Welcome to your CM Sensor kit!

For additional help and resources, visit: www.churchmutual.com/sensors/help
Getting started
Your quick and simple guide to 24/7 temperature and water protection.

Your CM Sensor system sends real-time notifications that can help you protect your house of worship from a pipe freeze or water damage. It takes just a few simple steps and tools to install and activate your sensor system.

What’s in the box
Your system will include some or all of the following components:

GATEWAY
• Receives information from sensors
• Transmits data to Monitoring and Support Center
• Must be plugged in (has battery back-up for emergencies)

ROOM TEMPERATURE SENSOR
• Monitors temperature of a room
• Battery-powered
  (batteries last approximately 2-3 years)

WATER SENSOR
• Monitors for presence of water in chosen location.
• Battery-powered
  (batteries last approximately 5 years and are not replaceable)
What you will need

- Cutting pliers or scissors
- Internet-connected computer or mobile device

PIPE TEMPERATURE SENSOR*

- Monitors temperature of pipes
- Battery-powered (batteries last approximately 2-3 years)

* Not all kits will receive this sensor.

ACCESSORIES:

- A/C power cord
- Zip ties
- Adhesive strips
- Antenna

Note: if any of the items are missing or appear damaged, please call the Monitoring and Support Center (MSC) at (844) 863-4646.

See how it’s done

Watch a complete video guide to installation at www.churchmutual.com/sensors/installation
Installation and placement

Gateway

1. **Prepare Gateway** by attaching the antenna and tightening the coupling in a clockwise direction.

2. **Place Gateway** above ground level in a heated, finished area where cell service is strongest.* Place on a solid, level surface with the antenna pointing toward the ceiling.

   **DO NOT place in basement.**

3. **Plug in Gateway** using the provided A/C power cord. Plug in cord to outlet that is not controlled by a switch, as power must remain on at all times.

4. **Confirm Gateway** has power when the gateway lights turn on. The green and red lights will initially blink as it attempts to connect.

5. **Attach the Gateway** by sticking the adhesive strips to the Gateway, then attach the Gateway to a clean surface.

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**Questions or problems connecting?**

Call the Monitoring and Support Center (MSC) at (844) 863-4646, Monday – Friday, 8 am – 8 pm ET, with any installation and placement questions!

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Find Frequently Asked Questions, customer testimonials and more at: **www.churchmutual.com/sensors/help**

* If you do not have a cellular signal in your location, there is an option to use an Ethernet connection. Please call the MSC at (844) 863-4646 for more information.
Room Temperature Sensor

1. **Place the Sensor** in a room with a thermostat. This can include areas such as kitchens, common areas or sanctuaries.

2. **Activate the Sensor** by turning the device over for 10 seconds. After 10 seconds, turn the sensor back over and a green light on the front of the device will blink slowly as it attempts to connect.

3. **Confirm Sensor Connectivity** when the light on the sensor turns to a steady green light.
   - If the green light rapidly blinks, move the sensor to a location closer to the gateway and attempt to connect again (see step 2).

4. **Attach the Temperature Sensor** by sticking the adhesive strips to the sensor and placing the sensor on a clean surface. The sensor should be attached with the sensor bubble on the bottom, as highlighted in the photo above.

Water Sensor

1. **Place the Sensor** on the floor in an area that water intrusion could occur, away from foot traffic where the sensor will not be accidently disturbed.
   - Suggested locations include areas with previous water damage, near a water heater/sump pump, or near “low” spots on floors.

2. **Activate the Sensor** by turning the device over for 10 seconds. After 10 seconds, turn the sensor back over and a green light on the front of the device will blink slowly as it attempts to connect.

3. **Confirm Sensor Connectivity** when the light on the sensor turns to a steady green light.
   - If the green light rapidly blinks, move the sensor to a location closer to the gateway and attempt to connect again.
   - Unlike the other sensors, there is no need to affix the water sensor to any surface.
Pipe Sensor*

* Not all kits will include a Pipe Sensor.

1. **Place the Sensor** on a water pipe that may be susceptible to freeze in the event your facility loses power or heat.
   - Suggested areas include:
     - Exposed water pipes located near, or attached to, uninsulated or poorly insulated exterior walls
     - Attic and ceiling spaces where pipes are above the attic/ceiling insulation.
     - Mechanical rooms
     - Areas where there are several exposed water pipes

2. **Activate the Sensor** by turning the device over for 10 seconds. After 10 seconds, turn the sensor back over and a green light on the front of the device will blink slowly as it attempts to connect.

3. **Confirm Sensor Connectivity** when the light on the sensor turns to a steady green light.
   - If the green light rapidly blinks, move the sensor to a location closer to the gateway and attempt to connect again.

4. **Attach the Pipe Sensor** by connecting the metal section of the probe to the pipe using a zip tie, cutting off any excess zip tie with cutting pliers or scissors. Stick the adhesive strips to the main body of the pipe sensor and place on a clean, flat surface. Mount the sensor with the lead probe pointing down toward the ground.
   - If a clean, flat surface is not available, attach the sensor and probe to the pipe. Use two zip ties to attach the sensor above the metal probe. Cut any excess material with cutting pliers or scissors.
Activate your account
Once all your sensors are connected, go to www.churchmutual.com/sensors/mysensor to complete the activation process, including the setup of your alerts, and begin your 24/7 monitoring!

ACTIVATION TIPS:
Ensure Gateway has appropriate connectivity.
• If the activation portal indicates a weak signal from any of the sensors (less than one bar), try moving the gateway to a new location.
• If a sensor does not appear to be activated, go back to the sensor and turn it over again for 10 seconds to reset. Repeat up to three times. If the green light on the sensor flashes rapidly, call the MSC.

What’s next?
Your contacts are now set up to receive email / text / phone call alerts if temperatures drop or if water is detected.

Each contact added will receive two emails – these will provide access to your online sensor dashboard (use is optional).

Need help?
Call the Monitoring and Support Line at (844) 863-4646 or visit www.churchmutual.com/sensors/help for additional information and support materials.
**Installation and activation notes**

Keep all your CM Sensor information ready and available with this handy location and contact page. Update your contacts at churchmutual.com/sensors/mysensor.

<table>
<thead>
<tr>
<th>Account Number</th>
</tr>
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<tbody>
<tr>
<td>(Account number = sign-up key on <a href="https://CMIC_HOW.iot.hsb.com">https://CMIC_HOW.iot.hsb.com</a>)</td>
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<table>
<thead>
<tr>
<th>Primary Contact</th>
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<tbody>
<tr>
<td>Name</td>
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<td>Email</td>
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<table>
<thead>
<tr>
<th>Contact 2</th>
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<td>Name</td>
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<table>
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<th>Contact 3</th>
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<table>
<thead>
<tr>
<th>Locations of Equipment</th>
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</thead>
<tbody>
<tr>
<td>Gateway</td>
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<tr>
<td>Temperature Sensor(s)</td>
</tr>
<tr>
<td>Water Sensor</td>
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