

Fluent



FAQs

Ordering & Pre-Install
Installation
Post-Install
Financing
Security System Equipment

Ordering & Pre-Install

▶ **How does a customer place an order?**

The customer will call Fluent on ACN's dedicated phone number at 800-804-8417 between 9 am and 9 pm ET and provide the required information to the sales representative. The sales representative will customize the security system, provide pricing, discuss equipment needs such as internet speeds, and schedule the installation.

▶ **Who can place an order?**

The homeowner is needed to start the order with Fluent. If a lessee is placing the order, they must provide written permission from the landlord at the installation appointment.

▶ **Is Fluent available to commercial customers?**

Yes. Fluent is available for businesses up to 10,000 sq ft. The customer must have the equipment financed under their personal name and not the business.

▶ **What information is needed for the order?**

The customer will need to provide their date of birth, address, Social Insurance Number, and form of payment. The customer will also provide the referring IBO number.

▶ **Will the customer get a confirmation call?**

Yes. Two days prior to the scheduled installation, Fluent will call to confirm the customer's information, equipment to be installed, and the Fluent Service Technician's name and arrival window.

▶ **What if the customer already has equipment?**

Fluent will likely be able to use any existing equipment the customer has and can add any new features they would like while keeping their pricing low. If the customer is under contract with another home security provider, they would need to cancel that contract before beginning their contract with Fluent.

Installation

▶ **What can the customer expect during installation?**

The Fluent Home Security System installation will vary depending on the type and amount of equipment that is being installed. In addition to installing the equipment, Fluent will educate the customer on the system and ensure the customer is comfortable using the Home Security System. Customers can expect the following during the installation appointment:

1. Completion of any necessary paperwork
2. Walkthrough of the home or business
3. Equipment installation and testing
4. Downloading the mobile app on personal devices and creation of online account
5. Training by the technician on how to control the system with the panel and Fluent app
6. Completion of Post Survey Call & Letter of Completion

▶ **Does the customer need to be present during the system installation?**

The account owner or an authorized contract signer over the age of 18 is required to be present during the installation. If the account owner or authorized contract signer is not present, the paperwork can be completed in advance of the install date. Someone over the age of 18 is required to be at the location for the duration of the install.

▶ **How long will the installation take?**

Installation can take between 2-5 hours depending on the amount of equipment.

▶ **Will the Fluent Service Technician need to go into each room in the house?**

The technician will only need access to the rooms where sensors will be located.

▶ **Will the customer be shown how to use the system?**

Yes, the technician will explain how to use the Control Panel and the Fluent app.

▶ **Can a customer add more equipment than what was originally customized with the Sales Professional?**

Yes. To do this, the customer can either pay upfront or add the cost to the monthly equipment fees. In most cases, the Fluent Service Technician will be able to install during the same appointment.

▶ **Is the Fluent Smart Home System only accessible by smartphone?**

No, the customer is also able to access their Fluent system via iPad or computer by going to <https://alarm.com/can/fluent?home=1>

▶ **How long is the contract length?**

The agreement with Fluent is a 60-month term.

▶ **What COVID precautions are Fluent Service Technicians taking?**

Technicians will wear gloves and masks during the entire installation or critical service call. The technician will also use disinfectants before entering the home.

Post-Install

▶ **What if a piece of equipment stops working?**

Most equipment concerns can be addressed by using the helpful articles in the support section of the Fluent app. If the issue cannot be resolved by using the articles, the customer can chat with an agent on the Fluent app or can contact a Fluent support agent for assistance. If Fluent is unable to resolve the issue over the phone, a technician will be dispatched within 7 days to further address the issue. There will be a service fee associated with this visit if the initial warranty term has expired.

▶ **Does the equipment have a warranty?**

Yes. For the first 90 days, the system is fully covered under warranty. If the customer experiences any issues with the equipment, Fluent will send a technician to their home and replace the equipment at no cost. If the equipment requires replacement due to normal wear and tear after the 90 days have expired, Fluent will replace the equipment and the customer will be charged the then-prevailing travel fee rate. The warranty does not cover equipment that was already present or products that connect with the system not provided by Fluent.

▶ **How can the customer update their monitoring system?**

Monitoring settings such as the emergency contact list, placing the system on test, or the verbal password can be updated via the Fluent app or on the Fluent account portal: <https://alarm.com/can/fluent?home=1>

▶ **What can be accessed via the Fluent app?**

Customers can access support help, view payment updates, view billing, rename sensors, edit emergency contacts, arm/disarm the system, view cameras, lock/unlock doors, set user codes, and more.

▶ **What if the customer moves?**

If the customer has plans to move within the term of the agreement, they can take Fluent Security with them! To transfer Fluent to their new home, the customer will need to speak to a Fluent Support agent. The customer will be charged a \$199 move fee for Fluent to transfer their security system. For more information, call a Fluent Support agent at 888-536-3025.

▶ **What is Fluent's cancellation policy?**

The process to cancel your Fluent agreement varies depending on how much time remains on your agreement. For more information, call to speak to a Fluent Support agent at 888-536-3025.

Financing

- ▶ **Does Fluent offer equipment financing?**
Yes. Fluent provides 60-month interest-free equipment financing through Financeit. Financeit offers simple and flexible payment options to purchase a complete, customized security system.
- ▶ **When does the customer apply for Financeit?**
Applying for equipment financing through Financeit will be done on the initial sales call and will take 5-10 mins for the customer to complete.
- ▶ **What does the financing from Financeit include?**
Financeit only includes the home security equipment. It does not include the monthly payment for Fluent Home Monitoring.
- ▶ **Where can customers see their Financeit bill?**
The customer can visit [Financeit.ca](https://financeit.ca) to view their bill. They can also call 888-536-3025 for more information.
- ▶ **Can a customer pay off their installment loan early?**
Yes. The customer can pay off their loan early by visiting [Financeit.ca](https://financeit.ca) or calling 888-536-3025.
- ▶ **What happens if the customer doesn't qualify on Financeit?**
If not approved by Financeit, the customer must purchase the equipment upfront. The customer would only be responsible for the monthly monitoring rate from Fluent.
- ▶ **Can the customer purchase equipment upfront?**
Yes, the customer has the option to purchase equipment upfront. If purchased upfront, the customer is eligible for discounts on equipment costs and would then only be responsible for the monthly monitoring rate from Fluent.
- ▶ **How can the customer update their Fluent monitoring payment information?**
The customer can update any bank or credit card information via the Fluent app or on the Fluent account portal: <https://alarm.com/can/fluent?home=1>
- ▶ **Will the customer be sent their Fluent bill in the mail?**
No, the customer can view their bill on the Fluent App or the Fluent account portal: <https://alarm.com/can/fluent?home=1>

Security System Equipment

▶ **Does the security system require power?**

Yes, the Control Panel and cameras will need to be located within 3-5 meters of an outlet that is not controlled by a switch. For access to the outlet, the technician may need to drill from the outside to the inside of the home. If the customer doesn't want the technician to drill into the home, they will need to arrange for an electrician to wire an outlet near to the desired camera location before installation.

▶ **Does the security system require a home telephone line?**

No, the security system works off the cellular towers in the area to send the signals to the Monitoring Station.

Door Lock:



▶ **Can a door lock be set to lock automatically?**

Yes, the door lock is able to auto-lock after a certain amount of time. This is set up on the lock itself.

▶ **Can the customer get a deadbolt if they don't have one already?**

Yes, there will need to be a predrilled hole for the deadbolt which must be done by a locksmith.

▶ **Can Fluent change only the door handle if the customer doesn't have a deadbolt?**

Yes, Fluent can change the door handle if the new door lock handle fits securely on the door.

▶ **Can more than one user have access to the door lock?**

Yes, the customer can give access to up to 32 users and can be managed via the Fluent App or online at <https://alarm.com/can/fluent?home=1>

Thermostat:



▶ **Will the Fluent Service Technician install the thermostat?**

In Quebec, the laws indicate that a licensed electrician will be required to install a thermostat.

Cameras:



▶ **Do the cameras require internet?**

Yes, the cameras need to connect to functioning WiFi. The necessary speed for 1-2 cameras is 3 Mbps upload speed; for 3-4 cameras you will need a minimum of 5 Mbps. Customers can go to <https://www.speedtest.net/> to test their internet speed. For best results, run the test near the location where the cameras are to be installed.

Security System Equipment

▶ **How can the customer view the camera feed?**

Once the customer's account is set up and installed, they will be able to view the live stream and saved videos either through the Fluent App or online at <https://alarm.com/can/fluent?home=1>

▶ **Can the camera send a notification if it picks up movement?**

Yes, the customer can set up cameras through the app to send a notification if movement is detected.

▶ **Do the cameras have two-way capability?**

The doorbell camera and the indoor camera both have two-way voice capability.

▶ **How often will the cameras record?**

The cameras are equipped with video analytics to detect persons, vehicles, animals, and more and can be set up to record when those are detected. The cameras will also record 24/7 for up to 14 days of recording.

▶ **How high will the cameras be mounted?**

The technician will install the camera no higher than 3.1 meters.

▶ **Can Fluent access the security cameras?**

No, Fluent is monitoring the security system, not monitoring the cameras.

Doorbell:



▶ **What are the voltage requirements for the doorbell?**

The doorbell needs to be under 16 volts for the doorbell to work properly.

▶ **What if the doorbell doesn't work?**

For the doorbell to work properly you will need to have a functional wired doorbell.