

01

HOW LONG HAVE YOU BEEN IN BUSINESS?

The market for water damage protection is booming. Companies have been popping up left and right. While some stick around, others are like shooting stars... leaving owners without support. As trivial as this question may seem, it speaks volumes about the manufacturer's capabilities.

> WHAT ABOUT NOWA?

The company's history started with the introduction of detection systems more than 15 years ago. Since then, NOWA has always been a leader in the market. Its products are in their fourth generation.

02

IS YOUR SYSTEM PREVCAN CERTIFIED?

Your choice of system is important, as most insurers require that it be PREVCAN certified. **Be careful:** If you choose a non-certified system, your insurer may consider you to be under-protected and may not lower your premium or deductible. Request proof that the manufacturer is certified. prevcan.org

> WHAT ABOUT NOWA?

NOWA products are PREVCAN certified.

03

DO YOU OFFER REMOTE MONITORING OF THE SYSTEM?

Quickly establish what you want from your water damage prevention system. For some manufacturers, the relationship ends once the system is installed. After that, you're solely responsible for managing users and monitoring the system's status and alerts.

> WHAT ABOUT NOWA?

When you subscribe to the PRESENCE service, a dedicated team monitors your system remotely and in real time. They'll take care of you as long as you need them to.

04

IS YOUR SYSTEM ADAPTABLE? CAN IT BE UPDATED?

Your system needs to protect your building for the next few decades, so its ability to be updated is paramount. It should always be compatible with the latest technologies and protect you from increasingly sophisticated cyber-attacks. Not all systems have the ability to evolve. And even if they can, it might be up to you to manually make the updates.

> WHAT ABOUT NOWA?

No planned obsolescence here. Your system will be continuously updated remotely—you won't have to lift a finger.

05

ARE YOUR PRODUCTS MADE IN CANADA?

Many Canadian companies offer products made in China or elsewhere in Asia, which means the company selling you the system isn't in charge of quality control.

> WHAT ABOUT NOWA?

NOWA is entirely based in Canada. Its systems are fully designed and manufactured in Canada. And before being put on the market, 100% of those systems are tested in Canada.

06

HOW WILL THE DATA ON MY SYSTEM BE PROTECTED?

Digital threats are real, whether you're a single person or a megacorporation. From the moment you purchase a technology product that uses personal data, security is key. It should cover the entire data life cycle.

> WHAT ABOUT NOWA?

The data on NOWA systems is protected by hardware encryption on an isolated circuit. The data on the cloud portal is hosted in Canada, with redundancy. The standards we use follow the recommendations of the Canadian Centre for Cyber Security.

07

HOW CAN I BE SURE IT WILL WORK WHEN THERE'S AN ACTUAL LEAK?

State-of-the-art systems, such as endless test loops, detect problems in a preventive manner. A signal is regularly sent to the sensors to ensure that they are still connected and functional. At the same time, a signal to close and reopen the valve is sent. Keep in mind: some systems on the market operate both tests, without ever knowing the operation's success. That means you will never be notified of a failure; without knowing it, you are no longer protected.

> WHAT ABOUT NOWA?

The sensors are tested daily, and the valve is tested weekly. An alert will immediately indicate any malfunction. Our team will also be notified.

08

WILL I RECEIVE AN ANNUAL COMPLIANCE REPORT TO SEND TO MY INSURER?

Some insurers require an annual system compliance report that lists the activity recorded on all building systems. It may even be a condition for your coverage.

> WHAT ABOUT NOWA?

You can download an activity log from the online portal or the PRESENCE app.

09

HOW OFTEN SHOULD I REPLACE THE SENSOR BATTERIES?

The question may seem trivial, but it is very important. Each condominium has an average of 10 sensors, and the cost of a battery ranges from \$5 to \$10. Do the math for a building with 15, 30, or 100 properties. If you need to change the batteries every year or two, it can eat up quite a bit of your condominium management budget, not to mention the environmental impact of it all...

> WHAT ABOUT NOWA?

The sensors have a battery life of 10 years, covered by warranty.

10

WILL I HAVE ACCESS TO A MANAGEMENT PORTAL FOR THE ENTIRE BUILDING?

Most manufacturers offer an online management platform. You will need to learn how to navigate that interface. Request a demonstration and ask questions. Can you see the status of all systems? Can you quickly identify which sensor signalled an alert? Is the platform new? When was it last updated? Is it easy to transfer ownership? Pay attention to the user interface; it says a lot about how much the company cares about its customers.

> WHAT ABOUT NOWA?

Building managers see and control all systems under their responsibility. The platform is simple, intuitive, and constantly updated in-house.

11

WHAT LEVEL OF CONTROL DO CO-OWNERS HAVE?

True story: A condominium owner once decided to reopen a valve that had signalled an alert, completely disregarding why the valve had closed automatically in the first place. You can imagine the result... Make sure to choose a system that compartmentalizes access and limits privileges based on specific circumstances. Users without management rights should not be able to deactivate the system.

> WHAT ABOUT NOWA?

Co-owners only see their own units. They can control the opening and closing of the valve, for example if they are leaving town for a long time. However, when the system enters alert mode, they don't have the ability to reopen the valve.

12

DOES INSTALLATION INVOLVE RUNNING CABLES THROUGH THE BUILDING?

Many systems on the market require setting up a Wi-Fi infrastructure since the router must be physically connected to the central modem through a cable. With such an infrastructure, running cables is essential. In a multi-storey building, the installation work can become complex, time-consuming, and costly: running cables, drilling into walls and cement slabs, etc.

> WHAT ABOUT NOWA?

The 4S system is hybrid; it uses both LTE and Wi-Fi networks. With LTE technology, running cables and drilling into walls or concrete slabs are not required to complete installation.

13

DOES YOUR SYSTEM SYNC WITH THE PORTAL VIA WI-FI OR THE LTE NETWORK?

Alerts can be sent in real time as long as the system can communicate with the management platform. The same goes for remote monitoring. The systems currently on the market maintain this connection either through Wi-Fi or the LTE cellular network. What's the difference? The risk of a signal drop is much higher with Wi-Fi networks: weakened bandwidth, hardware failure of the router or modem, maintenance, password changes, accidental disconnection...

> WHAT ABOUT NOWA?

Each 4S system is hybrid. It has its own SIM card and operates on the LTE network. If required, it can also connect through Wi-Fi.

14

DO YOU OFFER 24/7 TECHNICAL SUPPORT?

After-sales service in the first few days after installation is fine. But your system won't be in place for a lifetime, so you should have lifelength coverage, available around the clock. What happens if you need help in 5 or 10 years? Or on the weekend, or overnight?

> WHAT ABOUT NOWA?

The PRESENCE service provides you with lifelong, 24/7 emergency support and remote monitoring of your system.

15

HOW WILL I BE NOTIFIED WHEN A LEAK IS DETECTED?

Every system on the market issues a warning when a leak is detected. But who receives that warning, and how? Can the triggered sensor only be identified on the online platform?

> WHAT ABOUT NOWA?

Users, administrators, and the NOWA central office all receive the alert. You have many different notification options: SMS, email, online, and in the app. On site, the sensor involved is clearly shown on the panel's LCD display.

16

WHO CAN INSTALL AND CONFIGURE THE SYSTEM?

Installation quality standards vary from one manufacturer to the next. It's important to find out the requirements for your type of building. Is there a certification program? Does the company have the required liability insurance? And most importantly, is the installer recognized by your insurer?

> WHAT ABOUT NOWA?

Projects in a building with more than one unit are systematically assigned to a certified installer recognized by insurers. Certification levels for each of our installations completed, and access to major projects is reserved for the highest levels of achievement.

17

WILL I HAVE A CONTROL PANEL INDEPENDENT FROM THE VALVE?

Some manufacturers choose to eliminate the control panel altogether; the "brain" that communicates with the sensors and the online platform is attached to the panel valve. This has financial benefits, but also a downside. It means that you cannot know the status of the system or identify a triggered sensor without using the online platform. You become totally dependent on the online portal, and therefore a good Wi-Fi signal. Additionally, valve controls are usually located in hard-to-access areas.

> WHAT ABOUT NOWA?

The 4S control panel is separate from the valve and is in an easily accessible location. It has a display screen that clearly shows the system's status as well as the sensor involved in an alert. Furthermore, it allows you to control the valve on site.

NOWA

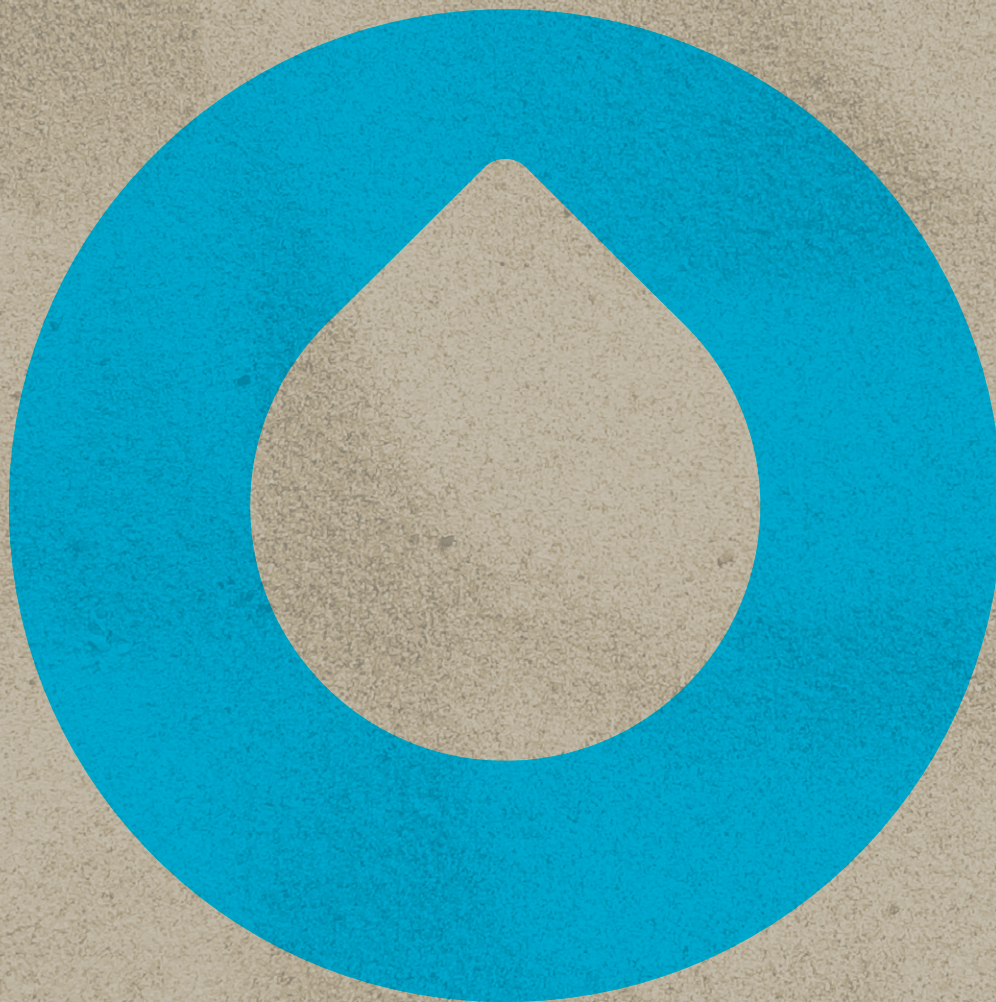
TIPS

**ASK THE RIGHT
QUESTIONS.**



After 15 years in the business, we know what we're talking about!

As a syndicate member, you have some big responsibilities: you need to protect your fellow co-owners, the building's integrity, and the self-insurance fund. Before making a move and acquiring a water damage prevention system, you need to get answers from the manufacturers and installers.



NOWA
WATER DAMAGE PREVENTION

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