

INSPECTION CHECKLIST

1. Dress code

- ☐ Wear company-provided polos, t-shirts, hoodies, and black pants during installation appointments to maintain a consistent and professional image. Dressing appropriately can help create a positive impression and build trust with our customers.

2. Communication

- ☐ Study all the technical documents related to the product and installation to have the necessary vocabulary to explain to the customer all the details;
- ☐ Communication with customers should always be clear, concise, and professional;
- ☐ Open and honest communication with the customer can help avoid misunderstandings and ensure a positive experience. Remember, transparency is key to building trust with our customers.



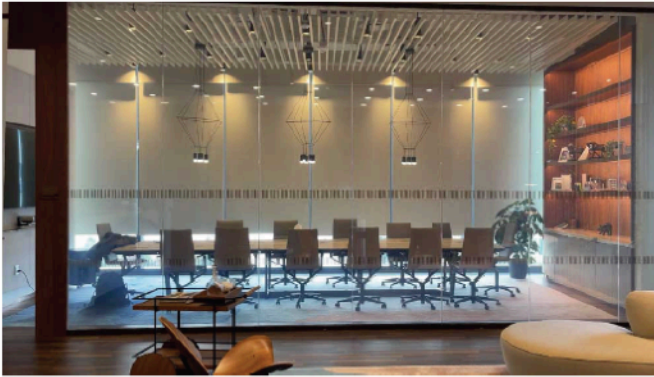
3. Samples

- ☐ Have with you samples of the smart film and smart glass in both colors to make a presentation for the client;
- ☐ Have with you samples of transformers and wires;
- ☐ Have with you samples of LUTRON + Pico Remote.

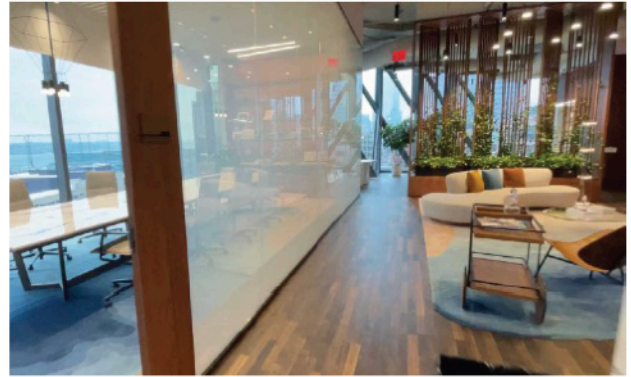


4. Product properties disclosures

- ☐ **Haze:** Explain to the customer that some external factors can create a light reflection or visually add more haze by causing a loss of transmissive contrast. Examples of such factors are sunlight from an angle, excessive ambient light from outer space, and interior lights that have a disadvantageous angle toward the Smart Glass;



Good contrast



View from a wide angle

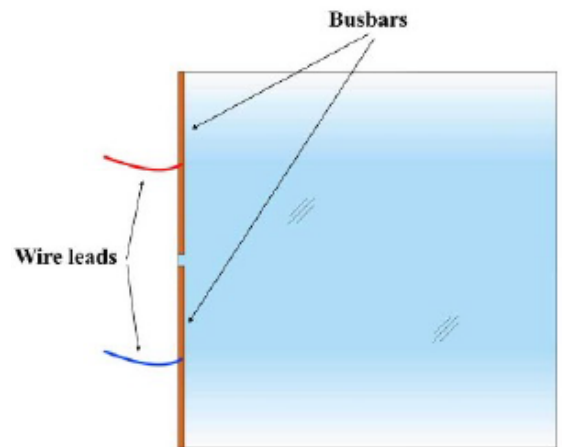
- ☐ **Delamination:** Explain the risk caused by excessive humidity or improper cleaning;



- ☐ Make sure to disclose all important details that you think may affect customer satisfaction during the installation process, such as potential delays or additional costs.

5. Hiding the busbars:

- ❑ During installation appointments, it is important to explain and show the electrical busbars to the client. Make sure to clarify how they will be hidden from view, and provide examples or pictures if necessary. For example hiding them under moldings, using White/Black Silicone to conceal them, or using u-channels. Additionally, there may be other methods available depending on the specific installation requirements and preferences of the client.
- ❑ It is essential to get the client's approval and ensure they are satisfied with the solution before proceeding with the installation.



6. Low Voltage Wiring

- ❑ It is important to explain to the client how the film panels will be connected to low voltage and how the wires will be hidden. Provide suggestions and examples for doors and windows power transfers (loop, electric hinges, reel cable, etc).
- ❑ Explain the installation of the transformer, preferably in a wall (homes) or ceiling (offices) hidden by an access panel. Also, explain how the transformer can be accessed for future service needs.



7. High Voltage Part

- ☐ During installation appointments, it is important to explain to the client that the high-voltage part of the installation will be delegated to a **third-party licensed electrician**.
- ☐ This electrician will run wires from the 110V source to the transformers in a hidden manner through the walls. Also, switches and/or remotes will be installed based on the client's preference.



8. Clients Approval

- ☐ During the installation process, it is important to personally discuss all aspects of the project with the client and find solutions that they will agree with. Before leaving the installation site, it is essential to get the client's approval on all solutions that will be used for their project. This will help avoid any misunderstandings or complaints later on.
- ☐ It is also important to ask the client if they have any concerns related to the project. If they do, try to find a solution or call for assistance from an office manager.
- ☐ After conducting an inspection, inform the client that a formal estimate and agreement will be sent to them shortly.
- ☐ Once the client agrees to the proposed plan and solutions, it is important to stick to it during the installation process. If a new solution is needed during the installation, make sure to get the client's approval first to avoid any confusion or dissatisfaction.

9. Delivering the information to the Project manager after the inspection

- ☐ Share photos of all the spots/locations
- ☐ Share measurements in text format. (Pictures of handwritten measurements or screenshots are not accepted);

Format:

Location Name

Panel 1: XXX x XXX

Panel 2: XXX x XXX

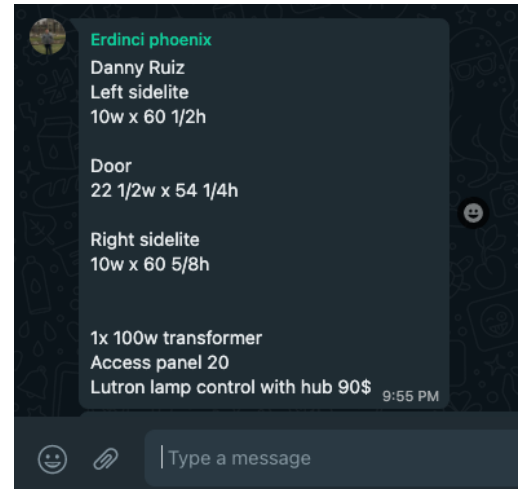
Panel N: XXX x XXX

Location Name

Panel 1: XXX x XXX

Panel 2: XXX x XXX

Panel N: XXX x XXX



- ☐ Enumerate all the components that you will use for the project. We need to include all the components and expenses in the formal estimate and charge the client only via the official company invoice.
- ☐ No cash is accepted for: Components, spare parts, travel fees
- ☐ Only Tips are accepted at your discretion.