

Homeowner FAQ Quick Reference Guide

Common questions and confident answers for CSR conversations



Key Reassurance: No Cameras or Microphones

SmartAC does not use cameras or microphones. Devices only measure temperature, air pressure, and moisture.



Does SmartAC work with smart thermostats?

SmartAC supports Honeywell Home and Google Nest thermostats, with Nest offering deeper integration including runtime data and performance tracking. Ecobee and additional brands are coming soon. Sensors work independently and don't require thermostat connectivity.



Does SmartAC improve air quality?

SmartAC monitors the pressure drop across your primary filter. As debris builds up, pressure rises—triggering a filter change notification based on actual usage, not an arbitrary schedule. This is especially valuable during high-demand periods like allergy season.



Do I need a smartphone?

A smartphone is recommended for real-time alerts via the app. Without one, members can still reorder filters through the web portal, receive Monthly Health Reports by email, and enable water leak alerts via text in the portal settings.



Do I need an internal connection?

Yes. SmartAC requires an active internet connection to capture and share real-time data about your system's health. Without it, the system cannot send alerts or update your dashboard.



How long will it take to set up?

Most installations take about 15 minutes. A technician handles all sensor placement during the scheduled appointment—no DIY required.



How do I know if something is wrong?

All alerts live in the app under **Issues > Alerts**. For urgent situations like water leaks, members also receive push notifications, emails, and text messages. The Monthly Health Report provides a full summary of anything that needs attention.



How does SmartAC work with multiple AC systems?

SmartAC can monitor multiple systems in the same home. Each system requires its own sensors, and the technician will determine exactly what's needed during installation.




How much data does SmartAC use?


Very little. SmartAC collects over 50,000 data points every day, yet uses less data in an entire month than streaming a single YouTube video. It runs quietly in the background without impacting your home network.

Upsell Opportunities and Conversation Starters


Great features to mention while you have the member on the phone

 **“Did you know...?”**


Did you know you can schedule your next service appointment directly in the app? No phone call needed—just a few taps.

 **“Did you know...?”**

Did you know you can order replacement filters at wholesale prices right through the app? They ship straight to your door.

 **“Did you know...?”**

Did you know SmartAC integrates with Honeywell and Nest smart thermostats? Members can adjust their home temperatures right through the app.

 **“Did you know...?”**

Did you know you can check your filter health anytime in the app? You'll also get a Monthly System Health Report sent right to your inbox.

Pro Tip: Every Call is an Opportunity

Upgrade Conversations

Every call is a chance to highlight the value of a higher-tier plan. Ask about their set-up—multiple systems, allergies, or aging equipment are all signs worth following up on.

Listen for Pain Points

High energy bills, frequent filter replacements, or musty odors are signs a member could benefit from more monitoring. Help them connect the dots!

End with Value


Close with a reminder of what they're getting: real-time alerts, filter delivery, system health reports, and a total peace of mind—all in one app.

Quick References


 **Member Support Line**

(833) 762-7822

Monday - Friday
7:00 AM - 8:00 PM CT
For thermostat integration help and technical support.

 **Key Stats to Share**

Setup Time: 15 minutes
Data Points: 50,000+ daily
Data Usage: Less than 1 YouTube video per month.
Supported: Honeywell, Nest (Ecobee soon!)

 **Privacy Reassurance**

No cameras or microphones, ever. SmartAC devices only measure:

- Temperature
- Air pressure
- Moisture levels