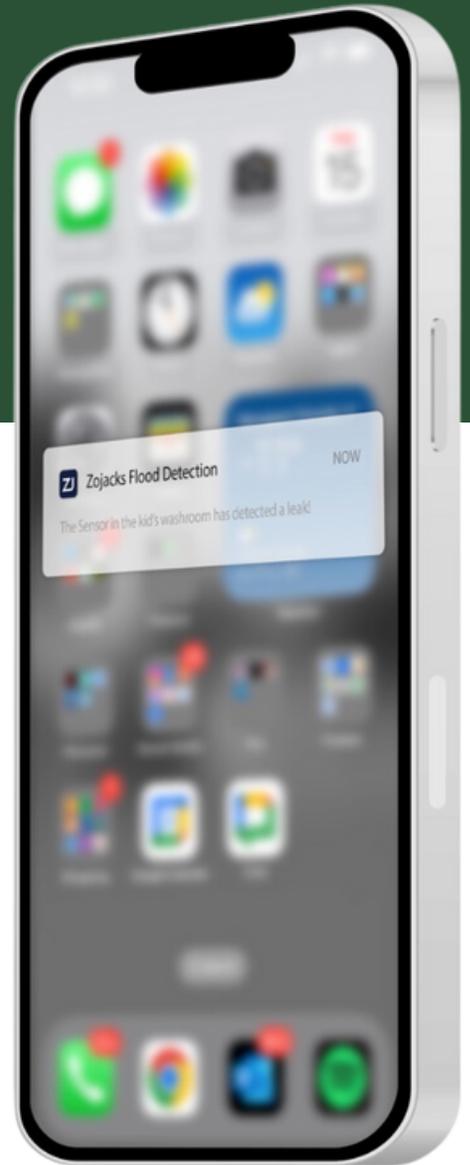




# ZOJACKS FAQ SHEET

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Frequently asked questions on how the Kingstone and Zojacks partnership and package works, including what to expect every step of the way.



# ZOJACKS

## FAQ

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### **What is the Zojacks Water Mitigation System?**

The Zojacks Water Mitigation System is a wireless solution installed in your home to identify leaks and low temperatures that could lead to flooding or frozen pipes. It includes sensors placed strategically in high-risk areas such as under sinks, near appliances, and utility rooms, along with an automatic shut-off valve installed on your main water line.

### **How does the system work?**

When a sensor detects water or low temperatures, it sends a notification to your mobile phone via text, call, or email, informing you of the issue and its location. Simultaneously, the system automatically shuts off the water supply to your home, preventing further damage. You can then take appropriate action, even if you're away from home.

### **How does the temperature monitoring feature function?**

The system also monitors the internal temperature of your home and notifies you if it drops significantly due to factors like an open window, back door, or a malfunctioning heating system, particularly during cold winter months.

### **Is the system professionally monitored?**

Yes, the system is professionally monitored by Zojacks, providing 24/7 monitoring and notification services. It operates on a cellular network without the need for wifi, ensuring continuous operation even during power outages.

### **How do I interact with the system?**

You can interact with the system through a mobile app, allowing you to monitor your home's temperature, check for water leaks, and control the water shut-off remotely.

### **If the water is shut off due to a system alert, how do I get it back on?**

The app on your phone also gives you the ability to turn the water back on once all is okay.

### **How much does the Zojacks Home Protection System cost?**

The beginning cost is \$999. The first year of monitoring is included in the initial fee, which is billed annually at \$150. If additional sensors are added, the cost can increase.

# ZOJACKS

## FAQ

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### **What would I pay after the first year?**

After the first year of having the Zojack's Home Protection System installed, the fees will include \$15/month or \$150/year to cover cellular fees incurred and the professionally monitored service.

### **How many sensors do I need?**

You'll need enough sensors to cover the high-risk areas of your home, including bathrooms, utility rooms, kitchens, dishwashers, sinks, hot water tanks, and any locations you want to monitor for low-temperature risks. The system includes eight sensors, which should cover the average-sized home adequately, but you can add as many additional sensors as you like.

### **How do I purchase the system?**

Visit [www.Zojacks.com/Kingstone](http://www.Zojacks.com/Kingstone) to purchase the system and find additional answers to your questions. During checkout, you can add extra sensors as needed for full coverage of your home.

### **Is the system mandatory to maintain insurance with Kingstone?**

No, the system is optional, and there are no restrictions on policy acceptance if you choose not to have Zojacks. However, it offers added protection and may qualify you for discounts on your insurance policy.

### **What is the policy discount offered if I have this system?**

The discount for having the Zojacks Water Mitigation is 4% but some policy discounts will be based on the risk to the property from different perils.

### **When do I see savings on my insurance policy with Kingstone?**

After installation, be sure to send your certificate to Kingstone so we can add any eligible discounts based on the date of installation.

### **How does the installation of this system work?**

Once you've registered and paid for the first year, you will be able to pick a time and date for installation. Professionally trained technicians will install the system for you.

# ZOJACKS

## FAQ

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### **What is the installation cost?**

The cost of installation is included, as well as installation for any additional sensors purchased.

### **How do I learn how to use the system once installed?**

The technician who installs your system will work with you on how to operate your system, including training you on how to use.



### **REGISTRATION ISSUES?**

Should you have issues registering or purchasing Zojacks, contact Zojacks support at [support@zojacks.com](mailto:support@zojacks.com) or call 1-866-ZOJACKS.



### **POLICY QUESTIONS?**

Should you have questions regarding your policy or potential discounts, contact customer service at [customerservice@kingstoneic.com](mailto:customerservice@kingstoneic.com) or call 1-800-364-7045.



### **TECHNICAL SUPPORT?**

Should you need technical support once your system is installed, contact Zojacks support at [support@zojacks.com](mailto:support@zojacks.com) or call 1-866-ZOJACKS.