



## HIGH RISES - FREQUENTLY ASKED QUESTIONS

### GENERAL SYSTEM QUESTIONS

1. How does the Wi-Fi Work?

**ANSWER:** a. The sensors communicate wirelessly to the receiver via FM at 433.93 MHz  
b. The Receiver is equipped with a Wi-Fi transmitter that wirelessly connects to the buildings and/or units' designated Wi-Fi system.  
c. The H2alo System does not connect to a central alarm monitor, but communicates directly via Wi-Fi to Mobile Devices and Computers via texts and emails.  
d. The system also provides a daily report of all activities.

2. Are all of your sensors, devices and alarm panels UL or ETL listed?

**ANSWER:** a. The sensors are battery powered (3 AAA batteries) and do not require UL testing.  
b. The receiver is also battery operated with a UL approved charger.  
c. The sensor and receiver are both FCC approved.

3. What happens to the H2alo solution in the event of a power outage?

**ANSWER:** Our system has a battery backup that will last up to 80 hours and then it will shut-off automatically. The 12 volt battery pack recharges when the power is resumed.

4. Can the unit owners integrate H2alo with their alarm system?

**ANSWER:** Yes.

5. Does the receiver have its own audio or other (cellular) signal?

**ANSWER:** The receiver has an audio alarm at 85 decibels and a LED visual notification.

6. Can the alarm be stopped once it has been set off?

**ANSWER:** The system does not provide an option to disable the audio alarm while in alarm mode (when a leak is being detected). It does allow you to reset the receiver once a leak has been isolated which turns off the alarm.

7. Who gets notified by email or text when a leak is detected?

**ANSWER:** The building manager and/or unit owner have the option of defining up to 6 people to get notified by email or text.

8. Has your 'installed system' received a certification by any insurance company for a premium reduction to homeowners that purchase your system?

**ANSWER:** After the installation, H2alo gives the client a certificate which can be given to the insurance provider for premium discounts, if available.

9. Does your system require a separate monitoring service or program that will add a monthly cost to keep it functional?

**ANSWER:** No, the system can fully operate without a separate monitoring service.

10. What is the anticipated service life of each component in your system?

**ANSWER:** Our systems have been installed for over 6 years and no components are showing any signs of breaking down or failing. The system life is up to 20 years.

11. What is the labor and material warranty of each component?

**ANSWER:**

<b>DESCRIPTION</b>	<b>Warranty</b>	
	<b>Material</b>	<b>Installation</b>
<b>Receiver with charger and battery</b>	5	5
<b>12 Volt Actuator Motor</b>	2	2
<b>STAINLESS STEEL Ball Valve</b>	2	2
<b>Sensors</b>	5	5
<b>Wi-Fi transmitter</b>	2	2

12. What is the recommended service interval to keep the completed system in top operational condition?

**ANSWER:** 12 months. With the exception of occasional battery replacements, the system is virtually maintenance free.

13. If a third party sensor such as a 'rope sensor' is utilized, will the system allow the device to be installed as part of the water detection system?

**ANSWER:** Yes. However, rope sensors are not recommended due to common problems such as false alarms/false positives. Also, warranties are not provided for any third party sensors.

14. Are any of the parts or components of the system undergoing a redesign due to operational difficulties?

**ANSWER:** No, all components have been functioning properly and the system is extremely stable. We have made improvements to the receiver to provide additional capabilities.

### **SENSOR SPECIFIC QUESTIONS**

1. Who manufactures the sensor?

**ANSWER:** H<sub>2</sub>alO controls the sensor and receiver designs and features. SOS Electronics, in Milwaukee Wisconsin, does the prototyping and manufacturing for us.

2. What is the frequency that the sensor operates at?

**ANSWER:** 433.93 MHz

3. What is the "range" of the sensor?

**ANSWER:** 350 feet

4. What is the expected battery life?

**ANSWER:** The sensor batteries (3 AAA) will last for 3 years. We recommend changing the sensor batteries between 30 and 36 months. The system provides low battery alerts through the receiver's LED.

5. Can a sensor that is not easily accessible be operated with a rechargeable battery connected via a power adapter to an AC outlet?

**ANSWER:** We provide access panels to make sensors more accessible in remote and behind the wall locations. There are no options for rechargeable batteries or for AC adapters.

6. Does the sensor communicate and confirm its operation and existence with the receiver?

**ANSWER:** The sensor's microprocessor communicates every 2.3 seconds to confirm that it is operational.

7. Does your sensor have any operational advantages over your competitors?

**ANSWER:**

- a. Our patented smart sensor technology is one of the main features that separate us from the competition. Our sensors have 1500 transmitters and receivers built in to them and they are powered by a microprocessor.
- b. The smart sensor runs a series of tests in less than 1 second. First it determines if there is moisture. Then it analyzes the moisture to make sure that it is water. Finally, there is a determination of sufficient volume (at least half a teaspoon). That is how our patented technology virtually eliminates the problem of ongoing false alarms.
- c. Competitive sensors use two probes which are either on or off. This means they react to anything that makes contact with them. Their inability to do any analysis can easily cause false alarms.
- d. The detection area of our sensors is 6.5 square inches versus the competitor's typical detection area of  $\frac{1}{4}$ "
- e. Our sensors are virtually indestructible which is not true of the competitors.
- f. When the competitors metal probes are not positioned properly or are uneven, water could make contact with only one of the probes which means a water leak would go undetected.
- g. Our batteries last 36 months' verses one year which is typical of the competition

8. In addition to the water detectors does your platform allow for temperature, humidity and water flow management?

**ANSWER:** Our system has the capability to add temperature, humidity and water flow management.

**WATER VALVE SPECIFIC QUESTIONS**

1. Who is the manufacturer?

**ANSWER:** CR Tech

2. What is the warranty?

**ANSWER:** 2 years, the manufacture provides a one year warranty and we provide an additional 1 year.

3. What is the construction material?

**ANSWER:** Stainless Steel

4. How long have you used these specific valves for your installations?

**ANSWER:** 5 years

5. Does the valve have an external OPEN / CLOSED indicator?

**ANSWER:** Yes

6. Can the valve be operated manually?

**ANSWER:** Yes, the valve can be operated manually.