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Honeywell smart home security system review

Honeywell is a Fortune 100 company known for much more than just home security equipment. This conglomerate focuses on aerospace, performance and building technologies, in addition to safety solutions that can protect your home. Honeywell Home Security offers a one-stop shop for a DIY product to help you keep an eye on your home with a camera as well as door and window sensors and smart home equipment. There is no professional monitoring, but customers still get great features like facial recognition and voice commands with Honeywell Home. While its systems are more pricey than similar DIY systems from other companies, it may be a good option for you depending on which third party integrations you're looking for in your smart home. A Honeywell Home security system offers multiple camera options, window and door sensors and a variety of smart home equipment. However, the price tag is larger than other companies that offer the same great features. Hardware: 3 out of 5 stars: The Honeywell Home security hardware is easy to use, and provides plenty of features. But it doesn't stand out from the crowd when it comes to design. The home base looks very similar to a larger Alexa, and some users complain the home remote is too small. When comparing this hardware to similarly priced products, it just doesn't come out on top. Customer Service: 1 out of 5 stars: For a company of this size, our SecurityNerd expected flawless customer service. Unfortunately, we did not receive answers to our questions via the company's chat or customer service lines. The chat line said no one could help with questions about Honeywell Home security, and gave us a number to call. The representative at the number said Honeywell is the manufacturer, and could not provide us with pricing information. Pricing: 3 out of 5 stars: There's no doubt you'll get some stellar features with this equipment. But for the hefty price tag, you don't get a whole lot more than other DIY companies. The Honeywell Home security cost might not be worth it to more budget-minded consumers. The Mobile App: 4 out of 5 stars: Customers give high ratings in both app stores for Honeywell's newest app, saying it's easy to use and keeps all Honeywell Home items in one app for easy viewing. Smart Home Capabilities: 4 out of 5 stars: Honeywell Home security offers voice commands through Alexa, and is also compatible with Google Assistant and IFTTT technology. Add in all of Honeywell brand's home automation tools, and you should be in good shape in creating a smart home ecosystem. While some cameras can tell the difference between a human and an object, the Honeywell security camera can actually tell you who it sees. For now, you can only add two recognized users, but the company says it's working on refining the feature. With the Honeywell Home name, you already know you can choose from plenty of the company's own smart home products like thermostats and lights. But you'll also be able to incorporate Z-Wave, Google Assistant and IFTTT technology. (Did we mention Alexa is already built into the home base system?) If you're looking for a big-name brand, but without the contract and professional monitoring to go along with it, you may find what you need with Honeywell Home security. It is a massive company with a long track record, and that may go a long way for customers. If you purchase the Honeywell Home security starter kit with camera and Alexa built in, you'll be paying around \$450. Although it's a feature-packed system, there are other DIY security companies from which you can get similar features for less money. No professional monitoring You'll have to be comfortable monitoring your own security system with Honeywell Home because it does not offer professional monitoring. Unlike other DIY companies where you can choose to monitor on your own or go with professional services, this one doesn't give customers the option. Our SecurityNerd experienced bad customer service while trying to learn more about Honeywell Home Security products. It seems like the company is so large, representatives aren't well-versed in certain areas including the home security portion of the company. One representative even gave us wrong information pertaining to an item. Perhaps a company whose main focus is home security could be a better experience. Honeywell Security offers a small line of cameras along with one home security base station with a camera built in. Honeywell Security offers a starter kit for \$450 that comes with two sensors and a key fob along with the base. Other than the starter kit, there are no predetermined packages; you can purchase based on what you need in your home. Honeywell Smart Home Security Base Station Motion sensors Key fob Additional cameras Motion viewer (motion sensor with camera inside) Smart thermostats Light timer Water leak and freeze detector Honeywell Home provides a mobile app that can keep all of your smart home and security products in one spot on your smartphone. From cameras to smart thermostats, you'll be able to see everything from one app. The ratings have been consistently good until early 2020, when Android customers started complaining about a new update to the app. The company is working on the issue that seems to have impacted some customers' abilities to connect to the app altogether. The Honeywell Home app has a: 3.7 rating in the Google Play store 4.5 rating in the Apple store On the whole, customers say this is a simple app to use, and brings their entire smart home ecosystem together. With this app, users can: Control all smart home products in a one dashboard view Arm and disarm the security system Two-way talk Get smartphone notifications Use location-based geofencing Honeywell Home gives users plenty of options when it comes to creating a smart home. In addition to Honeywell's own home automation line, you can also add third party equipment that is Z-Wave compatible, opening up the possibility of connecting even more devices. Here are a few smart home features offered by Honeywell Home: Alexa and Google Assistant compatible: You can use voice commands with your Honeywell Home Security bundle. Arm and unarm the system, and since Alexa is already built into the home security base, you also get that functionality included in the price. Thermostats: If you purchase a compatible smart thermostat, you'll be able to set your home temperature via the Honeywell Home app, and set schedules based on your needs. Light timer: Save energy costs by investing in a light timer that will turn lights on and off based on your own needs. Water leak and freeze detector: Whether you're at work or on vacation, Honeywell Home has a product that can alert you in case of a leak or freeze that could cause major damage to your home. Honeywell offers customer service 24 hours a day, seven days a week, with online chat as well as telephone representatives standing by. Our SecurityNerd was able to get in contact very quickly with Honeywell Home security representatives very quickly, but unfortunately we were very underwhelmed by their service. To test customer services, the SecurityNerds tested each of the following processes: Sales: Called customer service to inquire about a potential security system. The representative suggested I visit a dealer to learn more, saying Honeywell is only the manufacturer. Then on a chat, another representative was able to answer limited questions about specific products. Design: Customer service representatives were not helpful when our SecurityNerd asked about specific design issues, such as how many base stations a home would need and how many motion sensors would be adequate. Install: Customers report simple DIY installation, but Honeywell Home security does not offer any professional installation. Alarm: Users report while the actual home base system has a siren, it isn't loud enough to hear from outside. Service: Our SecurityNerd was able to speak with a Honeywell Home security representative very quickly, however our questions were not easily answered. You can purchase essentially every piece of equipment from Honeywell Home security ala carte. The only package the company sells is a starter kit. Here are the key costs to consider: Equipment costs: Customers purchase all equipment up front with Honeywell, and incur no monthly payment for equipment after that. Installation costs: Installation is DIY, so there are no fees associated with installation. Monthly costs: If you would like to store videos on the devices, you can choose from a 30-day and 60-day storage option for between \$50 and \$150 dollars per year. Activation fee: There are no activation fees associated with these products. All of Honeywell Home security equipment is sold ala carte. Here are the ala carte MSRP prices (actual costs will vary by dealer): Item \$ / unit Smart Home Security Base Station\$349.00Motion sensor \$40 Key chain remote \$30 C2 Wi-Fi security camera \$169.99 C1 Wi-Fi security camera \$119.99 Light timer From \$35.55 Smart thermostats \$45 to \$199.99 Water leak and freeze detector From \$60.00 Honeywell Home is a solid option for homeowners and renters who want simple DIY security setup with a feature-packed security hub. The system itself has Alexa built right in, and is compatible with Z-Wave products as well as Google Assistant. If you are already a Honeywell fan, you will be able to create a true smart home ecosystem without having to leave the Honeywell brand—yet you still have the option to do so. While equipment pricing is a little steep and customer service leaves something to be desired, it can still be a viable option for people looking to create a full smart home security system. If you are still in the market and looking for other options, you can look into: SimpliSafe: This is another DIY company with plenty of flexibility, but you'll get the option for professional monitoring while avoiding a lengthy contract. It's cost effective yet still gives customers plenty of features. Abode: This is a solid option for renters and homeowners who want DIY security with plenty of customization. Abode is a cost-effective choice without a ton of bells and whistles. A large national company like ADT: You'll get all the frills, but you'll pay a premium for professional installation and monitoring, along with plenty of monthly fees and a contract. Erin Maloney Erin is a freelance video producer and writer based out of Florida. She works with major retail companies and digital startups as a brand storyteller. When Erin's not writing, you can catch her scuba diving and spending time with her dog (not at the same time).

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