

SENTREE BOUNTY PROGRAM AGREEMENT

Terms and Conditions

PROGRAM OVERVIEW

The objective of the Sentrete Bounty Program is to provide Carrier contractor businesses with an opportunity to install the Sentrete A/C monitoring system at their customers' homes at a discounted cost, gain knowledge and expertise from the information collected by the Sentrete units, and reduce the time it takes to convert competitive brands to new Carrier* systems. Additionally, Sentrete will help businesses expand their product and service offerings to increase revenue, reduce service costs, and keep happier customers longer.

All Carrier contractor businesses will be invited to participate in the program. Once approved, participants will install Sentrete on a competitive, non-Carrier* brand air conditioning system and be eligible to receive a \$146 rebate on Sentrete, including the 1-year subscription fee. In order to be eligible for the \$146 rebate, the contractor agrees to monitor the system for 3 years, or until a new A/C unit has been installed. After the first year, standard subscription fees will apply.

Applications for the \$146 rebate must be submitted before December 31, 2021.

Competitive brands can be converted to a Carrier brand unit at any time during the Program, but must take place before December 31, 2024.

*Carrier brand systems include: Carrier, Bryant, Payne, Airstream, Comfortmaker, Day & Night, Heil, Keeprite and Tempstar. All non-Carrier manufacturers will be considered as competitive brands.

BENEFITS

- As a participant in the Sentrete Bounty Program, you and your team will be able to:
- Increase your revenue and off-season business
- Lock-in and own your customers' addresses
- Decrease time to a new system sale
- Build on your business efficiencies
- Compete with new features
- Add value to your service agreements
- Save on every Sentrete purchase with \$146 rebate
- Get bonus \$50 rebate

APPOINTMENT OF COMPANY

Upon approval of this application and written notification thereof to the Company, Company shall become an approved participant in the Sentree Bounty Program.

The Company is an independent Carrier contractor business. Company accepts, in connection with the work called for hereby, exclusive liability for the payment of any taxes or contributions measured by Company's income or levied on Company's property (real or personal). Company also assumes all liability for Social Security, unemployment insurance, old age payments, annuities or retirement benefits to any and all persons employed by Company.

COMPANY PRACTICES

1. The term of the Bounty Program is defined as starting with the approval of this application and ending on Dec. 31, 2024.
2. Sentree units must be installed after the approval of this application and before December 31, 2021.
3. Company must commit to 3 years of monitoring service in order for the Bounty Program benefits to be applicable.
4. Company must commit that all installation technicians will attend a 45-minute Sentree installation training session.
5. Provide proof of a valid Sentree installation (installation of Sentree unit on non-Carrier brand A/C unit manufactured on or before 2011) to Alert Labs using the form available on the Alert Labs Dashboard (alertlabsdashboard.com). Proof includes the serial number of the Sentree device and photo of A/C system ID label clearly showing date of manufacture, brand and serial number of A/C unit. The information will be validated by Alert Labs, additional information or proof may be requested by Alert Labs, before mailing a check for \$146 to Company.
6. Upon a successful replacement of a non-Carrier branded unit previously approved by Alert Labs as eligible for the Bounty Program, within the term of Bounty program, Company will provide proof of Carrier A/C unit replacement to Alert Labs using the form available on the Alert Labs Dashboard (alertlabsdashboard.com). Proof includes the serial number of the Sentree device associated with the property, the model and serial number of the new Carrier unit being installed. The information will be validated by Alert Labs, additional information or proof may be requested by Alert Labs, before mailing a check for \$50 to Company.
7. During the term of the Bounty Program, Company agrees to monitor A/C system alerts from Sentree and support customers to ensure continued operations and efficiency of HVAC service to their property.
8. During the term of the Bounty Program, Company must ensure that all installation and service technicians who are facilitating the Bounty Program have undergone Sentree training.
9. Company shall maintain all necessary licenses, permits and certifications and shall comply with all federal, state and municipal laws.

ALERT LABS PRACTICES

1. Fulfill orders of Sentree product through appropriate distribution channels to Company at a price of \$295 per unit, includes 1-year subscription (plus shipping, if applicable).
2. Monitor and respond to all Bounty Program related applications submitted to Program.
3. Review and validate Sentree installations on non-Carrier branded units.
4. Mail rebate check to Company for all valid Sentree installations (\$146 per valid installation) within 90 days of application approval.
5. Review and validate new Carrier unit installations and mail a \$50 check to Company within 90 days of application approval.
6. Train all service and installation technicians facilitating the Bounty Program for Company. Training will be scheduled with Company as a 45-minute online session.
7. Support Sentree products and installations through customer service portal.
8. Invoice customer for renewal subscription in year 2 and beyond.

OTHER PROGRAM DETAILS

One year of free subscription for the monitoring service is included with each Sentree unit purchased through the Sentree Bounty Program. After the first year, standard annual subscription fees will be applied. You may choose to bill customers (e.g, as part of a maintenance agreement) for continued monitoring service after the Program ends, at your discretion.

The Sentree Bounty Program requires a commitment to maintain the monitoring service for 3 years or until the A/C unit is replaced. Should you decide at the end of the 3-year commitment (or the A/C unit has been replaced) to discontinue using the monitoring service, the Sentree unit(s) will be deactivated in our database and made inoperable on the Alert Labs Building Insights Platform. You are responsible for disconnecting and disposing of any deactivated units. They do not need to be returned to Alert Labs.

TRAINING & FEEDBACK

To prepare for the first installation and manage ongoing feedback reporting you agree to:

- Assign a Program Lead and Lead Technician to the program
- Ensure the Program Lead and Lead Technician participate in Onboarding / Installation Training (approx 45 minutes)
- Ensure additional onsite installers watch a 5-minute Sentree Installation video
- Allow your name and/or company name, photos and/or video to be included in marketing materials and social media posts for the purpose of sharing customer testimonials and case study examples

Alert Labs is committed to your success in the Sentree Bounty Program and will provide:

- Appropriate training materials and resources to help your team:
 - Learn about Sentree and how to set up the Alert Labs Dashboard
 - Learn how to properly install and activate Sentree units
- Access to the Alert Labs Building Insights Platform (Desktop and Mobile App) that:
 - Provides real-time data and analytics for all activated Sentree units
 - Is accessible from your smartphone, tablet, or computer
- VIP access to Alert Labs business and customer support teams through chat, dedicated email and phone number
 - Chat: Bottom right hand corner of website or mobile app
 - Email: sentree@alertlabs.com
 - Telephone: 1-833-462-5378 x724
- Technical Support is available from 9:00am to 6:00pm ET, Monday to Friday. We will do our best to respond to any inquiries marked "Urgent" within one business hour, and any other inquiries within four business hours.

TERMINATION

In the case of flagrant or chronic breaches by Company evidenced by customer complaint or misleading or deceptive advertising by Company or otherwise, Carrier Corp. or Alert Labs may terminate this Agreement immediately upon written notice.

In the event that this Agreement is terminated for any reason whatsoever, the following procedures shall apply:

- Company shall immediately cease to hold itself as an authorized Sentree Bounty program participant.

AMENDMENTS

Except as otherwise set out herein, no amendments may be made to this agreement unless executed in writing by Alert Labs.

CONFIDENTIAL INFORMATION

As the representative of your company, you acknowledge that, in the course of using Sentree and performing duties under this Program, you may obtain information relating to Sentree and Alert Labs which is of a confidential and proprietary nature ("Proprietary Information"). Such Proprietary Information may include, but is not limited to, trade secrets, know-how, inventions, techniques, processes, programs, schematics, software source documents, data, customer lists, financial information, and sales and marketing plans or information. You and your company shall at all times, both during the term of this Program and for a period of at least two (2) years after its termination, keep in trust and confidence all such Proprietary Information, and shall not use such Proprietary Information other than as expressly authorized by Alert Labs under this Agreement, nor shall you disclose any such Proprietary Information to third parties without Alert Labs' written consent.

The obligations of confidentiality shall not apply to information which (i) has entered the public domain except where such entry is the result of your company's breach of this Agreement; (ii) prior to disclosure hereunder was already in your possession; or (iii) subsequent to disclosure hereunder is obtained through a non-confidential basis from a third party who has the right to disclose such information to your company.

Neither party shall disclose, advertise, or publish the terms and conditions of this Agreement without the prior written consent of the other party. Any press release or publication regarding this Agreement is subject to prior review and written approval of the parties.

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