



Customer Success Guide





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Section 1:

Introduction

The Customer Success Guide is intended to educate building owners and occupants on what to expect with their SageGlass experience. Please contact your SageGlass Project Manager if you have any questions.

Glossary of SageGlass Terms

Term	Definition
Automated mode	A smart algorithm, along with real-time 360-degree sky sensor readings, automatically chooses one of the 4 (SageGlass Classic®) or 8 (SageGlass Harmony®) tint states to maximize comfort and daylight and to reduce glare in the space. This is the default control for the system.
Manual override	User override of the tint state of a room/zone(s) via Wall Touch Panel, Symphony Mobile App, or Building Management System (BMS).
Zone	A grouping of a row of individual windows within a room
Room	Comprised of zones within a physical room or designated space
Scene	A customized tint pattern users can deploy for a predefined amount of time
Event	A customized tint pattern that has a predefined schedule

Section 2:

SageGlass Contacts

The roles listed below are the key individuals that will be involved throughout the project to assist you in planning, design, construction and post-occupancy.

Project Manager (PM)

The Project Manager will successfully guide the project team throughout the construction process, from planning and design execution of the custom SageGlass Controls System through construction and the owner's training. Your Project Manager will work directly with the building owner and key occupants early in the construction phase to provide consultative guidance on key decisions to help maximize their experience with the product.

Project Specialist (PS)

The Project Specialist will lead the system commissioning following the installation of the Insulating Glass Units (IGUs) and Controls System.

Field Service Team

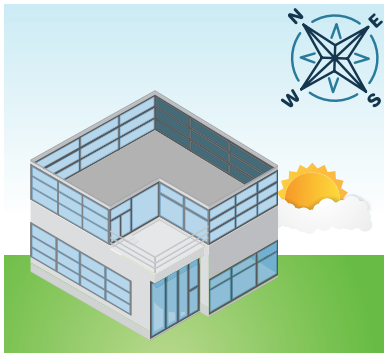
Post-occupancy, the Field Service Team will make technical adjustments to fine-tune the system to best serve occupant needs. These adjustments will be based on feedback received from a designated member of your team, who is responsible for overseeing the occupant experience in your building equipped with SageGlass. fieldservice@saint-gobain.com

Section 3:

SageGlass Operational System Overview

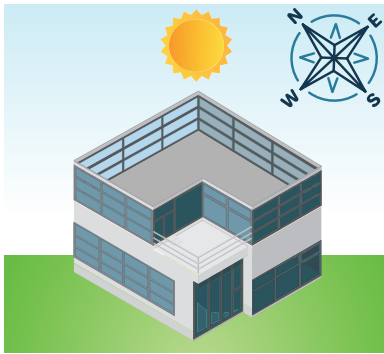
The SageGlass Controls System, or communications hub, operates the dynamic glass, providing intelligent tinting behavior in response to the sun to maximize occupant comfort, well-being and energy savings. The system is highly customizable to suit specific user preferences. With four (SageGlass Classic) or eight (SageGlass Harmony) tint states, the SageGlass system offers control when and where you want it and automation when you don't.

While every building is unique, below is a generalized representation of how your SageGlass system will behave over the course of a typical, sunny day. In areas with multiple rows of SageGlass, rows within a single room may differ in tint level throughout the day to maximize daylighting and reduce glare and heat.



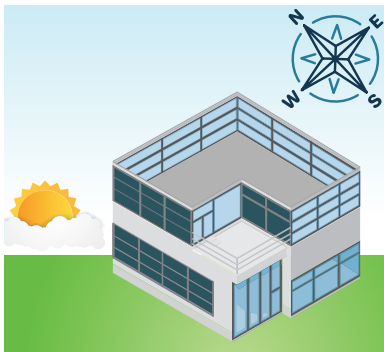
Sunrise

The sun's low position on the horizon can create significant glare on the east side of a building. SageGlass responds by fully tinting east-facing windows, while the rest of the building remains clear or in Light tint state to maximize daylight harvesting.



Afternoon

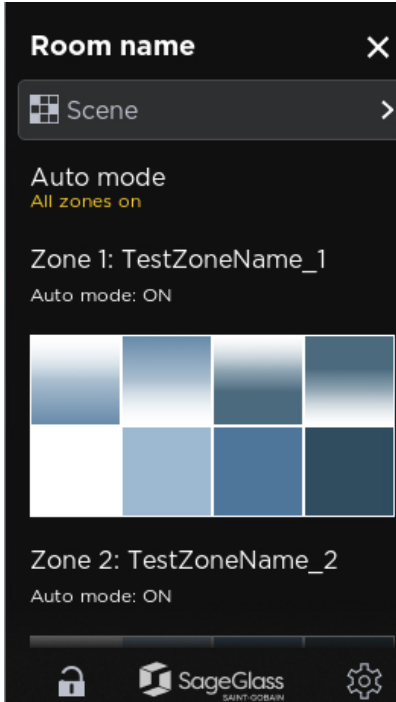
As the sun passes overhead, windows facing east, south and west respond based on real-time inputs and pre-defined automations. Typically, southern windows are set to Full tint to maximize glare and heat control, while the eastern and western windows are set to Light or Medium tint, allowing moderate glare and heat control.



Sunset

As the sun prepares to set, occupants seated near the west façade are subject to strong glare conditions. Typically, the west-facing windows will fully tint, while the rest of the building remains clear or in a light tint state to maximize daylight harvesting.

There are two key user interfaces as part of the SageGlass Controls System: The Wall Touch Panel and the Symphony Mobile App. These provide users with the ability to override the system intelligence, a smart algorithm, through manual control of “Zones” which are groupings of individual windows. Zones consist of rows of glass within individual rooms/spaces, providing users optimal control and maximum comfort.

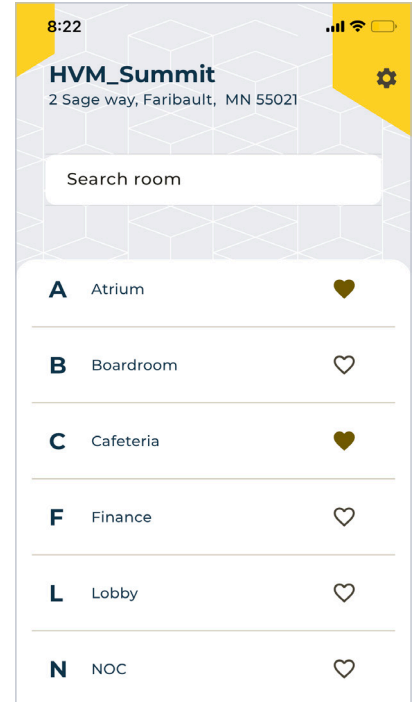


Wall Touch Panel

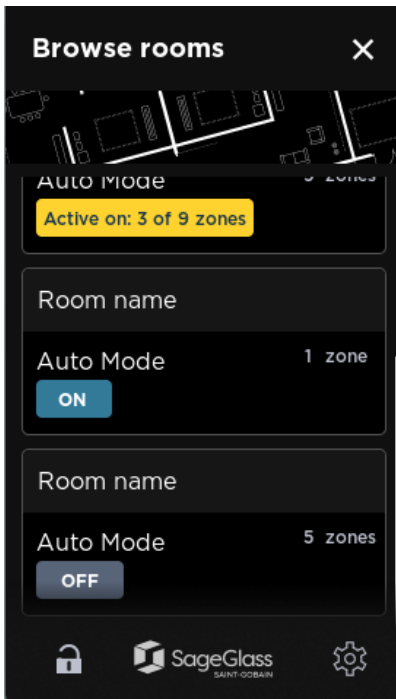
ROOM CONTROL

Both the Wall Touch Panel and Symphony Mobile App are configurable to allow customized control of the glass in a room on a zone basis.

- Room name
(maximum character count: 19 characters)
- Zone name
(maximum character count: 21 characters)



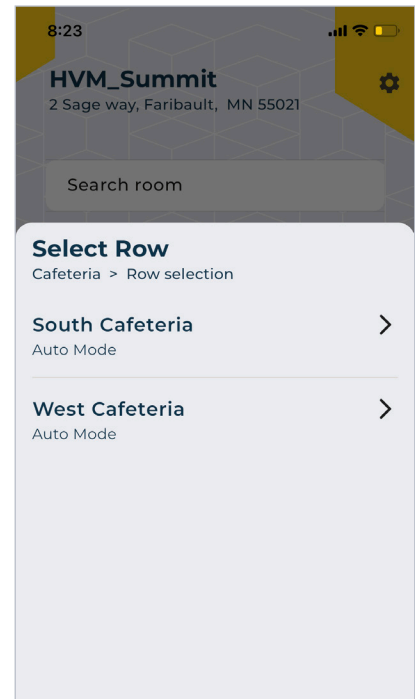
Mobile App



Wall Touch Panel

AUTO MODE

Auto Mode indicates which zones are functioning automatically, and which are functioning based on a user’s input (manual override).



Mobile App

Section 4:

SageGlass Functionality & Network Requirements

Your SageGlass system is configured to meet the specific needs of your space and ensure a comfortable experience for occupants. While the system provides a level of control and flexibility, ensuring that users can make real-time adjustments, there are certain functionalities or presets that cannot be changed via the Wall Touch Panel, the Symphony Mobile App or SageGlass Portal.

Below is a quick overview of what users Can & Cannot do:

	Can Do	Cannot Do
Manual Override Controls (Wall Touch Panel & Symphony Mobile App)	Control individual zones/rooms	Create your own zones/room classifications
	Choose between 4 tint states (Classic) or 8 tint states (Harmony), as applicable	Control individual Insulating Glass Units (IGUs)
	Verify current tint levels	Adjust tint levels beyond the specified 4/8 tint states
		Add or review event schedules
		View duration of automated mode tint state
	Set system back into auto mode	Change the light level set points
Wall Touch Panel only	View programmed rooms and zones	Arrange displayed order of rooms/zones
	Deploy Custom Scenes	Configure Custom Scenes
	PIN code protect access	Manage user access
	Choose from standard preset backgrounds	Customize background image or font
	Override current tint level for a pre-defined amount of time	Adjust override time
Symphony Mobile App only	Users can select and view their favorite rooms	Create rooms
	Search for rooms and zones	Create custom tint schedules
	Custom tint durations	Issue custom scenes
	Tint percent progress	Create zones
SageGlass Portal (for use with Symphony Mobile App)	User management: Add/delete users to the App	User activity visibility
	Setup user grouping and mapping of groups to specific rooms	Issue tint commands

To ensure the smooth operation of your SageGlass system and an optimal user experience, we provide the following guidance on network requirements.

	No Internet Required	Cell Modem	Vendor Provided Internet	Explanation
Symphony Automated Mode	X			Maestro automated operation of the SageGlass system requires no internet connection.
Wall Touch Panels	X			Wall touch panels allow for manual commands with no internet connection needed.
SageGlass Initial Commissioning		Minimum Requirement		While possible to use a customer-provided internet connection, commissioning typically occurs before internet is active, so we employ a cell modem to bridge this gap.
SageGlass Support and Troubleshooting		Minimum Requirement	Preferred Option	Continued support and issue troubleshooting of the SageGlass system requires an enabled remote connection using outbound internet.
Symphony Mobile App / Portal		Minimum Requirement	Preferred Option	The Symphony mobile app is cloud-integrated, meaning app-based control requires a persistent internet connection. We recommend a vendor network for optimal performance.
Symphony Data Logging			Minimum Requirement	The data consumption requirements associated with remote logging for diagnostics and support exceed what is possible with a cell modem, meaning a direct network is required.
BMS / BACnet Integrations to SageGlass System	X			Our system integration into BACnet is supported locally and does not require an internet connection.

Section 5:

SageGlass Customer Success Meeting

We recognize the importance of early engagement, which is why we prioritize discussions with key stakeholders at the outset of the construction process. Together, we'll ensure that every decision on your customizable SageGlass system will deliver an unparalleled experience and long-term satisfaction for building owners and occupants.

The Customer Success Meeting is tailored to ensure that early system design decisions will ultimately meet the needs of your unique space. The SageGlass Project Manager will work closely with the building owner to organize a meeting before construction commences to educate users and offer consultative guidance on important decisions.

Key decisions include:

- Determining the forms of manual control used to override automated tinting, which can impact the construction phase
- Establishing the level of manual control tailored to meet different users' needs
- Determining the placement and quantity of Wall Touch Panels, which can impact the construction phase
- Naming of rooms

While many decisions are software-based, it's essential to understand that decisions like the quantity and placement of Wall Touch Panels directly influence construction and require earlier action.

We understand that these details may not be at the forefront of your considerations yet. That's precisely why we're here—to provide expert guidance and best practices, ensuring an exceptional experience for building owners and occupants with SageGlass.

Who should attend?

Because every project is unique, participants may vary based on your specific project needs. The SageGlass Project Manager will help you identify key stakeholders in addition to the standard recommendations below.

Who should attend:

- Key Users
- The Building Owner
- SageGlass Territory Manager

Optional to attend:

- Interior Architect
- General Contractor



Meeting Outline

Introduction

- Introductions
- Review meeting goals
 - Understand occupant needs related to manual control
 - Make key decisions for the SageGlass system that impact occupant success

System Overview

- How to interact with the SageGlass System
- Automated mode
- Manual override controls
 - Wall Touch Panel
 - Symphony Mobile App (and SageGlass Portal for app user management)
 - Building Management System (BMS)

Customer Success

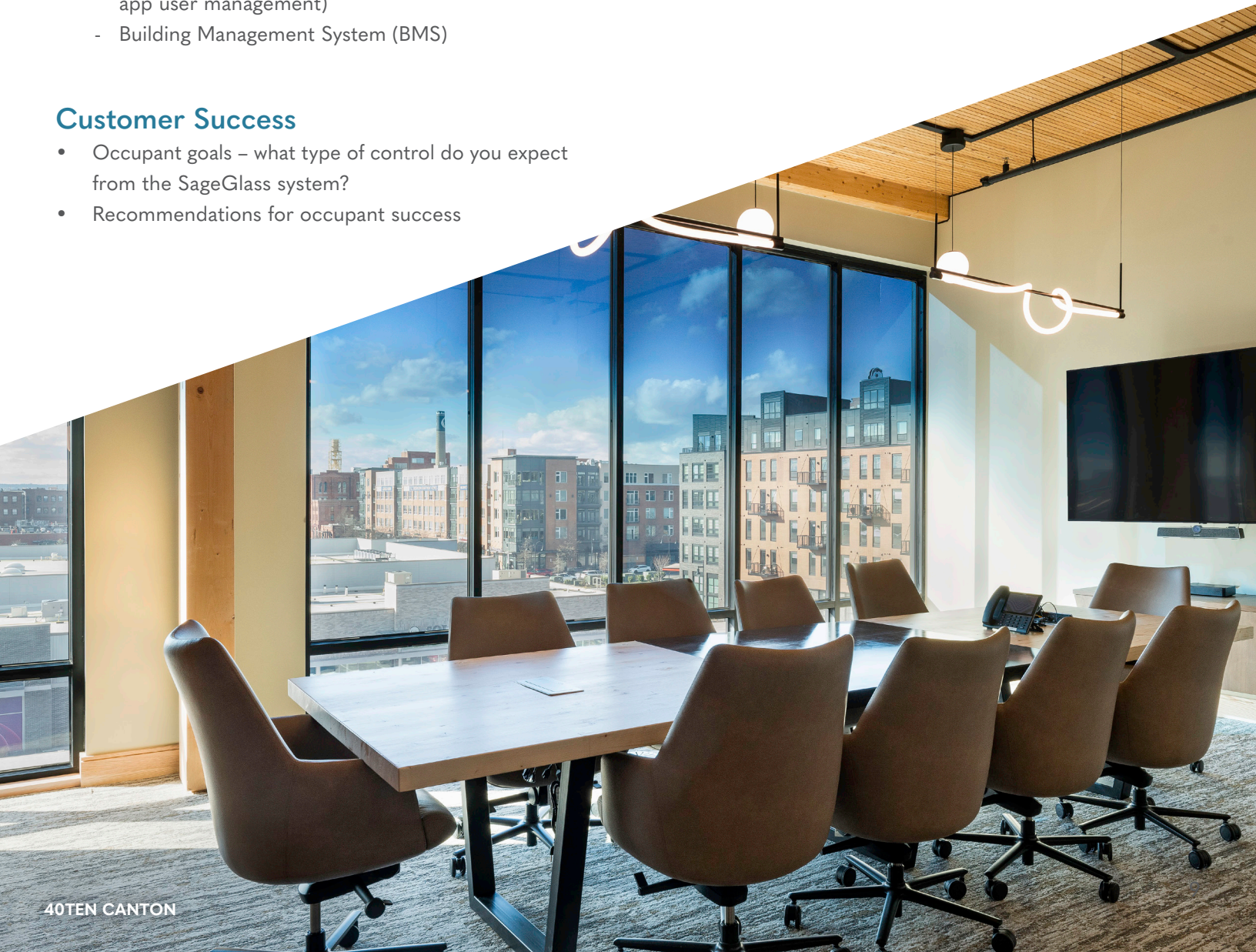
- Occupant goals – what type of control do you expect from the SageGlass system?
- Recommendations for occupant success

User Experience – Part 1

- Placement of Wall Touch Panels and rooms controlled by each
- Other manual controls
 - Symphony Mobile App
 - BMS integration

User Experience – Part 2

- Naming of rooms
- Identify a SageGlass Portal administrative user(s)



Section 6:

SageGlass Commissioning Process

During the commissioning process, we ensure that your custom SageGlass system is meeting the design requirements and performing optimally prior to building occupancy. With a variety of fixed and variable inputs unique to each project and SageGlass system, our process is engineered to ensure quality, performance and a great user experience.

What to Expect

The commissioning process consists of both remote and on-site verifications and quality assurance testing led by the SageGlass Project Specialist. During commissioning, we thoroughly test the quality and performance of the glass and sensor operation, zoning, automated mode, manual override controls, and the custom system settings.

During commissioning

- Random windows or rows of glass tinted or clear at times that seem “out of sync” with the sky conditions
- Portions of glass clear for an extended period of time
- Wall Touch Panels, Symphony Mobile App, and Building Management System control will be inoperable until commissioning is complete

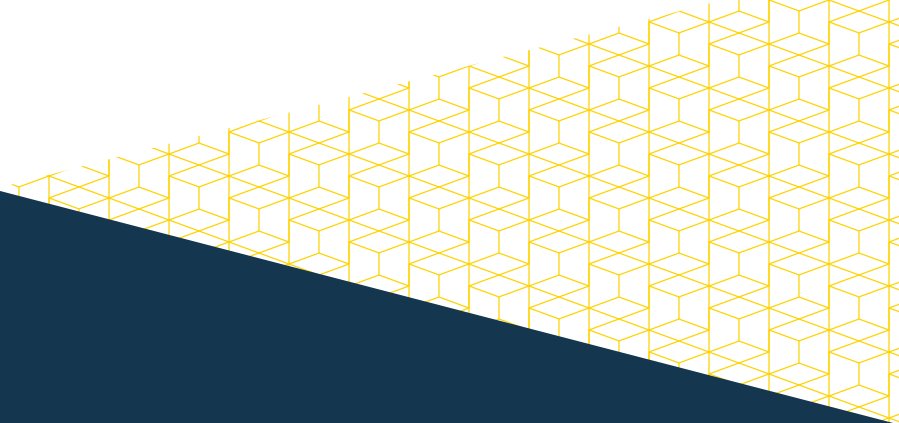
This is all a normal part of system start-up and quality assurance. To prevent arbitrary system inputs during quality assurance testing, manual override controls will be inoperable for users until commissioning completion. Manual override controls will be the final components within the SageGlass system to undergo verification.

Post-commissioning

- Applicable manual override control(s) will be enabled (Wall Touch Panel, Symphony Mobile App, BMS)
- Users will be able to send manual tint commands to pre-configured rooms/zones via manual override control(s)
- User administrator of the SageGlass Portal will be able to add users to the Symphony Mobile App (if applicable – requires Symphony Mobile App)

The SageGlass Project Manager will notify key users at the start and upon completion of the commissioning process. The duration of the process depends on several variables, including project size and level of system customization. Following commissioning, the Project Manager will schedule and conduct an Owner’s Training session with key building occupants, identified by the ownership team, prior to building turnover.





Learn more at [SageGlass.com](https://www.SageGlass.com)



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