

resideo

Resideo Pro PERKS™

FAQs

JOIN
TODAY



Q: Is Resideo Pro PERKS free to join?

A: Yes, joining Resideo Pro PERKS is completely free.

Q: How do I start earning points?

A: Simply sign up for Resideo Pro PERKS and link your account to your preferred participating merchant. Once linked, eligible Honeywell Home purchases will automatically earn points.

Q: Do I need to upload receipts or invoices?

A: No. Once your account is linked to a participating merchant, eligible Honeywell Home purchases are tracked automatically, so there's no need to upload receipts or complete claim forms.

Q: How are my purchases tracked?

A: Once your account is linked to your preferred participating merchant, Honeywell Home purchases are tracked automatically.

Q: When will my points appear in my account?

A: Points are processed regularly, but depending on when purchase data is received from participating merchants, it may take up to 90 days for points to appear.

Q: Which products qualify for points?

A: Points are awarded on all Honeywell Home products purchased through participating merchants.

Q: How do I check my points balance?

A: Log in to your Resideo Pro PERKS account at any time to view your points balance, rewards and membership status.

Q: What can I redeem my points for?

A: Points can be redeemed for a wide range of rewards, including high street gift cards, technology and other items available in the Resideo Pro PERKS rewards catalogue.

Q: What are Silver, Gold and Platinum levels?

A: Your membership level is based on your annual qualifying purchases. Higher levels earn more points per £ spent.

Q: Can I move up to a higher tier?

A: Yes. As your qualifying purchases increase, you can progress to Gold and Platinum membership levels and earn points faster.

Q: Who can join Resideo Pro PERKS?

A: Resideo Pro PERKS is available to eligible installers. Businesses receiving contract support or direct rebates are not eligible to participate in the programme.

Q: What if I buy from more than one participating merchant?

A: You can link multiple participating merchants to your account, ensuring all eligible Honeywell Home purchases are credited correctly.

Q: Who do I contact if my points are not showing in the Pro PERKS Portal?

A: If your points have not appeared within 90 days of purchase, please contact loyalty@resideo.com and our team will be happy to help.

Q: Is Pro PERKS cashback?

A: No. Pro PERKS is a loyalty programme where you earn points on eligible purchases. These points can be redeemed for rewards and gift cards—they cannot be exchanged for cash.

Q: Do my points expire?

A: Yes. Points remain valid for 12 months from the date they are awarded.

Q: I'm experiencing problems with my Pro PERKS account. Who do I contact?

A: For any questions or issues with your Pro PERKS account, please email loyalty@resideo.com and our team will be happy to assist.

Resideo Pro Perks™ is only applicable to those who do not have contract support.

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FIRST ALERT™

Honeywell Home

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