



Frequently Asked Questions

What is Iris?

Iris is Lowe's exclusive smart home solution created to monitor and control virtually everything in your home anytime, anywhere from your computer, smart phone or tablet. Iris makes home automation simple, affordable and customizable for homeowners by:

- Lowering the opening price point for entry into home automation and eliminating long-term contracts
- Offering a wide variety of connected products that can be pieced together to create a customized home ecosystem
- Providing a basic level of home management and self-monitoring for free

How do I monitor and control devices?

You can monitor your Iris system from a PC, tablet or smart phone. To monitor and control your phone via smart phone or tablet, simply download the free Iris app. The app is available for iOS and Android systems.

Is it easy to set up?

Yes. Iris is truly a "plug and play" system. Pick up one of the starter kits that best fits your needs from one of our stores or on Lowe.com/Iris, add any additional features/functionality that you want for management of your home, and then use the setup instructions and videos on Lowe.com/Iris to assist you through your initial setup. In most cases, the installation is as simple as mounting sensors throughout your home using double sided adhesives and takes about 60 minutes to complete. No professional installation service required – and you can take the system with you should you move to a new apartment or home.

What products are available? How much will it cost?

Lowe's launched in July with three Iris starter kits, as well as a selection of a la carte products that can be easily added to the Iris ecosystem:

- **Iris Safe & Secure (\$179)** – This kit provides peace of mind to homeowners by using motion and contact sensors to monitor the home when away. Receive an email, text or call when alarm events happen at home or when the children arrive home from school. The kit includes an Iris Hub, motion sensors, a keypad and door, window and cabinet sensors.
- **Iris Comfort & Control (\$179)** – This kit combines the convenience of home automation with the ability to save on energy costs in the home. In addition to the Iris Hub, this kit

includes a thermostat which makes programming simple with an intuitive user interface and remote control of home settings through the Iris app. The kit also includes a smart plug that can remotely control devices in the home and report back on the specific device's current and historical energy usage.

- **Iris Smart Kit (\$299)** – This kit combines the features of Comfort & Control and Safe & Secure in a single kit to deliver a full smart home solution. The kit includes an Iris Hub, a motion sensor, a smart plug, a key pad, a range extender, a smart thermostat and 2 window, door and cabinet sensors.

Who is partnering with Lowe's to create products compatible with Iris?

At CES 2013, Lowe's will showcase new Iris partnerships including Verizon, Honeywell, Whirlpool, Electrolux, Jarden Safety, Orbit Irrigation Products, PetSafe, Plastair, Spring Window Fashions, Sylvania, Yale, and Pella. Lowe's existing partners Schlage, First Alert, GE Jasco and Radio Thermostat of America, will be on display as well.

What is Iris Care?

Iris' newest service offering, Care, can provide peace of mind to caretakers and enhance care provided to seniors and other loved ones living independently.

The Iris Care service can be implemented with any of the Iris kits currently available, but is best leveraged for those who have motion and contact sensors installed. The Care service enhances current and new user's experiences to monitor and report routine or abnormal activities and emergencies through existing sensor data and by setting Magic™ rules that alert approved contacts. For example:

- Configure your Care service to send you a text message if there is no activity detected by motion sensors in the Kitchen for three hours between the hours of 8 a.m. and 5 p.m.
- Configure Iris to send you a text message, email or call you if your loved one's Care pendant is activated, indicating an emergency.
- Configure Iris to alert you if the temperature in your loved one's home rises above or below certain temperatures.

New Care Product Offering - Senior Pendant (Item # 235554, \$29.99) - The Senior Pendant alerts your emergency contacts with a push of a button and provides additional peace of mind for independent living.

Care Service Costs - Care requires Premium service (\$9.99 per month), in addition to an incremental \$4.99 per month for the service. Care customers pay a total of \$14.98 per month.

Why is Lowe's adding a new home area network product line?

To help support the growing needs of today's connected homes—from video streaming to gaming across the ever-growing usage of smartphones and tablets for the family—Lowe's is announcing a new product line for the Connected Home. The new product line will offer an assortment of routers and switches, as well as Wi-Fi range extenders and Powerline solutions to help expand network coverage for homeowners by leveraging existing home broadband wiring. Cisco products will roll out to as many as 100 stores in the U.S. in the first half of 2013, with more stores to be added later in the year

Do you offer installation of Iris? Who monitors the system?

Iris is currently a DIY solution – customers can easily install the system on their own. Additional guidance and setup videos are available on Lowe.com/Iris. Iris is constantly evaluating new solutions for customers, including installation services.

Iris is also a self-monitored solution. If a triggered alarm event happens in the home, Iris will send you an alert via text message and/or email. This gives the homeowner control to decide when and how to respond when an event occurs in your home. Simply check the event log or your wireless camera to see if a true emergency event is occurring at home or if your cat accidentally knocked over the lamp. Since about 98% of alarms are false alarms, Iris gives the homeowner flexibility to decide how to react and protect their home without the high monthly fees or penalties associated with professional monitoring.

Is monitoring truly free? What monthly costs are associated with Iris?

Yes, the basic monitoring and control features of Iris are free. That means you can control things like your thermostat, locks and smart plugs from your smart phone without cost. If you want to add more complex rules to your Iris system, you can upgrade to the Premium Service for \$9.99 per month.

Which protocols does the Iris Hub work with?

One of the advantages of Iris is that it is compatible with Wi-Fi, Zigbee and Z-wave protocols. Many products and services available currently in the marketplace are only compatible with one or two protocols at the most. Open standards make it easy for Iris to work with virtually any wireless product we sell in our stores, creating endless options for customers to automate and customize their home. Look for the "Works with Iris" logo for those devices that have been certified to work with Iris out of the box.

What about my privacy? Is Iris safe to use?

Our online platform has the same level of security that you expect of your bank when you manage your money on the web. The only person who can control and access the home is the

registered homeowner. The system also has back-up battery and system diagnostics to help the homeowners with everything from a low battery in a sensor to instantaneous reporting when there is a loss of broadband at home. This is backed up by Lowe's customer support team who can troubleshoot nearly all of the issues the customer may have.

Where is Iris available?

Iris is currently available in 500 stores nationwide and on [Lowe's.com](https://www.lowes.com). For more information, visit [Lowe's.com/Iris](https://www.lowes.com/Iris).