



SmartVent Installer Accreditation Agreement - Business

This agreement is between **Simx Limited** and the below-listed Company.

Company details:

Company name

Company address

Contact

Job Title

Phone

Email

Areas serviced

Optional:

Admin Contact

Phone

Email

Simx Limited invites you to become an Accredited Installation business for SmartVent. This contract forms the conditions of our agreement and is made between Simx and the business, a separate contract is entered into between individuals and Simx. This Accreditation includes commitments of all parties and is valid at the discretion of Simx Ltd.



Simx Limited Commitments:

1. General

- a. Simx will host annual SmartVent training courses related to technical, installation, and sales aspects of the brand aimed at Accredited Installers.
- b. Promote the benefits of using an Accredited Installer to homeowners on www.smartvent.co.nz.
- c. Maintain a national brand presence in the home ventilation market for the SmartVent brand.
- d. Oversee these commitments and associated businesses to ensure that the brand remains one to be proud to be associated with.

2. Rewards & Benefits:

- a. Simx will provide marketing collateral in the form of social content, brochures, quotation forms and videos. These resources will be made available through the login portal and kept up to date there.
- b. Simx undertakes that a portion of direct to consumer promotions will be made exclusive for installations only by Accredited Installers.
- c. Once quarterly review the progress of businesses towards milestone rewards and issue rewards based on progress at this time.
- d. Provide either a quarterly update on points status or make available through a live platform current points status to the installers.
- e. Host an automated reminder service for consumers to update their lead progress (only applies to leads issued by SmartVent for opted in customers)

SmartVent Accredited Installer Commitments:

1) General

- a) Ensure that your company and individual employees are registered and have undergone the specific training required to become a SmartVent Accredited Installer.
- b) Businesses must maintain staff members with current qualifications to retain their status.
 - i) If the business operates across multiple regions/branches, then each branch must have a qualified representative for that region/branch to achieve an endorsement (excluding designer).
- c) Businesses may be asked to complete a random audit of their SmartVent installations once annually or as required based on consumer feedback. A completed log should be made available within 2 months.
 - i) Audits will be conducted through photos of the install taken by yourself and sent through to sparkies@smartvent.co.nz along with the completed audit form.

2) Standard of Service for all SmartVent related work:

- a) Adhere to the SmartVent Accredited Installers Code of Conduct.
- b) Display your current SmartVent Accredited Installer badge/lanyard with your SmartVent qualifications.
- c) Register installations, within 3 months of the install, online at <https://www.smartvent.co.nz/product-registration/> (copy of invoice/quote to be uploaded) or send an email with a copy of your invoice attached to sparkies@smartvent.co.nz for the office to register it on your behalf. This ensures that:
 - i) The customer is protected with their five-year warranty
 - ii) You earn points towards your rewards.
- d) If you are receiving SmartVent issued leads:
 - i) The minimum expected conversion rate of leads to sales provided by Simx is 25%. Refer to conditions of three strike rules subclause (5c).
 - ii) Respond to leads in a reasonable time to arrange an appointment (within three working days of receiving leads).
 - iii) You must apply a SmartVent Accredited Installer logo to company vehicle(s).

3) Finance

- a) Q Card must be offered to clients. SmartVent supports you in processing payments and applications for all jobs completed on Q Card.

4) Rewards & Benefits:

- a) Rewards will take the form of free product – details to be provided separately.
 - i) Rewards are earned by achieving set product installation targets and registering installations within 3 months of installation date.



- ii) Installation targets are set by region and assigned to businesses in that region. National targets may also be set where appropriate.
 - b) Product registrations against the business counts towards rewards and registrations must include proof of sale.
 - c) **Specialist**
If a business has a qualified SmartVent Specialist, you can opt in to receive leads.
 - i) A trial period may be implemented when first opting in.
 - ii) Ability to offer Q Card at a subsidized level to help boost sales. SmartVent will cover the fees of the SmartVent portion only. If you wish to add other products/services to Q Card, the cost of this portion will be covered by yourselves.
 - iii) Support with shop displays and product samples.
 - d) **Consultant**
Businesses with a qualified SmartVent Consultant are entitled to be on the Warranty Fast Track
 - i) Warranty Fast Track entitles you to immediate supply of replacement parts at no cost on notification to Simx of product failure
 - ii) Faulty product must still be returned to Simx within 2 months or benefit forfeit as detailed in strikes.
 - iii) If a non-faulty product is received by SmartVent and had a part issued for free under Warranty Fast Track then the business must make payment for that part and benefit will be forfeit as detailed in strikes.
- 5) **Consequences if Conditions not met:**
The business must demonstrate measurable service levels, which includes:
- a) Installers lose the above benefits and rewards immediately if they install a competitor's product on a lead that is supplied to you by Simx Ltd (exceptions are if you notify us upon receipt of the lead that you have already received it from elsewhere or if no SmartVent stock is available in a reasonable time.)
 - b) Businesses must maintain staff members with current qualifications to retain their endorsements. If non-renewal or no Qualified staff, Accreditation will be placed on hold until resolved.
 - c) **Strike System**
Accredited installer status and endorsements operate on a strike system, the first and second strikes result in a task being set to resolve the issue and or a standdown period.
 - i) 3 Strike rule applies if any of the following occur but not limited to:
 - (1) Poor Reviews/Complaints – Review will be investigated, and any corrective action taken (this may not count towards a strike dependent on the outcome of investigation).
 - (2) Preventable Warranty Claim – If an install has failed due to something the accredited installer could have avoided (e.g., surge protection not installed, poor installation, backwards wiring, poor or incorrect selection of system), the installer will be required to re-sit the appropriate training.
 - (3) Not maintaining the service expectations and conversion expectations.

If you receive a strike, the following will take place:

 - Strike 1 – Company stood down for 6 months and or completed further training.
 - Strike 2 – Company stood down for 1 year and or completing further training.
 - Strike 3 – Company loses their endorsements or accreditation or depending on severity both. An accreditation standdown period of 3 years will then apply. No charge will be incurred as a result of the strike system unless as it relates to unreturned samples or free-issued non-faulty warranty product.
- 6) **Recommendations:**
- a) We recommend that you carry or have in stock spare parts for items that are most common to replace – refer to SmartVent Accredited Installers Code of Conduct for a recommended list.
 - b) Display a SmartVent logo on company vehicles and at your place of business (requirement for companies receiving leads).



Name of Accredited Installers Specialists for Business:

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Preferred Wholesaler and Branch

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Main Contact Person at that Branch

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Signed on behalf of Simx Limited:

Name:

Date:

Signed:

Signed on behalf of Company:

Company Name:

Name:

Date:

Signed:

By signing you certify that you agree to this contract and any associated documentation including, but not limited to: SmartVent Code of Conduct, SmartVent Warranty Conditions, Individual Accreditation Contracts