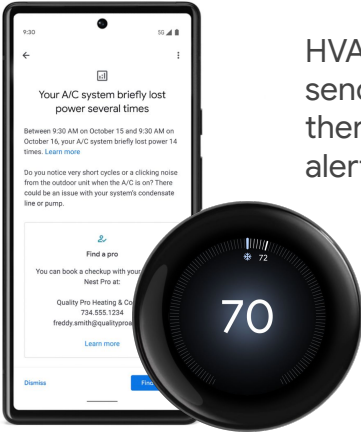


HVAC System Health Monitor Helps You Retain Customers



HVAC System Health Monitor will identify potential issues with the system and sends an alert if something doesn't seem right.¹ It is built into every Nest thermostat, so there is no additional parts, labor, or training required. Every alert can lead to **additional service opportunities**.

Alerts sent to the customer are prompted by Google proprietary algorithms based on millions of system observations and are continuously improved by a dedicated team of leading machine learning engineers.

HVAC System Health Monitor Alerts

Urgent Alerts	Home fails to heat as expected, even while the system is running
	Home fails to cool as expected, and user may hear a clicking noise
	Furnace shuts down intermittently. May cause equipment damage and safety hazard (cracks in heat exchanger / CO leak)
Early Warning Alerts	Your system briefly stopped heating your home several times
	Your A/C system briefly lost power several times
	Your A/C ran longer than usual
	Unexpected auxiliary heat usage



Service Opportunities

Heating system fan has a problem, dirty or faulty flame sensor
Startup capacitor may be broken, A/C system fan problem
Dirty filter, restrictive ductwork, fan problems
Igniter fails intermittently, safety sensor issue (e.g. dirty)
Condensate tank is full, failed condensate pump, clogged drain line, faulty float switch
Low refrigerant levels, restricted air flow, frost build up on the evaporator coils
Poorly performing heat pump compressor

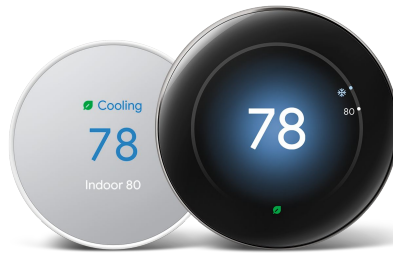
Use your Nest Pro ID on every install so you get the callback²

¹ List of eligible HVAC systems is available at g.co/nest/hvac-monitoring. Alerts can notify users of a potential issue with an eligible HVAC system. They're meant to provide helpful information, not an endorsement, representation, or warranty of any kind about the health of an HVAC system. Alerts aren't intended to replace a diagnosis by a qualified HVAC professional.

² Contact information will only be provided if the Nest Pro has opted into HVAC Monitoring in the Nest Pro Site and entered their Nest Pro ID on the customer's thermostat during installation.

Sign up to be a Nest Pro today at g.co/nestpro





Install Nest thermostats during service and repair calls for additional revenue opportunities.

Entering your **Nest Pro ID** on every Nest thermostat you see, sell or install connects you to the customer for the life of that system. When the customer receives an HVAC Monitoring alert, they are encouraged to **contact you**¹, keeping you top of mind when your customer needs service.



Stand Out

Offer a Nest thermostat on a service call or maintenance contract to help acquire customers



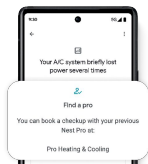
Retain Customers

Your contact information is in their thermostat, their app, and on any HVAC System Health Monitor alerts sent to them



Watchover Equipment

HVAC System Health Monitor will now look for issues in your customer's equipment even when you completed the job and left the customer's home



Get the Replacement Job

If and when the system is ready to be replaced, you will be top of mind for the customer

¹. Contact information will only be provided if the Nest Pro has opted into HVAC Monitoring in the Nest Pro Site and entered their Nest Pro ID on the customer's thermostat during installation.

