

# Panel Guardian

## SMS Notifications - Terms and Conditions

### 1. Service Description

Smart Ag Solutions Inc ("Smart Ag," "we," "us," or "our") provides SMS text message notifications to customers who opt in to receive alerts from their Panel Guardian electrical panel monitoring devices. SMS alerts are an optional part of the Panel Guardian service and are enabled only after you provide explicit consent.

### 2. Enrollment and Consent

Users explicitly consent to receive Panel Guardian SMS messages during account creation. On the sign-up screen, you must enter your mobile phone number and check an unchecked-by-default consent checkbox acknowledging you want to receive transactional Panel Guardian device alerts.

Only after the box is checked and the account is created is the number considered opted in for SMS notifications. This action constitutes your express written consent to receive automated text messages at the phone number you provide.

### 3. Types of Messages

Upon opting in, you will receive the following types of SMS messages:

- **Device Anomaly Alerts:** Notifications when your Panel Guardian device detects abnormal electrical metrics (amperage, temperature, or alert factors)
- **Offline Notifications:** Alerts when your device loses connectivity or stops transmitting data

### 4. Message Frequency

Message frequency varies based on your device activity and status. You may receive multiple messages per day during device events or no messages during normal operation. We do not send marketing or promotional messages through this service.

### 5. Costs and Charges

Message and data rates may apply based on your mobile carrier's plan. Smart Ag Solutions Inc does not charge fees for SMS notifications, but you are responsible for any charges from your wireless carrier. Contact your carrier for details about your messaging plan.

### 6. Opt-Out Instructions

While SMS notifications are included with your Panel Guardian service, you may opt out at any time by:

- Replying **STOP** to any message you receive from our service

- Contacting support at [support@smartagsolutionsinc.ca](mailto:support@smartagsolutionsinc.ca)

**Note:** Opting out of SMS notifications may reduce the effectiveness of your Panel Guardian monitoring system, as you will not receive real-time alerts about device issues.

After opting out, you will receive one final confirmation message. You may re-enable notifications at any time through your Panel Guardian account settings.

## 7. Help and Support

For assistance with SMS notifications, reply HELP to any message or contact our support team at [support@smartagsolutionsinc.ca](mailto:support@smartagsolutionsinc.ca).

## 8. Supported Carriers and Geographic Areas

This SMS service is available to customers with mobile phone numbers in the United States and Canada. Supported carriers include all major wireless providers. Message delivery may vary by carrier and location.

## 9. Privacy and Data Use

Your mobile phone number is stored securely and used solely for delivering Panel Guardian service notifications. We do not:

- Share your phone number with third parties for marketing purposes
- Send promotional or advertising messages through this service
- Sell or rent your contact information

For complete privacy practices, see our [privacy policy](#)

## 10. Device and Service Requirements

To receive SMS notifications, you must:

- Provide a valid mobile phone number during Panel Guardian device registration
- Maintain an active mobile phone number with a supported carrier
- Have sufficient cellular coverage to receive text messages
- Keep your contact information current in your Panel Guardian account

## 11. Delivery and Reliability

While we strive for reliable message delivery, Smart Ag Solutions Inc cannot guarantee:

- Timely delivery of all SMS messages
- Receipt of messages in areas with poor cellular coverage
- Message delivery during carrier outages or system maintenance

**SMS notifications are informational alerts and should not be relied upon as the sole means of monitoring your electrical panel. Critical safety monitoring requires additional safeguards.**

## **12. Liability Limitations**

**Smart Ag Solutions Inc is not liable for:**

- **Delayed, undelivered, or misdirected messages**
- **Damages resulting from reliance on SMS notifications**
- **Carrier charges or fees associated with message receipt**
- **Service interruptions due to carrier or network issues**

**You acknowledge that SMS alerts are a supplementary notification service and that you maintain responsibility for monitoring your Panel Guardian device through other available means.**

## **13. Modifications to Service**

**We reserve the right to modify, suspend, or discontinue SMS notifications at any time with or without notice. We may update these terms periodically, and continued use of the service after changes constitutes acceptance of modified terms.**

## **14. Contact Information**

**For questions about SMS notifications or these Terms and Conditions:**

**Smart Ag Solutions Inc**

**Email: [support@smartagsolutionsinc.ca](mailto:support@smartagsolutionsinc.ca)**

**Website: <https://smartagsolutionsinc.ca/>**

**Product Support: <https://panelguardian.com/>**

## **15. Acknowledgment**

**By checking the consent box during account creation, you acknowledge that you have read, understood, and agree to these Terms and Conditions, and explicitly consent to receive SMS notifications.**