

Joanna & Kevin S Testimonial Transcript

The device came in the mail. We... I took it and I installed, the device there. It was easy to set up it connected to the Wi-Fi. There were no problems, and it said all clear or gave the green indicator that it was all clear. And then I went out of town the following day and went to the beach about three hours away. Probably about seven o'clock I got a phone call from a representative at Ting informing me that there was some activity that they were seeing that was concerning to them. It was showing the potential to create a fire in the home. Basically, I was, I even was a little dismissive of the call to say, well, I'll just deal with this on Monday when I get back. And, thankfully the representative on the other line said that would not be a good idea that they monitor this data in thousands of homes and to see this kind of anomaly is something that shouldn't be ignored.

They came out the next day, you know, just spent literally, I don't know, an hour, hour and a half figuring out exactly where the problem was within , I guess, the electrical current within that circuit and determined that it was indeed the sump pump. The motor in the sump pump was running, but wasn't actually doing its job and eventually would have, you know, I guess evaporated all the water in the sump pump and then caught on fire. So had we left for the weekend...

When I learned that there was a program associated with it that they'll pay for the labor to replace the faulty item, not the part but the labor, I was really over the moon, excited to find out that I didn't have to pay the bill for them to come out and replace the sump pump, which if memory serves was around \$500.

Certainly now , I feel like, you know, whether we're home or away , there's a level of protection that we didn't have before that, you know, we're not going to come home to some unknown problem.

You always hear about people that lose their homes to fires and they lose everything. And so for us, it's, like I said, it's peace of mind knowing that, you know, we're protecting ourselves from that happening. We would recommend Ting to family, neighbors, and anyone that would ask us about it for sure.