected.

What is the activation process?

You will need to activate the equipment and your account. Both steps are needed to receive accurate alerts. Using the mobile app, HSB iSensor, is the quickest way to activate your account but can be performed using the online portal. Directions for both are included with your order.

How big are the sensors?

The temperature and pipe sensors are approximately 3 x 2.125 x 1.25 inches. The water sensor is approximately 3 inches in diameter and 1 inch high.

What if the power goes out?

The sensors are battery powered and the gateway is equipped with a 4-hour 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 long do the batteries last? Will I be responsible for changing them? How do I know if the battery level is low?

The temperature and pipe sensors run on standard lithium AA batteries and can last up to 5 years. If they become depleted, you will need to change them. The battery in the water sensor is not user replaceable but can last up to 8 years. You can check the battery levels of your sensors through the portal or mobile app.

Alerts**Do I have to monitor the sensors?**

No. The monitoring service is automatic. If the sensors detect an alert condition, an alert is sent immediately.

Do I have to set conditions that trigger an alert?

The alert rules are pre-configured by HSB's engineers so you don't need to worry about choosing what temperatures or conditions will trigger an alert. When you activate the sensors, you will tell us where you placed them and HSB will handle the rest.

What happens if there is an alert from my building?

When an alert is triggered at your building, a text or email notification is sent to the contacts you designate in the portal. If conditions are severe, (i.e., water is detected or temperatures are dangerously low) the HSB Monitoring and Support Center will call those individuals directly.

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 beginning with the primary contact. If the primary contact does not answer, the HSB Monitoring and Support Center will continue to call down the designated contact list until someone answers. Messages will be left if no contact is made.

What kind of alerts will I receive?

You may receive alerts for a variety of reasons.

Advisory alerts will be sent via SMS text and/or email. These alerts indicate there may be an issue that needs attention and may include:

- Low temperature: the sensors detect a drop in indoor temperature
- High temperature: the temperature in the refrigerator / freezer is starting to rise
- Mold risk: the conditions at your location are conducive to the formation of mold

Warnings are more severe and will be sent via SMS text and email followed by a call from the HSB Monitoring and Support Center. These alerts require immediate attention.

- Low temperature: the sensors have detected a significant and sustained drop in indoor temperature
- Water: water has been detected

You may also receive informational alerts about the equipment:

- Gateway power outage: the gateway is using battery power
- Gateway power return: gateway power has been restored
- Gateway offline: the gateway is not communicating

Lastly, there are account alerts:

- Installation reminder: reminders sent at after your equipment has been delivered and not set up
- Installation not complete: reminders sent if the activation process has been started but not completed

Mobile App and online portal

What's the online portal?

The online portal allows you to maintain your contacts, check connectivity, view battery levels and view current sensor readings. You will receive an email with your sign up key which allows you to set up your online account. Contact HSB's Monitoring and Support Center if you do not receive the email with your login information.

How do I get access to the portal?

You will receive an email with your sign up key which allows you to set up your online account.

Is there an app?

The HSB iSensor app allows you to activate your sensors and manage your account from your smartphone or tablet. Go to the App Store® or Google Play™ and download the free HSB iSensor app. You will need the email with your sign up key which allows you to set up your account. Contact HSB's Monitoring and Support Center if you do not receive the email with your login information.

Do I need the app to receive alerts?

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

24/7 Support

Who do I contact if I have questions?

If you have questions about the program and haven't yet signed up, please reach out to your Great American agent. Once you have signed up for the program, you can reach out with technical questions or guidance with activation to the HSB Monitoring and Support Center at (844) 468-1866.

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