



Hartford Steam Boiler

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## Risk Solutions

**Multiple buildings? Multiple risks? How about one solution.** Sensor Systems by HSB helps mitigate risk and claims in campus environments

### An innovative solution to reduce loss

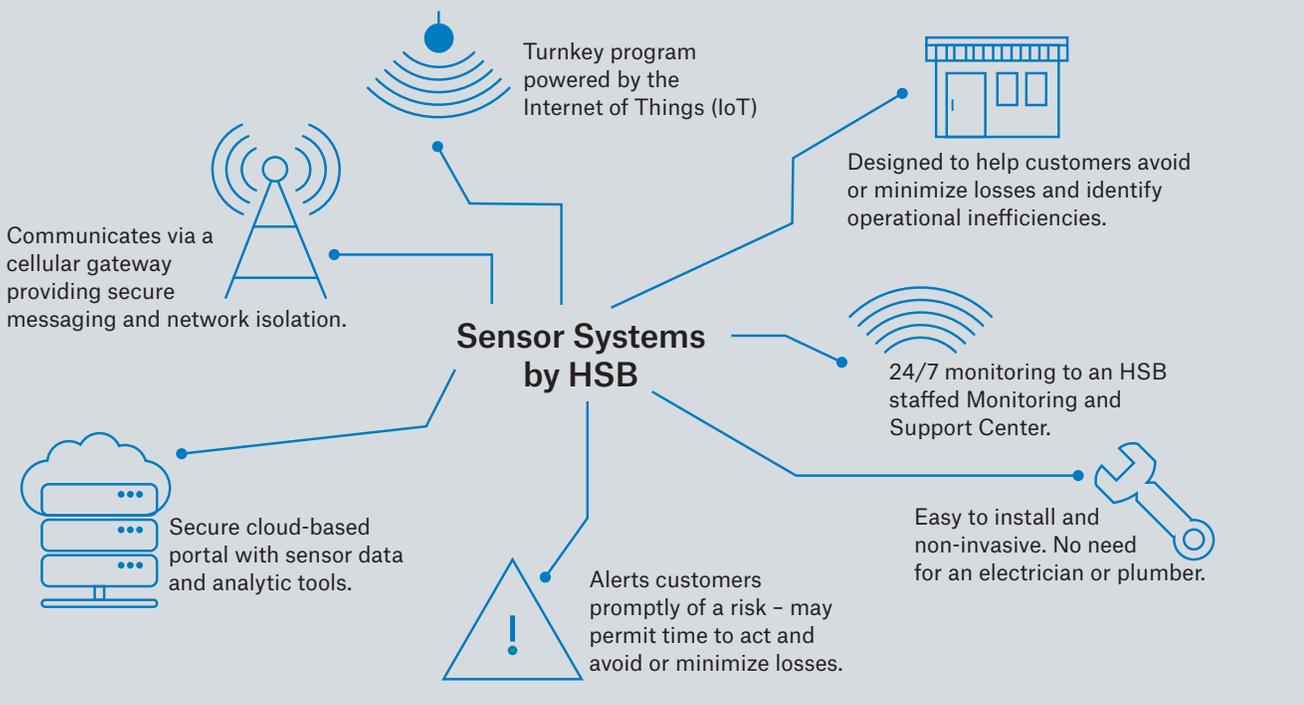
Campus environments come in all shapes and sizes with multiple building types. Yet they all share a single similarity; risks associated with water or freezing pipes. Not only is it impossible to be in each building all the time to monitor for those risks, often times, those pipes are not located in areas that are easily monitored. Consider the implications from a pipe burst: cleanup costs, property damage, mold remediation and disruption of operations.

Traditional building systems monitor heating and cooling systems and help to optimize energy costs but they don't detect if there's a water leak or if conditions are conducive to a pipe freeze. You could be facing a significant claim for damage and disruption, not mention the inconvenience to those who rely on your services.

Powered by the Internet of Things (IoT), Sensor Systems by HSB may help reduce the hazards of freezing pipes and water damage. Using easy-to-install sensors, 24/7 monitoring, and a cellular network, you can take comfort in knowing your buildings are protected even when you aren't there.

## A commercial-strength solution for campus environments

Sensor Systems by HSB combines 21st century technology with 150 years of experience to deliver an innovative approach for helping to reduce risk.



### Sensor Systems by HSB provides:

A low-cost, easy-to-install system that uses a cellular network to monitor key risk issues 24/7, including:

- Freeze risk
- Water detection
- High temperature detection
- Power failure detection

### The benefits to you:

Enhances safety and security, with timely alerts that allow you to respond to issues such as:

- Water damage
- Frozen pipes
- Potentially hazardous conditions such as high temperatures

## Sensor Systems by HSB: Frequently Asked Questions

The **NC Department of Insurance** and **Hartford Steam Boiler (HSB)** are collaborating to offer a sensor monitoring program that may help protect your location. 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 your attention to take action to help protect your buildings and equipment from damage.

### About the Program

#### What should I expect?

As part of this program, you will be provided with the tools 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 or low or high room temperatures. There will also be a gateway that communicates with the sensors and the Monitoring and Support Center. All equipment is designed for easy installation.

#### How can the sensor installations benefit my location?

Sensors act as a “virtual watchdog” when you’re not on site and send you an alert when there are signs of a pending problem so you may address any issues. For example, if a sensor detects low temperatures in an area where pipes are present and could freeze, prompt notification may allow you to act and prevent damage, or minimize its impact.

### **How much does this program cost?**

The cost of the program depends on the specific program in which you are enrolled. Contact the NC Department of Insurance for more details.

## **Installation**

### **Where are these sensors installed?**

These sensors are meant to be self-installed. We recommend customers install sensors in areas where water or low temperature conditions could pose a threat. Suggested areas of placement are in detailed in the installation guide.

### **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 an online portal which includes the installation guide, as well as other helpful documents. If you are still having issues, you can call the HSB 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 HSB 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. This contact should be a person who is responsible for addressing conditions such as the presence of water or low temperatures. If contact is not made, the HSB 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 address the situation.

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

We do not help with the resolution of the issue. The alert simply makes you aware of a risk condition that may need attention.

## **Sensors**

### **How big are the sensors?**

The temp 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 LoRa communication protocol coupled with a secure cellular gateway. You can review your data via an internet portal. You can access the portal at any time via the portal or 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.

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

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

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

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

## **The iSensor 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 HSB 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 HSB 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 HSB Monitoring and Support Center at **(844) 468-1866**.

**Hartford Steam Boiler**

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