

Appointment/Inspection Instructions/Script

Communication

- Read all the documents related to the product and installation to have the necessary vocabulary to explain to the customer the solutions used for his installation;
- Improve your english and product-related vocabulary to be able to explain all the components used;

1. Samples and Components

- Have with you samples of smart film and smart glass to make a presentation for the client;
- Have with you samples of transformers;
- Have with you samples of LUTRON + Pico Remote;

2. Films Proprieties

- Explain to the client the following:
 - Haziness;
 - Delimitation risk caused by excessive humidity or improper cleaning;

3. Hiding the busbars

- Explain to the client about busbars and Always hide the busbars using a method approved by the client;
- You can use:
 - Moldings;
 - White Silicone (ordered from the manufacturer);
 - Black Silicone (ordered from the manufacturer);
 - Hide using u-channels;

4. Low Voltage Wiring

- Explain to the client:
 - How will you connect the film panels to low voltage;
 - How the wires will be hidden;
 - Where the transformer will be placed - preferably in the wall/ceiling hidden by an access panel;
 - How will you hide the transformer;
 - How the transformer can be accessed for service;

5. High Voltage Part

- Install everything until the transformer location;
- Delegate to a third party electrician the high voltage part:
 - Running wires from 100V Source to the transformers in a hidden manner through the walls;
 - Installing switches and/or remotes based on the client's preference;

6. Clients Approval

- All have to be discussed with the client personally at the meeting;
- Find the solutions the client will agree with;
- Before you leave, get the client's approval on all the solutions you will use for his project;
- **Ask the client:**
 - **Do you have any concerns related to the project?**
 - If yes, find a solution or call our support team for help;
- **Tell the client:**
 - **As a result of my inspection we will send you shortly the agreement and the formal estimate;**
- The next step for us is to charge the client and we need him to be aware of the installation and to agree with what will be implemented;
- During the installation, to avoid complaints and misunderstanding, stick to the plan you confirmed with the client;
- If during the installation a new solution needs to be used - get the client's approval first;

7. Delivering the information to the Project manager after the Inspection

- Share photos of all the spots/locations;
- Share measurements in text format. (Pictures of hand written 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;

When Installation is Done

1. Contact the Project Manager and ask to send final documents before you leave;
2. Take pictures and videos of final working and functional project;
3. Take pictures and videos of how the busbars were hidden, how the wire transfer was done from widow/glass/door to the wall and other important tech moments;
4. Make sure the client signs the Job Completion;
5. If possible ask the client to pay the last invoice;

SCRIPT

Smart Glass Technologies VISION is based on customer experience. Please be professional, dress nicely and clean, use your best perfume.

Always have the Smart Glass Branded T-Short and shoe covers.

(Knock Knock |<<)

Hello Mr. X,

My name is William Turcan, I am from Smart Glass Technologies;

I am here to inspect the Smart Glass project, take exact measurements, show the sample and explain all the details.

I need about 15-20 minutes, is it ok for you?

Please show me the glass you would like to have the switchable option on?

Do you have a socket here to plugin the sample?

Turn On/Off a couple of times, give it to the client to try and explain the following:

1. Transparency works when the Film/Glass is ON, and privacy when the Film/Glass is OFF;

2. Haze level and reflection from sunlight and angle of view (it is not 100% clear as a regular glass);

3. Busbars need to be hidden; (Offer a solution, get client's approval), Are You OK with this solution?

4. Wires need to be hidden; (Offer a solution, get client's approval), Are You OK with this solution?

5. Transformer needs to be hidden; (show him the transformer);

6. Switch: How do you want to control it? We recommend Lutron+Remote, (show him the remote);

7. Need an electrician to connect the Transformer and Switch. Do you have one at the job site? If not, we can recommend one and you can pay him directly. Works for you?

8. Please let me know if you have any questions or concerns. I want to make sure we cover all the questions now.

Thank you so much for your time. I will take the exact measurements and I will send them to the office assistant. She will email you the Formal Estimate.