



Questions and answers (FAQ) Reliance Protectron Go! Control security system

Question: Who is Reliance Protectron?

Answer: Reliance is the Canadian Leader in Electronic Security and Home Automation. Incorporated in 1988 and headquartered in Montreal, Quebec, Reliance Protectron Security Services is one of Canada's largest security monitoring and installation companies. It employs over 1,000 qualified professionals who specialize in the selling, installing, servicing and monitoring of electronic security systems for more than 400,000 residential, commercial, industrial and wholesale subscribers nationwide.

Question: Why choose Reliance Protectron?

Answer:

Best-in-class monitoring

We offer you the highest level of quality and uninterrupted service. Our state-of-the-art Canadian monitoring centres are ULC-listed and Five Diamond certified.

True security experts

We customize all security systems and services to suit your needs. Our highly trained and certified specialists provide you with the right solution.

Enhanced services

We offer a variety of services to protect your family and home.

Transparency

We believe that being transparent is a great start in a long-term relationship. Unlike other security providers, we do not hide equipment or installation costs in our monthly service fee.

Q: Does the price of the packages include professional installation by Reliance Protectron?

A: Yes, a qualified technician will install your security system. And that's not all: since all our technical personnel receive continuous training in order to optimize our service quality, your technician will be able to explain how your new system works and answer all your questions. At your request, he can also sell and install any additional equipment and components you may need.

Q: Does the price of the packages include remote monitoring protection against home intrusion and fire?

A: Yes, remote monitoring protection against home intrusion and fire is included in the packages. Reliance Protectron owns and operates a national network of 4 state-of-the-art monitoring centres sharing a dedicated and reliable telecom connection. A second and fully independent network is also in permanent operation to respond to emergency calls. If service is interrupted at one centre, one of the 3 remaining centres responds, providing quick and reliable service. Our monitoring centres are certified by the Underwriters' Laboratory of Canada (ULC) and rank among the most effective security networks in North America.

Please note that fire monitoring **is not included in the Small business connect & control package.**

Q: Is Reliance Protectron's extended warranty (extended service plan) included in the price of the packages?

A: Yes, Reliance Protectron is proud to offer you the QualiGARD™ extended service plan at no extra charge.

All of our security systems are selected based on quality and reliability. Of course, even the best systems may sometimes fail. That is why Reliance Protectron provides the QualiGARD™ extended service plan without charge with each package. QualiGARD™ includes labour and replacement of defective components (except batteries) for your security system.

With QualiGARD™, you also get ProGARD™, which is additional protection in the form of payment toward your insurance deductible. For claims following a fire or theft while your Protectron smoke detector or security system was activated, ProGARD™ will pay your insurance deductible up to \$1,000.

As a result, you enjoy greater peace of mind.

Please note that ProGARD™ **is not included in the Small business connect & control package.**

Q: Do you offer your services across the country including Quebec?

A: Yes.

Q: Can I subscribe to Reliance Protectron's remote monitoring service even if I already have a security system?

A: Yes, the Existing system replacement package is especially designed for you.

Q: Can I take my security system, which I bought online, with me when I move?

A: Yes. If you move and would like to have your security system installed at your new address, Reliance Protectron will re-install and reprogram your system for a \$199 flat fee.

The fee covers the following services:

- ✓ System re-installation
- ✓ System verification
- ✓ System reprogramming
- ✓ System implementation
- ✓ Onsite sale and installation of additional equipment or components (for example, a water-level sensor)
- ✓ Answers to your questions
- ✓ Notification sent to the monitoring centre

Q: What are interactive home automation services and what benefits do they offer?

A: Interactive home automation refers to a powerful set of services that allows you to manage various functions and appliances in your home or business. These services are powered by an interactive security platform, myProtectron.com, recognized for its effectiveness and reliability. Reliance Protectron's home automation services allow you to interact remotely with your home security system. Wherever you may be, you can monitor your home and control various settings:

- ✓ Monitor comings and goings at your home, cottage and business
- ✓ Get round-the-clock weather forecasts
- ✓ Turn lights on and off remotely at your home, cottage or business
- ✓ Start and stop your electrical appliances remotely (for example, your slow cooker)
- ✓ Reduce your energy consumption
- ✓ Readjust your lighting controls from anywhere
- ✓ Set the temperature in your house, cottage or business remotely
- ✓ Know when your furnace or air-conditioner fails to function properly and the temperature fluctuates
- ✓ Create different access codes for each family member, guest or employee
- ✓ Lock and unlock your door remotely (for example, to allow a guest to enter)
- ✓ Prevent breaking and entering
- ✓ Also, as an option, watch over your home or business from wherever you are thanks to our webcams (service and equipment not included)

Q: How can I access my security system remotely?

A: Thanks to the myProtectron.com platform and iPhone, Blackberry, and Android mobile applications, you can access your system from wherever you are, enabling you to check its status and manage settings. For instance, you can tell your security system to lock doors automatically as soon as it is armed or turn on lights at a specific time. Remote access offers multiple possibilities.

Q: Later, can I add peripherals and interactive services to the Security Plus package even if I didn't buy the Stay Connected + or Smart Home Interactive package"?

A: Yes. If you decide to buy additional equipment later, you'll be able to add them on the keypad and control panel (the system's "brain"). Thanks to the myProtectron.com platform, you can create settings using your Go! Control panel. For example, you can tell your security system to lock doors automatically as soon as it is armed, turn on lights at specific times or turn up the heating whenever you disarm the system. There are multiple possibilities.

Q: How many lights, locks, and thermostats can I control remotely? Is there a limit?

A: The Go! Control panel can manage up to 232 devices. For version 1.6 and later versions of the control panel firmware, we recommend a maximum of 5 thermostats. However, we cannot prevent users from adding more thermostats. As for locks, they are activated by batteries and do not function like transponders; as a result, you cannot have a network consisting solely of locks, unless they are all within range of the control panel. In practice, while signals can be received by the locks, there is no real limit as to the number of locks that you can control within the range covered by the control panel.

Q: How do interactive home automation services work?

A: In a sense, the Go! Control system panel is a central controller for a network of Z-Wave devices. Users can access the system via the web and mobile applications and send instructions over a GSM wireless network or smart phone.

Q: Do I need a conventional phone line to use my new system?

A: No. If you buy the Stay connected +, Smart Home or Small business package, you don't need a conventional phone line.

Q: What is a GSM module?

A: A GSM module (which is included in some packages) is more secure than a conventional phone line: it gives you added protection and replaces your conventional phone line in the event of malfunction or vandalism. If the main phone line is damaged, alarm signals are transmitted by a transceiver linked to the security system. Wireless cellular transmission means that your security link is free from outside physical disturbance. This solution can also be used as a primary communication line when no telephone connection is available.

Q: What is Z-Wave?

A: Z-Wave is a low-power radio-frequency (900 MHz) communications protocol used for home automation and commercial systems. The main functions and properties of the Z-Wave protocol include the following:

- ✓ It allows various devices to communicate with one another as part of a local loop network
- ✓ The range of Z-Wave networks is scalable (extending as new components are added)
- ✓ Over 200 manufacturers worldwide use Z-Wave technology
- ✓ The range between devices is 33 metres (100 feet) under "open-air conditions," with varying range indoors (depending particularly on building materials)

Q: Are interactive home automation services compatible with all Z-Wave devices on the market?

A: Reliance Protectron provides a complete range of recommended Z-Wave products: lighting, thermostats, locks, and other devices. Only recommended Z-Wave products are compatible with interactive home automation services. However, customers may also acquire other Z-Wave devices from resellers that may prove to be compatible with our interactive home automation products and services.

Q: Can I see a demonstration of the way home automation services work?

A: Yes, of course! Please go to www.protectron.com/interactive or watch our videos online at www.youtube.com/protectron.

Q: Do you provide services to renters?

A: Typically, no; however, landlords can offer our services as a feature of their rental properties and include the monthly rate in the rent.

Q: Do you provide video cameras?

A: Absolutely. Video surveillance services are available as part of optional services from Reliance Protectron once you subscribe to either the Stay Connected + or Smart Home package.

Q: What is the cost for camera equipment and monthly services?

A: Since we offer many options, we recommend that you subscribe first to the Stay Connected + or Smart Home package. Later, to get all the details, you can meet with one of our security experts, with no obligation.

Q: Why are your prices lower than the competition's?

A: Our partnership with ACN allows us to offer very competitive packages. Also, unlike some of our competitors, we are a Canadian company. We have regional and local sales and service branches across Canada and are able to provide customer support locally. Our four monitoring centers are located in Canada, enabling us to provide optimal service to all our customers across the country.

Q: Can we benefit from ACN packages and pricing even though our system is already being monitored by Reliance Protectron or ADT?

A: These packages are designed for customers whose systems aren't already monitored by Reliance Protectron or ADT, or customers who require a new monitoring agreement. You would need to complete your current agreement first before taking advantage of any other offers.

Q: Does Reliance (or ADT) cover any contract cancellation fees with other providers?

A: Unfortunately, no.

Q: What happens if I move or sell my home?

A: We can assist with your move or transfer your agreement to a new owner. The conditions will vary based on your customer history and services. Call Reliance Protectron for details.

Q: Are your packages appropriate for apartments or condos?

A: Absolutely. Apartments and condos may require the same level of protection as single-family homes. The need for fire protection and even intrusion protection (for instance, patio doors and windows located on the ground floor) may be justified. With interactive services, apartment and condo residents may want to be notified on their smartphone, for example, when a family member or guest arrives. They may also want to unlock their door remotely for a guest or simply make sure they did lock the door when they left for work in the morning.

For any other questions you have with regard to packages available on the ACN website or the order process, please call:

1 844 238-8546

Opening hours: 9am – 8pm (ET)