

# BUILDER PROGRAM

## Frequently Asked Questions

### What is the purpose of the Alarm.com Builder Program?

The Alarm.com Builder Program is designed to assist Home Builders in providing Smart Home Technology as a standard in every new build. Homebuyers can now receive home automation services from Alarm.com included with the purchase of their new home. Builders can rapidly deploy a full-range of Alarm.com's smart home solutions in new communities and model homes by utilizing Alarm.com's nationwide network of service provider partners for hardware installation and ongoing support. Service providers can cost-effectively deploy hardware in new home builds, showcase smart home solutions to new home buyers, and activate automation-only customers with the opportunity to upgrade to a full security solution.

### What are the components of the Alarm.com Builder Program?

The Alarm.com Builder Program consists of three main components: free automation services, cost-effective hardware, and simplified implementation.

#### 1. \$0 BUILDER AUTOMATION SERVICES

Alarm.com is extending a free three-year trial of automation services to include the following seven features:

Builder Automation	
Activation Fee	\$0.00
Monthly Cost	\$0.00 <i>(up to 36 months)</i>

Includes 7 Features:

Locks	Shade Control
Thermostat	Voice Control
Light Switches	Doorbell Camera
Garage Door	<i>0 recorded clips (online/uploads)</i>

#### 2. COST-EFFECTIVE HARDWARE

All smart home devices need to be connected to an automation hub so that homeowners can control their devices from a single app. Alarm.com integrates with best-in-class hardware manufactures to provide homeowners with a world class experience. Alarm.com service providers can provide a cost-effective solution at a price point that fits your budget. If you would like to see a full catalog of products that integrate with Alarm.com, please click [HERE](#). Our advice to every builder is to select a platform first, and then be sure to select and install devices that are compatible with the platform.

#### 3. SIMPLIFIED IMPLEMENTATION PROCESS

To simplify processes, builders can leverage existing relationships with subs to install smart home devices during construction. For example, you can use your existing HVAC contractor to install a compatible smart thermostat. This model allows you to keep key relationships intact and remain efficient so that the right devices are installed upfront.

## What services can a builder take advantage of pre-close?

While Alarm.com utilizes a variety of ways to communicate to devices, our primary path utilizes Cellular technology. Alarm.com holds contracts with the top cellular network providers to ensure the solution we provide is fast and reliable. This means, you do not have to wait for WiFi to be installed in the home. We see builders installing a variety of smart home devices pre-close to alleviate pain-points that occur during construction. Some examples include:

### **THEFT PREVENTION:**

Theft most often occurs 30 days prior to move-in. Prevent theft from happening by installing a smart door lock or security sensors around the home that will provide you with notifications when activity occurs that is outside of the norm.

### **CONSTRUCTION POWER MANAGEMENT:**

Save on energy costs during home construction by installing and activating a smart thermostat during trim-out. Set the thermostat to energy-savings mode or lock out the local interface so that trades cannot change the temperature when they are in the home.

### **LOCK ACCESS MANAGEMENT:**

Create unique user codes to know who is coming in the home and restrict access so that the codes only work during the days/times that those people need access.

## What does a typical Smart Home package look like?

### **DURING CONSTRUCTION**

During construction subs install the compatible smart devices that you have chosen. These might include a Smart Lock, Smart Thermostat, Smart Light Switch, and Smart Garage Operator. An Alarm.com Service Provider can install a Security Panel or Automation Hub during trim-out and "learn-in" the devices that were installed by the subs.

### **AT ACTIVATION**

Alarm.com Service Providers meet with the homeowner to provide a "White-Glove" appointment where they deliver any additional devices that require WiFi like doorbell camera. During this time, the Service Provider educates the homeowner on how to use their system.

**ADD-ON'S** The Service Provider can assist with providing service upgrades if the homeowner so chooses. Typical upgrades might include security monitoring, video cameras, water management, and audio control. The Alarm.com service is easily upgradable to fit the homeowner's needs and fits within their one-app ecosystem.

### **POST CLOSE SERVICES**

Alarm.com Service Providers offer 1st Tier Support in perpetuity with the goal that the homeowner should never be contacting their home builder to support their Smart Home system.

## What is the Alarm.com Model Home Program?

The Model Home Program is designed to supplement the Alarm.com Builder Program by providing one free kit of equipment per 25 homes within one community. This equipment is to be installed in model home(s) by an Alarm.com Service Provider and used as a sales tool to pitch potential home owners and showcase the smart home technology. Eligible equipment in the Model Home Kit includes:

- Door Lock
- Alarm.com Smart Thermostat
- Garage Door Controller
- Alarm.com Image Sensor
- Skybell Video Doorbell Camera
- Alarm.com Wellcam
- Alarm.com Video Camera (Indoor or Outdoor)

## How can I leverage Alarm.com to manage and secure my model homes?

Alarm.com offers a Residential Enterprise solution that can provide value to community superintendents and the corporate office. The Residential Enterprise solution provides stakeholders with an Alarm.com Dashboard where they can view all their assets from a single screen.

Value Proposition/Features and Benefits:

- Security Monitoring and Theft Prevention
- Thermostat Control and Energy Savings
- Entry/Event Alerts and Notifications
- Lock Code Management and Access Control
- Light Schedules and Control
- Unattended Showings
- Leak Detection Alerts (if water sensors are installed)
- Mass Update Notifications, Lock Codes, etc.
- 60 Day Event History with Audit Trail of activity across all Model Homes

## Does Alarm.com offer technology to differentiate Age-Targeted Communities?

Alarm.com Wellness gives homeowners independence and peace of mind, while also providing traditional security. Through a system of non-obtrusive monitoring devices and reports, adult children and caregivers can monitor the activity of their loved ones and diagnose problems before they occur. The system will alert the adult children or caregivers for any anomalies or emergencies within the home. For example, if mom normally wakes up at 7am each morning, the system would send an alert if she is still in bed at 9am. This information allows caregivers to make more informed decisions about their loved one's needs and level of care.