

FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Why is Andersen stopping the selling of VeriLock® Security Sensors, Wireless Open/Closed Sensors and the Translator and Nexia Bridge?

A. Due to the everchanging smart home industry and low sales, we have decided to stop selling our VeriLock® Security Sensors, Wireless Open/Closed Sensors, Nexia Bridge and Andersen Translator. These smart home products are available on all our product lines today. This includes the retrofit VeriLock sensors and the integrated E-Series windows VeriLock sensors. These products will be removed from our ordering tools, iQ+ and MyCD with the July 12, 2021 release.

By stop selling these products we will have the opportunity to focus on new Andersen innovations and stay relevant in the smart home space, as we will continue to support the Yale® Assure Lock® for Andersen® patio and entry doors and automation for Andersen MultiGlide(TM) doors.

Q. Which VeriLock sensors, Wireless Open/ Closed and Monitoring Devices are being removed from selling tools and what product lines does this impact?

A.: Included in this are:

- All VeriLock sensors that were available to be added in field (not factory applied) on: 200 Series gliding patio doors, 400 Series windows and patio doors, A-Series windows and patio doors, E-Series patio doors
- All Wireless Open/Closed Sensors that were available on any Andersen product lines and product types.
- All E-Series windows that were available with VeriLock sensors integrated (factory applied) which includes: E-Series casement and awning windows, E-Series double-hung windows including full frame, Retrofit and monumental single-hung windows.

Q. Who can help with VeriLock Security Sensors, Wireless Open/ Closed sensors and Andersen Translator for customer questions after July 2021?

A. Please call Andersen – Smart Home Customer Service: #855-337-8806

Q: Does my warranty still apply?

A: Yes. The 2-year limited warranty will be in effect.

Q. What if I need a replacement product?

A. For warranty and replacement needs, please call Andersen – Smart Home Customer Service: #855-337-8806

Q: Will my ADT or Nexia, Wink app change after July 2021?

A: Any monitoring services that you had connected to VeriLock and Wireless Open/ Closed Sensors will remain, and monitoring should continue. A paid subscription will now be required. Homeowners currently receiving complimentary Nexia self-monitoring will be sent a communication from Andersen on their subscription options, which could include continuing at \$9.99 a month starting in 2022 or switching to another self-monitoring service or to professional monitoring.

Q: Why did my Nexia app change to Trane or American Standard?

A: In the middle of 2021, Nexia we will phase out the name "Nexia" and it will no longer be used to describe the mobile app, web portal or service platform and instead one of two new mobile apps will replace Nexia. These apps will now be aligned with their core residential HVAC businesses, American Standard® and Trane®. Users with American Standard branded smart thermostats in their homes will need to download the new American Standard Home mobile app (referred to in the app store as AS Air Home). Users with Trane branded thermostats in their homes will see their Nexia app rebranded as the new Trane Home mobile app. Users with neither American Standard nor Trane thermostats will see their Nexia app rebranded as Trane Home. Users will no longer be able to search for or find the Nexia app in app stores, as it will be discontinued and renamed Trane Home.

These new apps and portals will be backwards compatible with the Nexia app, meaning all previous features and functionality will be preserved and remain available in the new apps/portals. Therefore, if you have a device that was previously integrated with Nexia, it will continue to work with the new apps/portals. The apps/portals will have new branding, color schemes and logos, but the functionality will remain the same (with new features being released, per usual).

Q: Why is Nexia (Trane or American Standard) now charging \$9.99 a month for monitoring?

A: For self-monitoring of the VeriLock Security Sensors and Wireless Open/Closed Sensors by Nexia, the monthly monitoring fee was being covered by Andersen. With Andersen no longer selling these products, the continued service fee will now need to be paid for by the customer.

Q: What batteries are in VeriLock sensors and Wireless Open/Closed Sensors and are they easy to change/replace?

A: The batteries in VeriLock sensors and Wireless Open/Closed Sensors can be easily replaced with minimum use of basic hand tools. The 3.0- Volt lithium coin cell batteries used in VeriLock sensors are readily available at most general, hardware or drug stores in a variety of brands.

Q: What if my VeriLock sensors and Wireless Open/Closed sensors are connected to a self-monitoring device or to a professional security company or a home automation company, will anything change?



A: VeriLock sensors and the Wireless Open/Closed Sensors will continue to work when properly configured and maintained with several industry professional security and/or self-monitoring systems for residential and light commercial buildings that utilize the Honeywell 5800 Series Wireless control panels.