

FAQs

Registration & Program Details

What should I expect?

When you sign up for this program, you will receive the specified equipment to monitor your building. This will include different types of sensors and a communications gateway. You will also have access to an online portal where you can activate and update your account. You may also download the mobile app, HSB iSensor, which allows you to manage your account from your smartphone or tablet.

Where do I sign up?

Click this [link](#) or talk to your Insurance Board agent to sign up.

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.

Program Details

How much does this program cost?

The program cost depends on the kit you order. Please speak to your Insurance Board agent for more details.

How might my ministry benefit from this program?

Sensors act as a “virtual watchdog” when you’re not on site 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 or a rising temperature in a refrigerator, quick notification may allow you time to act and prevent damage, or minimize its impact.

Sensors and Activation

What kind of equipment?

Depending on your location and size, there may be several different types of sensors. These sensors will monitor room or pipe 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 and sensors 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 fail, you are responsible for changing 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 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.

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?

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.

HSB

One State Street
P.O. Box 5024
Hartford, CT 06102-5024
Tel: (800) 472-1866

HSB.com

© 2020 The Hartford Steam Boiler Inspection and Insurance Company.
All rights reserved.

01230-CC (New 08/2020)