

# NORTHSTAR<sup>®</sup>

## STANDARD LIFETIME SERVICE PROTECTION



### BENEFITS TO YOU

At NorthStar Home, we use some of the highest-quality security and home automation equipment available. However, even the best security needs service or repair now and then. You'll receive peace of mind knowing you are covered against many potential problems. For your convenience, below please find a summary of our Lifetime Service Protection Plan, and the benefits you receive as a NorthStar Home customer.

### COVERAGE

We agree to repair or replace any device installed by Northstar Home that is defective, either at the outset of your installation or one that becomes defective due to wear and tear under normal operating conditions.

### COVERAGE PERIOD

You are covered as long as NorthStar Home provides monitoring service and your account is current and paid in full.

### CHARGES

Even though the repair of equipment may be free of charge, a minimum \$35 trip charge will be assessed for each home visit required for any covered services. However, for the first 90 days, this charge will be waived as a courtesy to you. If upgrades or repairs that are not covered are needed,

prevailing labor rates, material rates and trip charges will be applied.

### PARTS

We may use new or reconditioned used parts. We may retain any parts removed from your system. You will be required to pay for any and all parts and labor for non-covered repairs and replacements at our prevailing rates.

### SERVICE CALLS

We will make all repairs as soon as reasonably possible after you call. We perform service during our normal business hours, Monday through Friday, 9:00 a.m. to 5:00 p.m. Payment will be due upon completion of the service call.

### EMERGENCIES

If you have an emergency and need us at times other than our normal business hours, there will be a surcharge for emergency visits.

### NON-COVERED ITEMS

Please note that we do not cover damage and/or changes due to remodeling or renovation, accidents, abuse, misuse, acts of God, adverse or inclement weather conditions, vandalism, cosmetic damage, attempted or unauthorized repairs, faulty electrical connections, power surges, lack of proper maintenance and causes beyond normal operating conditions. Additionally, faulty telephone, internet, and/or router connections, whether caused by you or a third party service provider (such as disconnection by your phone company of the alarm system from your phone line or the addition of DSL or a DSL filter) are not covered. However, batteries and battery replacements will be covered for one year from the date of installation, after which they are not covered.

We congratulate you on choosing NorthStar Home, and we look forward to maintaining a long-lasting business relationship with you. Our commitment to you is evidenced in part by our willingness to provide this Lifetime Service Protection Plan to you.

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**NORTHSTAR ALARM SERVICES, LLC.**  
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OREM, UTAH 84097  
[800.775.STAR / NORTHSTARHOME.COM](http://800.775.STAR / NORTHSTARHOME.COM)

# NORTHSTAR®

## VIP LIFETIME SERVICE PROTECTION ADDENDUM

As a recipient of the NorthStar VIP Lifetime Service Plan, you will receive the following expanded warranty benefits and guarantees in addition to the benefits of the NorthStar Standard Lifetime Service Plan. To be eligible for any of the VIP Lifetime Service Warranty protections and guarantees, you must, at the time of the event leading to your claim, be current on your monthly payments and be fully complying with all terms and conditions of your service agreement.

### VIP LIFETIME SERVICE WARRANTY

**Extended Warranty Coverage; Exclusions.** In addition to all standard warranty coverage on equipment installed by Northstar, NorthStar will also provide lifetime secondary warranty coverage on any security panel and Peripheral Security Equipment installed prior to the date Northstar commences service. As used in this VIP Lifetime Service Warranty, the term "Peripheral Security Equipment" means only the following hardware: (i) door/window sensors, (ii) motion detectors, (iii) glass break sensors, (iv) monitored smoke or CO detectors, (v) sirens, and (vi) medical pendants, in each case that are connected to your security panel at the time Northstar commences services. For the avoidance of doubt, "Peripheral Security Equipment" does not include any hardware that is not connected to your panel at the time NorthStar commences service, and does not include non-monitored smoke or CO detectors, thermostats, internet routers and hardware and cameras, and any other home automation hardware such as door locks. All other express and implied warranties of any kind, are specifically disclaimed.

**Lifetime Replacement Batteries.** NorthStar will provide free lifetime replacement batteries for wireless Peripheral Security Equipment that require lithium batteries. Free replacement batteries do not include RF6 sirens, smoke or CO detectors or any device that uses standard AA, AAA, or 9V batteries, nor does it include technician services or installation. Lithium batteries will be mailed to you at no cost.

**Waived Trip Fee.** Under the Standard Lifetime Service Plan, customers are assessed a \$35 trip charge for each home visit required under any covered service after the first 90 days. Under the VIP Lifetime Service Warranty, the \$35 trip charge will be waived for a full year. If you need upgrades or repairs that are not covered under the VIP Lifetime Service Warranty, prevailing labor rates and trip charges will apply.

**False Alarm Protection due to Faulty Equipment.** Some municipalities charge security system owners for false alarms. As a participant in the VIP Lifetime Service Warranty, you are protected against such false alarm charges due to faulty equipment as follows. If you are assessed a false alarm fee by your local municipality that is caused exclusively by faulty equipment, NorthStar will reimburse you up to \$75.00 of the fee paid by you to the municipality. Within thirty (30) days of your payment of a false alarm fee, send NorthStar a receipt of your payment and we will credit your account for the reimbursement amount. To be eligible for reimbursement under the VIP False Alarm Guarantee you must have completed any and all current alarm registration as required by your local city, municipality or county. You are only eligible for reimbursements twice in a given calendar year. False alarms caused by acts of God, electrical storms, or other weather events, damage to your system caused by you or others, abuse or misuse of your system, user error, faulty electrical connections, power surges or lack of proper maintenance, are not covered.

**Changes and Modifications.** This VIP Lifetime Service Warranty, or any of its elements, may be changed, modified, or discontinued prospectively in NorthStar's sole discretion with a 30-day notice.

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### VIP THEFT PROTECTION GUARANTEE

**General.** NorthStar stands by its products and services. The VIP Theft Protection Guarantee is included as part of your monitoring service. It is our way of demonstrating our commitment to you, our valued customer. NorthStar will reimburse your paid insurance deductible up to \$1,000 maximum if you have a property loss due to a burglary while being monitored by NorthStar. It's what you would expect from NorthStar providing peace of mind for your home and business.

**How it Works.** If you have a property loss due to a burglary while being monitored, we will reimburse your paid homeowner's insurance deductible up to \$1,000. As long as your total loss exceeds your insurance deductible, we will reimburse that deductible amount, with a limit of one reimbursement in any consecutive 12-month period. Within 60 days of paying your deductible, send us a copy of the insurance claim you filed in connection with your loss, along with a copy of your insurance policy stating the deductible. We will also need a copy of the police report concerning the loss for which you paid the deductible.

**Conditions & Eligibility Requirements.** Your system must be armed at the time of the break-in to qualify for reimbursement. NorthStar will reimburse you under the program if you have remained current on your monthly payments and are performing under the terms and conditions of your monitoring/service agreement. There is a limit of one reimbursement in any consecutive twelve month period, and a maximum of \$1,000 per reimbursement. This program covers equipment malfunction only, but malfunctions caused by acts of God, electrical storms or other weather events, damage to your system caused by you or others, abuse or misuse of your system, user error, faulty electrical connections, power surges or lack of proper maintenance, are not covered. This VIP Theft Protection Guarantee may be changed, modified or discontinued at the sole discretion of NorthStar. This program is not a form of insurance and no NorthStar employee or representative is authorized to offer or recommend insurance to you. This VIP Theft Protection Guarantee may be changed, modified or discontinued with 30 days notice.

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### VIP FREE CUSTOMER MOVE CERTIFICATE

**General.** If you move after one year as a customer of NorthStar, we will move your old system or install a new one at your new location for free, so long as you are a homeowner and move to a location within NorthStar's service area.

**Conditions & Eligibility Requirements.** This offer is contingent on your satisfactory account history at the address listed on your account and signing a new/renewed minimum 60-month monitoring agreement, at current monthly rates, for the new location. You must be the homeowner and your new address must be within NorthStar's service area. The NorthStar system consists of 1 motion detector, 3 door/window contacts, 1 yard sign and window stickers. Additional equipment is available at standard retail pricing.

NorthStar Alarm Services, LLC holds licenses, or is otherwise qualified to conduct business, in various states as required by law, including: Alabama, Arizona, Arkansas, California, Colorado, Delaware, Florida, Georgia, Idaho, Illinois, Indiana, Kansas, Louisiana, Maryland, Michigan, Missouri, Minnesota, New Mexico, North Carolina, Nevada, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, Washington D.C., Wisconsin.

**IF YOU HAVE ANY QUESTIONS ABOUT THE VIP LIFETIME SERVICE PROTECTION PLAN OR NEED TO REPORT A CLAIM,  
CALL 800.775.STAR or go to NORTHSTARHOME.COM**