



Frequently Asked Questions

The HSB sensor monitoring 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 so you can take action to protect your property or goods from further damage.

Registration Details

What should I expect?

If you sign up for this program, Asteroid will install 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 update your account and monitor the sensors at your building. 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?

Have questions or want to sign up? Call Asteroid's 24/7 hotline, (732) 446-9000, or email info@asteroidhvac.com

How can I access my account?

Asteroid will set you up with a portal log in where you can access your account. You will receive an email prior to installation to access this portal, please hold onto this email until installation.

Program Details

How might my building or business 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 water intrusion, quick notification may allow you time to act and prevent damage, or minimize its impact.

Sensors & Activation

What kind of equipment?

Depending on your location and size, there may be several different types of sensors. These sensors will monitor temperatures in a refrigerator, low or high room temperatures or sense water. There is also a gateway that communicates with the sensors and can detect power outages. All equipment is non-evasive and designed for easy activation.

Where are these sensors installed?

Asteroid will be responsible for providing installation support to your facility. They will determine the best placement for the equipment. 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.

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?

Asteroid will activate your portal account so you will receive accurate alerts. They may also have you download the app, HSB iSensor which can be used to activate the sensors and account.

There's a light on the sensor, is it supposed to be on?

Yes, there is a green LED light that will turn off after the sensor is activated to conserve battery. Even if the light is off, the sensor should be working. Log into HSB iSensor or the online portal to check sensor connectivity.

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 sensors run on standard lithium AA batteries and can last up to 5 years. If they fail, 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 to you or the contacts you designate.

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 signup key prior to the installation. Asteroid will need that email at the time of installation 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 signup key which allows you to access your online account. Please hold on to this email until installation.

Is there an app?

The HSB iSensor app allows you to 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 signup key which allows you to access 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.