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 an expandable 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: complimentary smart home services, cost-effective hardware, and simplified implementation.

1. **$0 BUILDER SMART HOME OFFERINGS**

   $0 Builder Automation Services

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

   $0 Builder Doorbell Services

   Separately, for builders who are unable to standardize on a full automation solution, Alarm.com is extending a doorbell-only offering featuring the Alarm.com Video Doorbell. The goal of this program is for builders to standardize on the doorbell for every home. Alarm.com Service Providers provide installation and support for the doorbell and have the opportunity to meet with every homebuyer to offer monitored security or other paid services.

   Alarm.com is extending a free three-year trial of doorbell service that includes the shown features.

Builder Automation

Activation Fee	$0.00
Monthly Cost	$0.00 *(up to 36 months)*

Included Features:

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

Doorbell Trial

Activation Fee	$0.00
Monthly Cost	$0.00 *(up to 36 months)*

Included Features:

Freemium Doorbell	Live View Only
First 3 months	*Remaining 33 months*
1 Doorbell Camera	
3,000 clips (online/uploads)	
Video Analytics	

---

2. COST-EFFECTIVE HARDWARE

With the Builder Automation offering, all smart home devices need to be connected to a central 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 Wi-Fi 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.

SELF-GUIDED TOURS

Prospective home buyers can easily book a tour online and receive a temporary, unique PIN code for the door lock that they can access only during the time of their tour. Self-Guided Tours is completely automated so that builders can seamlessly increase their showing hours without having a sales agent present and reduce a home's time on the market.

What does a typical Smart Home package look like?

DURING CONSTRUCTION

If utilizing the Builder Automation offering, subs install the compatible smart devices that you have chosen during construction. 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 Wi-Fi, like a doorbell camera. During this time, the Service Provider educates the homeowner on how to use their system.

ADD-ONS

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 upgradeable 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 homeowners 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)
- Sonos One (Gen 2)

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

Alarm.com offers a Community Management solution that can provide value to community superintendents and the corporate office. The Community Management solution provides stakeholders with an Alarm.com dashboard where they can view all their assets from a single screen. The Community Management Trial plans are available at $0/month for model homes up to 1 year, and $0/month for spec homes up to 3 months. After the model or spec home sells, the service provider can simply transition the Community Management service plan away from the builder and set up new service for the home buyer. Self-Guided Tours is an optional, paid add-on feature to either of the Community Management plans.

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

Self-Guided Tours

Leak Detection Alerts (if water sensors are installed)

Mass Update Notifications, Lock Codes, etc.

60 Day Event History with Audit Train of activity across all 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.