

USER AGREEMENT

This User Agreement (“*Agreement*”) contains the terms and conditions regarding your participation in the sensor program (the “*Program*”) being conducted by **The Hanover insurance Company** (“*Company*”) and **The Hartford Steam Boiler Inspection and Insurance Company** (“*HSB*”), a reinsurance partner of Company and managing partner in providing the Services to you. By accepting this Agreement (by electronic “clickthrough” or otherwise), you acknowledge and agree that that you have carefully read, understood, and agree to be bound by all of the terms and conditions of this Agreement. If you are entering into this Agreement on behalf of an entity, you represent that you have the authority to enter into this Agreement on behalf of such entity.

1. *Equipment; Services; Alerts.* During the Term (defined below), you will be provided with remote sensor equipment (“*Equipment*”) and remote monitoring services and web portal access (collectively with the Equipment, the “*Services*”) all free of charge. The Equipment may include, but is not necessarily limited to, temperature, humidity and water presence sensors. You are under no obligation to license any Equipment or use any services during the Term. In the event the Equipment senses certain conditions (e.g., significant interior temperature drops or the presence of water) at your location during the Term, HSB may alert you and Company. However, there is no guarantee that you or Company will receive any such alert, even if certain conditions are sensed, or that any such alert will prevent, or reduce the severity of, any type of loss, occurrence, or damage. Taking any action, including any preventative action, is solely your responsibility.

Company reserves the right to remove any or all provided equipment with unresolved issues once You or your designee have been notified of such issues by HSB and fail to take corrective action within the specified timeframe. You are responsible for maintaining accurate and current contact information to ensure timely receipt of all communications.

2. *Portal Access; Data.* HSB and Company may collect, use, disclose, and retain certain data and information regarding the Services, your use of the Services, and your participation in the Program. HSB’s use, collection, disclosure, and retention of such data and information will be governed by its privacy policy located at: [Privacy Statement | HSB: US-based with a global reach \(munichre.com\)](#) which privacy policy may be updated from time to time and is incorporated herein by reference and made apart hereof. Company’s use, collection, disclosure, and retention of such data and information will be governed by its privacy policy or as otherwise agreed to by you and Company.

3. *Participation.* The term of this Agreement will commence on the date the Equipment is shipped to you and continue for a period of twelve (12) months (the “*Initial Term*”), unless the Program is terminated earlier in accordance with this paragraph. The Initial Term will automatically renew for successive twelve (12) month periods (each a “*Renewal Term*”, and together with the Initial Term, the “*Term*”) unless you are notified by either the Company or HSB that either elects not to renew. The Agreement (including any Services and portal access) may be terminated early if you cease to be an insured of Company, you do not comply with the terms of this Agreement, or if Company or HSB determine that the continuation of the Program (either on a whole or at your location) is impossible or impractical for any reason.

4. *Costs.* Company and HSB will be responsible for costs associated with Services, as well as all costs associated with cellular connectivity of the Equipment and your portal access during the Term. You remain responsible for your standard electrical, battery (if applicable) and internet and/or Ethernet costs (as necessary) for the Equipment to operate. If the Equipment fails or malfunctions during or after the Term, neither Company nor HSB are responsible for replacing or fixing such Equipment.

5. *Title; Responsibilities; Restrictions.*

(a) Title to and ownership of the Equipment shall transfer to you upon shipment. Upon transfer of title, you shall use the Equipment in a commercially reasonable manner, solely as contemplated by this Agreement.

(b) You (i) shall not (and shall not permit any third party to) remove, reverse engineer, tamper with, modify, alter or destroy in any way any Equipment, or any label thereon, without the prior written consent of HSB, or use the Equipment in any way that violates any applicable laws or regulations; (ii) shall not (and shall not permit any third party to) affix or install any accessory, addition, upgrade, equipment or device to the Equipment unless expressly approved in writing by HSB; (iii) shall, at your own cost and expense, keep the Equipment in good repair, appearance and condition, subject to normal wear and tear; and (iv) shall be liable for the costs of repair or replacement of Equipment if damaged or lost due to theft, negligence, intentional acts, unauthorized uses or acts or other causes within your reasonable control.

(c) Upon the effective date of termination or expiration of this Agreement, you will immediately cease all use of the Services.

(d) **For Commercial and Habitational Locations.** You agree to allow HSB and HSB's agents to enter your property at which the Equipment is located (the "*Premises*") at reasonable times for purposes of configuring, maintaining, inspecting, upgrading, replacing and/or removing the Equipment. You warrant that you are either the owner of the Premises or that you have the authority to give HSB access to the Premises. If you are not the owner of the Premises, you are responsible for obtaining any necessary approval from the owner to allow HSB and its agents into the Premises to perform the activities specified above. In addition, you agree to supply HSB or its agent, if requested, the owner's name, address, and phone number and/or evidence that the owner has provided such authorization.

(e) HSB may upgrade or change the Equipment at HSB's discretion at any time. You acknowledge that any addition to, or change to the Equipment may interrupt the Services. You may not sell, lease, abandon, or give away the Equipment, or permit any other service provider to use the Equipment. The Equipment may only be used in the applicable Premises approved by HSB unless expressly permitted in advance in writing by HSB. YOU UNDERSTAND AND ACKNOWLEDGE THAT IF YOU ATTEMPT TO INSTALL OR USE THE EQUIPMENT AT A LOCATION OTHER THAN THE PREMISES OR OTHERWISE EXPRESSLY AUTHORIZED BY HSB, THE EQUIPMENT MAY FAIL TO FUNCTION OR MAY FUNCTION IMPROPERLY.

(f) Unless otherwise agreed by you and Company, HSB or its third-party Equipment installer will be installing the Equipment. HSB will coordinate an Equipment installation date with you and you agree to allow HSB or its third-party Equipment installer access to your Premises so that HSB or its third-party Equipment installer may determine the appropriate Equipment for your Premises and install such Equipment. If your Premises is under lease, you represent that you have obtained permission from the property owner allowing such access and installation by HSB or its third-party Equipment installer.

In the event that you are installing the Equipment, Company or HSB will provide you with the Equipment, installation instructions and suggested installation locations based on information known about your Premises. Once you have completed the installation, you must contact the HSB's Monitoring and Support Center at (844) 468-1866 to verify proper installation.

(g) YOU UNDERSTAND THAT THE SERVICES ARE NOT AN EMERGENCY NOTIFICATION SYSTEM. FURTHER, YOU UNDERSTAND THAT UNDER NO CIRCUMSTANCES WILL HSB OR COMPANY DISPATCH EMERGENCY SERVICES TO YOUR PREMISES IN THE EVENT OF AN EMERGENCY. YOU AGREE THAT YOU WILL NOT RELY ON THE

SERVICES FOR ANY LIFE SAFETY OR CRITICAL PURPOSES. ANY ALERTS ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY.

6. *Liability.* Neither Company, HSB nor any of their officers, directors, employees, agents, contractors, subsidiaries, affiliates, successors and permitted assigns (collectively the “*Affiliated Persons*”) (i) make any warranties, representations or guarantees regarding the Program, including without limitation the success of the Program, detection, reduction in severity or prevention of any losses or occurrences, or any savings, the Equipment, the portal, quality, safety, performance, or any other aspects of the Program or the Equipment; (ii) guarantee that the Equipment will be satisfactory to you, or that the operation of the Equipment will be uninterrupted or error free, or (iii) are liable to you in any way for any losses, claims or damages arising from or related to this Program, including without limitation Equipment defects, failures, malfunctions or installations, except to the extent of any liability as contemplated under any applicable COMPANY insurance policy. COMPANY and HSB expressly disclaim any such liabilities, representations, warranties and guarantees. NEITHER COMPANY, HSB, NOR THE AFFILIATED PERSONS WILL HAVE ANY LIABILITY ARISING OUT OF OR IN ANY WAY RELATED TO YOUR PARTICIPATION IN THE PROGRAM, INCLUDING THE INSTALLATION, OR YOUR USE OF, THE EQUIPMENT. TO THE FULLEST EXTENT PERMITTED BY LAW NEITHER COMPANY, HSB, NOR THE AFFILIATED PERSONS SHALL BE LIABLE FOR ANY DIRECT, SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL OR EXEMPLARY DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE; LOSS OF USE; LOSS OF OPPORTUNITY; LOSS OF GOOD WILL; COST OF SUBSTITUTE FACILITIES, GOODS OR SERVICES; COST OF CAPITAL; GOVERNMENTAL AND REGULATORY SANCTIONS; AND CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES. COMPANY, HSB, AND THE AFFILIATED PERSONS EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES OF ANY KIND, WHETHER STATUTORY, ORAL, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

7. *Cellular or Other Communication Means .* YOU EXPRESSLY UNDERSTAND AND AGREE THAT YOU HAVE NO CONTRACTUAL RELATIONSHIP WHATSOEVER WITH THE UNDERLYING WIRELESS SERVICE PROVIDER OR ITS AFFILIATES OR CONTRACTORS AND THAT YOU ARE NOT A THIRD PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN HSB, COMPANY AND THE UNDERLYING CARRIER FOR YOUR PROGRAM. IN ADDITION, YOU ACKNOWLEDGE AND AGREE THAT THE UNDERLYING CARRIER AND ITS AFFILIATES AND CONTRACTORS SHALL HAVE NO LEGAL, EQUITABLE, OR OTHER LIABILITY OF ANY KIND TO YOU AND YOU HEREBY WAIVE ANY AND ALL CLAIMS OR DEMANDS THEREFOR.

8. *Feedback.* Your opinion and feedback are critical to the ongoing assessment of the Program. Therefore, Company and HSB may from time to time ask you to provide responses to basic questionnaires or surveys.

9. *Miscellaneous.* This is a legally binding agreement that supersedes any proposal, prior agreement or understanding, oral or written, and any other communication among you, Company and/or HSB relating to the Program. No act, document, usage or custom will be deemed to modify or amend this Agreement in any way. Connecticut law will govern this Agreement and the transactions it contemplates, without reference to rules regarding conflicts of law.

10. *Updates.* HSB may revise the Equipment or Service(s) to reflect changes in relevant laws and regulatory requirements and/or to implement technological improvements. In addition, we may make other revisions to the Service(s) and this Agreement and these terms by updating this page. If HSB makes changes to the terms of this Agreement that HSB considers material, HSB will make reasonable effort to notify you by placing a notice in the Mobile App, notifying you through the Services, by sending you an email, or by some other means. By continuing to use the Service after such changes, you are expressing your acknowledgement and acceptance of the changes. Please check this Agreement periodically for updates.