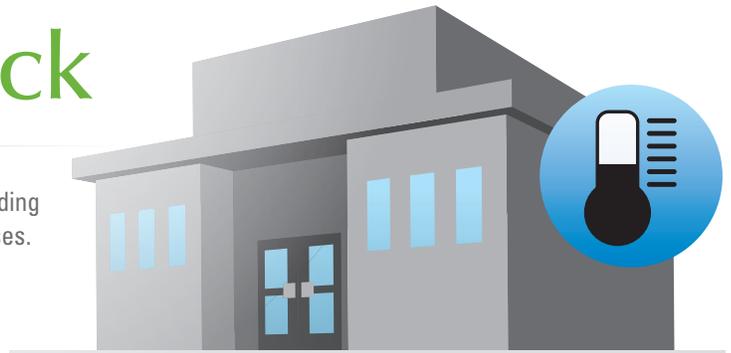


Prevent Freeze Losses Around the Clock

EMC Insurance Companies has partnered with HSB to offer a building monitoring service that helps protect your facility from freeze losses. Sensor Systems by HSB monitors your facility 24/7 and alerts you whenever falling interior temperatures suggest trouble.



Sensor Systems

by HSB

The Cost of Cold

As outdoor temperatures drop below freezing, your HVAC system works harder to maintain an adequate indoor temperature. If something goes wrong—the power goes out, a breaker is tripped or a thermostat is inadvertently turned off—the temperature inside your facility can drop low enough that pipes freeze and burst.

The resulting water damage to your building and the equipment inside can disrupt your operations and be expensive to fix. In fact, the average cost of a freeze loss is \$28,000.

Sensor Systems by HSB offers a freeze prevention package that can help you prevent these cold weather problems—even when your building is unoccupied.

How It Works

Specially designed sensors are placed in strategic locations to monitor your facility's indoor temperature 24/7. The sensors communicate directly with HSB's fully-staffed Monitoring and Support Center.

If the temperature falls, an alert will be sent directly to your designated contact person via email, text or phone call. This allows you the opportunity to take action to fix the issue, which can minimize damage and save you time, money and inconvenience.

Pricing

The system functions as a shared-cost monitoring service, and price can vary depending on the number of sensors required to adequately monitor your facility. EMC policyholders with a typical sized office location can lease the sensor equipment from HSB for just \$200 per year—far less than the typical property deductible.

Enroll Now

Log in to Commercial Policyholder Access and click the Building Sensors button on the landing page. Once enrolled, your sensor kit will arrive with an easy-to-follow installation guide that walks you through the entire process, from sensor placement to activation. There's no need for an electrician or plumber.

You can get help registering for Commercial Policyholder Access by calling EMC's IT Support team at 877-249-0581.

Sensor Systems

by HSB **Frequently Asked Questions**

What are my responsibilities as part of this program?

Once you successfully install your sensors, it's vital that you designate a contact person to receive alerts from the Monitoring and Support Center. Be sure to update your designee's contact information in the Sensor Systems by HSB online portal.

Where are the sensors installed?

Depending on the size of your facility and the kit you receive, sensors may be spread out and/or placed on multiple floors. The installation guide provided in your sensor kit includes additional information.

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

If you discover a damaged or disconnected sensor, call the Monitoring and Support Center at 844-468-1866.

Where can I find help installing my sensors?

Our installation guide contains easy-to-follow instructions, but if you need additional guidance, you can access the Sensor Systems by HSB online portal for helpful documents. If you continue to have issues, call the Monitoring and Support Center at 844-468-1866.

Can I check the data measured by my sensors?

You can review your data through the Sensor Systems by HSB online portal at any time.

What should I do if there is an alert at my facility?

When a possible issue is detected, a text or email notification is sent to the designated contact person. Your contact should review the information in the alert and take appropriate action to remedy the situation. If conditions are severe, the Monitoring and Support Center will call the contact person directly.

What if the power goes out?

The sensors are battery powered and not affected by power outages. If the batteries are low, the system will automatically send an alert.

What happens if I change my insurance carrier?

If your coverage with EMC Insurance Companies ends, you can continue in the program, but the total cost of the monitoring service will become your responsibility.

Support

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

