

SmartSense™ Mobile App Terms & Conditions

1. Acceptance

These Terms govern your access to and use of the SmartSense™ mobile application (the “App”) and related services (the “Service”) provided by Steiner Technologies, LLC (“SmartSense,” “we,” “us,” or “our”). By downloading, creating an account, or using the App, you agree to these Terms. If you do not agree, do not use the App.

2. What the App Does

The App provides vehicle- and asset-based monitoring features including sensor data, mileage, alerts, diagnostics, and optional OEM-enabled geofencing. You may use the App only with compatible SmartSense hardware, connectivity, and permissions.

The App is informational only and does not replace proper vehicle inspection, maintenance, or safe driving practices.

3. Accounts & Security

Some features require an account. You are responsible for maintaining the confidentiality of your login credentials and for activity under your account. Notify us promptly if you believe your account has been compromised.

4. Privacy

Our Privacy Policy explains what information we collect and how we use it. By using the App, you agree to our Privacy Policy. If there is a conflict between these Terms and the Privacy Policy regarding data practices, the Privacy Policy controls.

No User Tracking. SmartSense does not track users. Data collected relates to RV, equipment, sensors, and system events—not personal movement or behavior of individual users.

Account Deletion & Historical Data. If you delete your account, access credentials are removed. SmartSense may retain historical, non-user-specific vehicle data (including mileage, events, and diagnostics) for system integrity, OEM continuity, compliance, and warranty purposes.

Contextual Vehicle-Based Content. SmartSense may display informational messages, recommendations, or offers related to the vehicle, RV model, or installed equipment associated with an account.

5. Bluetooth, and Permissions

If you enable permissions such as Bluetooth, the App will use them to provide vehicle-related functionality (for example, mileage, and connecting to nearby sensors). You can manage permissions in your device settings. Disabling permissions may limit certain features.

6. Paid Features and Payments

Some features may require payment or a subscription. Payments are processed by third-party providers (for example, Apple's App Store, Google Play, or other payment processors). Billing, renewals, cancellation, and refunds (if any) are handled according to the terms of the provider you use to purchase.

7. Acceptable Use

You may use the App only with the RVs and devices you own or are authorized to use. You may not misuse the App, attempt to bypass security, interfere with the Service, or use the App for unlawful purposes.

8. Disclaimers

The App and Service are provided "as is" and "as available." To the extent permitted by law, SmartSense disclaims all warranties, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not guarantee that the App will be uninterrupted, error-free, or that alerts will always be delivered.

9. Limitation of Liability

To the extent permitted by law, SmartSense will not be liable for indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of the App or Service. To the extent permitted by law, SmartSense's total liability for any claim will not exceed the amount you paid to SmartSense for the Service in the 12 months before the event giving rise to the claim.

10. Suspension and Termination

You may stop using the App at any time. We may suspend or terminate access to the Service if we reasonably believe you have violated these Terms or used the Service improperly.

11. Changes to These Terms

We may update these Terms from time to time. If we make material changes, we will provide notice in the App or by other reasonable means. Your continued use of the App after the effective date of updated Terms means you accept the updated Terms.

12. Governing Law

These Terms are governed by the laws of the State of Indiana, without regard to conflict-of-law principles.

13. Contact

Questions? Contact us at support@steineronline.com

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