



Dynamic Glass

# View Service and Support Packages

## Maximize the Value of Your View Dynamic Glass Investment

To protect your investment, your View Dynamic Glass purchase comes with a standard warranty that includes:

- 10 years warranty on IGUs (non-sloped glazing)
- 5 years warranty on IGUs (sloped glazing)
- 5 years warranty on Balance of System (BoS)
- Commissioning and training during initial set up

While our warranty offers you industry-standard protection for your Dynamic Glass investment, View Service and Support Packages provide additional benefits that maximize that investment.

All of our Packages are annual subscriptions.

Available in three different packages, View Service and Support allows you to choose the package that best meets your organization's needs.

### Silver Package

In addition to the standard warranty, the Silver Package includes:

- ✓ Additional year of BoS warranty coverage, up to 5 years
- ✓ Window controller replacement parts on site
- ✓ Monthly diagnostics and annual Intelligence® customization

### Gold Package

As the most popular choice, our Gold Package comes with all the benefits of the Silver Package, as well as:

- ✓ BoS labor coverage for any warranty replacement
- ✓ Guaranteed 4-hour response time for any issues reported
- ✓ Annual in-person system review and check-in
- ✓ Annual post-occupancy training led by a View expert

### Platinum Package

As our most comprehensive package, View Platinum Package gives you ultimate control of your Dynamic Glass investment. In addition to the Gold Package, it comes with:

- ✓ Complete coverage of any warranty replacement, including shipping, handling and installation labor costs
- ✓ Connoisseur-level service with guaranteed 1-hour response time through a dedicated View point of contact
- ✓ Unlimited onsite troubleshooting, Intelligence® customization, onsite rezoning, and user authentication support
- ✓ Bi-annual in-person system review and check-in
- ✓ Unlimited post-occupancy training led by a View expert

At any of the three levels, View Service and Support allows you to fully leverage the power of your next-generation Dynamic Glass and provide invaluable peace of mind.

# Choose the package that's right for you

	Silver Package	Gold Package	Platinum Package
<b>Service and Parts</b>			
Standard Warranty	✓	✓	✓
BoS Warranty Extension	✓	✓	✓
Window Controller Parts on Site	✓	✓	✓
Warranty Replacement Labor Coverage		BoS	IGU and BoS
Warranty Replacement Shipping and Handling			✓
<b>Support</b>			
Monthly Diagnostics	✓	✓	✓
Response Time	24 hours	4 hours	1 hr (dedicated PoC)
Intelligence® Customization	Annual	Annual	Unlimited
Post Occupancy Training		Annual	Unlimited
System Review and Check In		Annual	Bi-annual
Onsite Troubleshooting			Unlimited
Rezoning			Unlimited
<b>Software</b>			
App and Security Updates	✓	✓	✓
Network Connectivity Package (Includes Cellular Modem)	✓	✓	✓
Automatic Alarm Response		✓	✓
Monthly Diagnostic Reports		✓	✓
Access Methods	Email/Phone	Email/Phone	Dedicated Access Line

More detailed Service and Support benefits offering benefits available upon request.



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