

# Sunrise Home Security

Sunrise Home Security offers two subscription options, Basic for essential self-managed protection and Complete for a professionally supported Home Security solution with installation, on-site guard response, and insurance coverage included.

## 1. Products

	Home Security Basic	Home Security Complete
Requirements	This is a stand-alone subscription. Active Internet connection required. Works with any Internet connection, regardless of Internet service provider.	This is a stand-alone subscription. Active Internet connection required. Works with any Internet connection, regardless of Internet service provider.
Included Services & Scope of protection	<ul style="list-style-type: none"> <li>• <b>Basic Functions:</b> <ul style="list-style-type: none"> <li>○ Intuitive app control worldwide</li> <li>○ Live images &amp; notifications</li> <li>○ Real-time alarm center for up to 6 people</li> <li>○ 30 days video storage</li> <li>○ Geofencing</li> <li>○ Presence simulation</li> <li>○ Pet detection</li> <li>○ Secure connection even during power &amp; internet outages</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Basic Functions</b> <ul style="list-style-type: none"> <li>• Intuitive app control worldwide</li> <li>• Live images &amp; notifications</li> <li>• Real-time alarm center for up to 6 people</li> <li>• 90 days video storage</li> <li>• Geofencing</li> <li>• Presence simulation</li> <li>• Pet detection</li> <li>• Secure connection even during power &amp; internet outages.</li> </ul> </li> <li>• <b>Home Consultation &amp; Installation</b> <ul style="list-style-type: none"> <li>• Professional security advice and installation by our experts</li> <li>• Lifetime moving guarantee &amp; re-installation at new location</li> </ul> </li> <li>• <b>Swiss Alarm Guard Response</b> <ul style="list-style-type: none"> <li>• On-site guard intervention in case of emergency</li> </ul> </li> <li>• <b>Sunrise Home Assistance by Zurich</b> <ul style="list-style-type: none"> <li>• 24/7 emergency contact and immediate measures from Zurich</li> </ul> </li> </ul>
Home Consultation & Installation	CHF 150	Included
Swiss Alarm Guard Response	Not available	2 callouts included per year; each additional callout will be charged CHF 150
Sunrise Home Assistance by Zurich	Not available	Included
Minimum Contract Duration	12 months	12 months

## 2. Included services for Home Security Complete

Home Consultation & Installation	
Description	During home consultation, our certified technicians conduct a thorough assessment of your house to understand its specific security needs and weaknesses. They identify vulnerable areas and advise on the optimal locations for the devices as well as recommendations for additional devices that may be needed. Then during installation, they provide expert on-site installation making sure all security devices are properly mounted, connected and fully operational.
Procedure	<b>How does Installation and Advice work</b> <ol style="list-style-type: none"> <li>1. Certified technicians visit your home.</li> <li>2. They assess the property for vulnerabilities and specific security needs.</li> <li>3. They identify optimal locations for the devices.</li> <li>4. Recommendations for additional devices are provided, if needed.</li> <li>5. Professional on-site installation of all devices is carried out.</li> <li>6. The functionality of all equipment installed is tested.</li> <li>7. Customer receives a walkthrough of the installed system.</li> </ol>
Swiss Alarm Guard Response	
Available for	The Swiss Alarm Guard Service is available throughout most of Switzerland, with a few exceptions in remote regions. Before purchasing the Home Security Complete plan, customers are required to perform a postal code check to confirm whether guard response service is available at their specific location.
Description	Professional, certified Swiss security guards ensure rapid intervention. Available around the clock, they safeguard your property for up to 2 hours, providing reliable protection and peace of mind. This service is provided by a third party.
Procedure	<b>How does the Guard Response work</b> <ol style="list-style-type: none"> <li>1. Guard dispatched when alarm is triggered.</li> <li>2. Customer can cancel for free within the <b>first 3min</b>.</li> <li>3. Guard will be on site <b>within 30min</b>.</li> <li>4. Guard will check the property from outside.</li> <li>5. Guard will upload in the app a report and (if useful) pictures.</li> <li>6. Customer receives this information within the app.</li> <li>7. Guard then either               <ol style="list-style-type: none"> <li>a) calls the police</li> <li>b) stays on site until someone arrives</li> </ol> </li> </ol>
Billing	<ul style="list-style-type: none"> <li>• 2 Call Outs included in Complete Plan</li> <li>• If guard doesn't arrive within 30min, call doesn't count</li> <li>• 2h at property included, afterwards extra costs</li> </ul>

Sunrise Home Assistance by Zurich	
Available for	Home Security Complete Subscription
Description	In the event of an emergency causing damage, such as a burglary or any other home incident, you can file a claim here, and Zurich will quickly and efficiently organize professional assistance, 24/7.
Service Details	<p>The insurance includes the following components:</p> <ul style="list-style-type: none"> <li>• <b>24/7 emergency contact and immediate measures:</b> Fast assistance from a professional after a break-in.</li> <li>• <b>Psychological support:</b> Professional psychological assistance following a break-in.</li> <li>• <b>Key service:</b> Quick help in case of lost keys or if you lock yourself out.</li> <li>• <b>Support for homeowners and condominium owners in case of malfunction of heating, air conditioning, ventilation, elevator, sanitary installations, or fuse box:</b> Fast assistance in the event of malfunction of heating, air conditioning, ventilation, elevator systems, or the fuse box.</li> </ul> <p>The insurance covers the costs for a one-time intervention by the dispatched professionals—up to a maximum of CHF 1,000 per incident.</p>
Components of the contract	<a href="#">AVB Zurich EN</a>

### 3. General Information for Home Security Basic and Complete

	Contract duration
Activation	The subscription is activated on the day of registration or on a requested date.
Cancellation	<b>Home Security Basic</b> and <b>Home Security Complete</b> both have a minimum duration contract of 12 months and can be canceled with a notice period of 60 days to the end of the minimum contract duration. After the minimum contract duration has ended, the contract can be canceled by giving 60 days' notice to the end of any month.
Early cancellation, costs	<p>If the subscription is canceled before the end of the minimum contract period, the recurring monthly basic fees must be paid in full up to the end of the minimum contract period.</p> <p>Monthly recurring basic fees are determined based on the usual basic fee of the respective subscription plus any promotion surcharges, unless otherwise specified for the offer concerned.</p> <p>For contracts where the minimum contract period has expired, the contract may only be canceled without observing the regular notice period by paying the basic monthly fees up to the regular cancellation date plus an additional CHF 100.–.</p>
How to cancel	<p>The subscription must be canceled either by phone or via the Sunrise Live Chat. More details are available at <a href="https://sunrise.ch/en/support/contracts-and-customer-information/cancellation">sunrise.ch/en/support/contracts-and-customer-information/cancellation</a>. Cancellations via letter or e-mail will not be considered valid.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> <li>• From Switzerland: 0800 100 600 (free)</li> <li>• From abroad: +41 58 777 01 01</li> </ul> <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> <li>• Link to the chat available at <a href="https://sunrise.ch/en/support/contracts-and-customer-information/cancellation">sunrise.ch/en/support/contracts-and-customer-information/cancellation</a></li> </ul>
Switching subscription	<p>For the <b>Home Security Basic</b> subscription, it is possible to switch to <b>Home Security Complete</b> free of charge at any time.</p> <p>During the 12-month minimum contract period, it is not possible to switch from the <b>Home Security Complete</b> subscription to <b>Home Security Basic</b>. After the minimum contract period has ended, such a switch is possible free of charge, starting from the following month.</p>
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled.

Hardware	
Included Hardware (Purchase)	<p>The Home Security Basic and Home Security Complete subscription include following hardware purchase (Sunrise Home Security Set):</p> <ul style="list-style-type: none"> <li>• Base Station</li> <li>• Key Pad</li> <li>• Photo Motion Detector</li> <li>• Contact Sensor</li> <li>• Smart Plug</li> <li>• Key Fob</li> </ul>
Optional Hardware (Purchase)	<p>The customer can purchase additional hardware that is linked to the Home Security System:</p> <ul style="list-style-type: none"> <li>• Motion Detector</li> <li>• Outdoor Camera</li> <li>• Indoor Camera</li> <li>• Video Doorbell</li> <li>• Smoke Detector</li> <li>• Solar Panel</li> </ul> <p>Optional devices can be additionally ordered, using the following link:  <a href="https://www.sunrise.ch/en/home-security/accessories">https://www.sunrise.ch/en/home-security/accessories</a></p>
Miscellaneous	
Support	<p>German: <a href="https://www.sunrise.ch/de/support/homesecurity">sunrise.ch/de/support/homesecurity</a>            French: <a href="https://www.sunrise.ch/fr/support/homesecurity">sunrise.ch/fr/support/homesecurity</a>            Italian: <a href="https://www.sunrise.ch/it/support/homesecurity">sunrise.ch/it/support/homesecurity</a>            English: <a href="https://www.sunrise.ch/en/support/homesecurity">sunrise.ch/en/support/homesecurity</a></p>
Components of the contract	<ul style="list-style-type: none"> <li>• Printed customer contract (only if bought in physical store)</li> <li>• General terms and conditions of Sunrise GmbH</li> <li>• Special Provisions for Sunrise Home Security</li> <li>• General terms and conditions of Zurich Insurance Company Ltd.</li> <li>• RSPNDR Inc. privacy policy</li> </ul> <p>All documents are available at: <a href="https://www.sunrise.ch/en/general/legal-matters">https://www.sunrise.ch/en/general/legal-matters</a></p>
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