

Frequently Asked Questions

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Learn more about the InteliGlas business proposition

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Automation is the key to saving money, increasing Net Operating Income, and property valuation increase

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Break it down – what equipment comprises the InteliGlas solution



InteliGlas – Smart Building Solutions

The latest in Smart Building Technology

InteliGlas has invented an autonomous-acting artificial intelligence system – known as RipleyAI™ – proven success reduce office building energy by up to 65%. Its autopilot technology is a self-learning, adapting, monitoring, optimizing, and controlling all of an office building's systems, including HVAC, lighting systems, access control, and much more. It also monitors air quality in a building, providing detailed reporting on six key factors that show whether the air is clean, or safe for tenants, students, or workers.



InteliGlas Business Proposition

What does InteliGlas do?

InteliGlas fully integrates all building systems, provides sensory-capabilities, and puts all the data into the artificial intelligence system – RipleyAI™. It is like installing an autopilot. Customers save 30% to 40% on utility costs and InteliGlas brings many other points of value, including access controls, accounting, day porter efficiency, tenant satisfaction, vendor management, and prolonged equipment life.

The web-based platform is easy to use and offers landlord, management, broker, and vendors a complete look at the building and files. Also, tenants have a simple-to-use page that provides environment adjustment, air quality, file management, and the ability to add more features.

Owners with the InteliGlas Smart Virtual Asset Engineer solution have a unique distinction and competitive advantage over other properties.



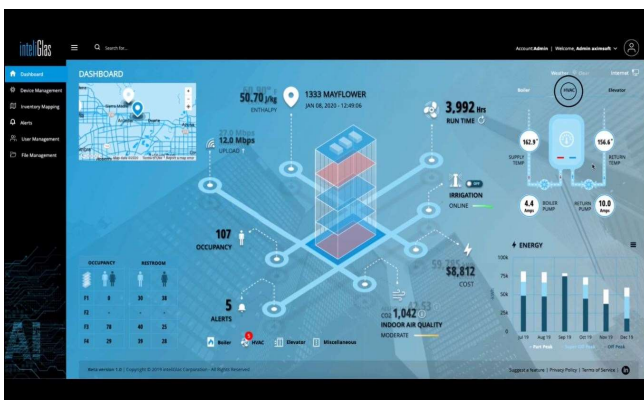
What does the name “InteliGlas” mean?

InteliGlas derives its name from dual meanings, “a single pane of glass” and “Intelligent lock.” Of note, “Glas” is a Gaelic term meaning “lock,” as in a security device. Our platform brings intelligence to building operations and secures the building from cybercriminals.

How easy is it to use InteliGlas?

The InteliGlas dashboard is cloud-based so that you can reach your building’s data and control from anywhere in the world. InteliGlas centralizes command & control for all building systems, so managers do not have to learn a dozen different methods or get certified.

A building owner, manager, and asset manager can delegate specific controls, such as environmental control to tenants, vendor management specifically for device and system assessment. A broker can also access as part of the property team for particular file management viewing.



InteliGlas seems too good to be true. Explain?

The complexity of integration and the simplicity of the InteliGlas dashboard can draw such a statement.

What distinguishes InteliGlas from the other smart platforms?

All building analytic companies “read” data and provide reports for manual intervention. The InteliGlas superpower is the ability to “write” or automatically instruct the building systems to change with manual intervention. The system is not focused on one point or delivering an operations model. It provides multiple locations of value and offers autonomous action through RipleyAI on a 24x7x365 basis. RipleyAI is constantly triangulating millions of data points and quickly taking action to bring efficiency, savings, and health to the workplace. InteliGlas is redefining smart.

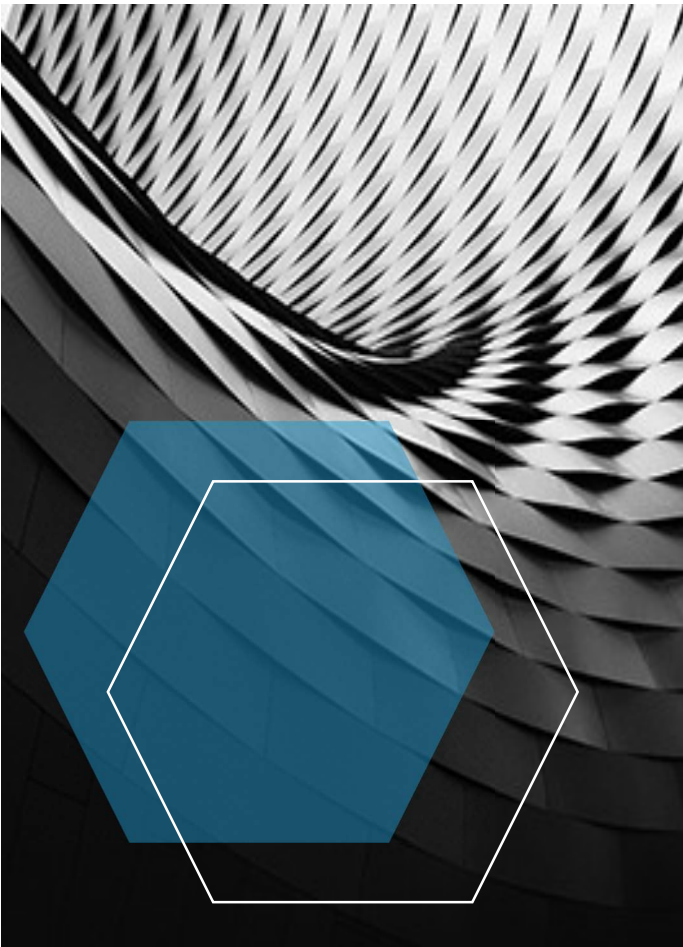
What is Clean Air by InteliGlas?

The CleanAir by InteliGlas™ module delivers unparalleled high-quality indoor air. It transforms the indoor-air into a virus-resistant atmospheric medium suppressing spread of diseases like COVID-19. Managed by RipleyAI, the art of ionization, air filtering, and ongoing monitoring to benchmark qualities brings validation and efficiency while protecting equipment lifetimes. The data forms a historical benchmark and validation for compliance in regulatory requirements.

Why should I install the InteliGlas platform?

There are many reasons:

- Utility cost savings, increased NOI, increased property value
- Clean air bringing health to the workplace and meeting regulatory standards (i.e., Well and other health standards)
- Prolonged equipment life
- Mitigated risk and cybersecurity of building systems
- Remote monitoring and control
- Empower tenants to increase tenant satisfaction
- One-time investment for future technological innovations
- Gain keen insight into the building through virtual eyes without setting foot into the building



What innovations lay ahead for the future?

As technologies evolve and sensors are enhanced, InteliGlas designed a platform to integrate any IoT sensors and systems to the platform easily. Meta-holistic hive learning with machine learning is continuously improving RipleyAI. InteliGlas is your last technology management purchase.

What happens if a sensor fails or breaks, or any other InteliGlas equipment breaks?

InteliGlas guarantees and warrants the sensors. If there is a fail, break, or battery that requires replacing, the InteliGlas team will be there to service and repair 365 days a year.

Does InteliGlas have a warranty?

Yes, InteliGlas warrants all hardware devices installed as part of the smart platform.

What happens if there are tenant improvements or renovation projects in the building. Who is responsible for Services & Maintenance?

InteliGlas offers a network of InteliGlas Certified Partner Integrators who are available to consult and manage your project to support the InteliGlas integrated services to avoid disruption. The InteliGlas Certified Integrators are positioned to service the relationship and serve the building owner for ALL service & maintenance activities.



Describe the business deployment model.

The InteliGlas Certified Partner Integrators will work with you to assess your property. They will ask for your electrical bill, floor plans, and for contacts within the property to discuss critical issues that need addressing. They will perform a walk through and take photos, capturing the building systems and equipment.

The InteliGlas proposal describes the RipleyAI platform, sensors, cameras, and other sensors that are recommended for each property. An initial set up fee supports the commissioning of servers, sensors, and connections to establish InteliGlas in the building.

A monthly subscription fee at \$0.045 per square foot per month covers all functional operations, warranty, upgrades, and maintenance. In general, InteliGlas estimates two days per floor or approximately ten days to complete the installation.

How much training comes with it?

Training includes:

1. One-on-one remote or onsite training is provided by the IntelliGlas Certified Partner, supported by IntelliGlas
2. A series of video training sessions are available, broken down by topic.
3. IntelliGlas knowledge platform supports a computer bot question and answers solution.

What specific services are provided in the monthly fees?

The following:

- RipleyAI – artificial intelligence to automatically optimize operations
- Remote access to IntelliGlas Control and Reporting Cloud Dashboard
- Tenant Control Portal – user management controls
- Software Version Updates Included
- Continuous Innovation of Software Platform Included
- Future integration to new technologies/platforms, such as accounting
- Continuous data analytics
- 24/7 Cybersecurity Protection of the Building Management System



Is there Customer Support?

There are a computer bot question and answer function located on the IntelliGlas website. If your answer can not be solved, and the problem is technical, an email will be necessary for ticketing the issue and one of our technicians will respond. Your first line of support is the IntelliGlas Certified Partner Integrator for in-person, email, or telephone support for the IntelliGlas platform.

Is there technical support?

Your first line of support is the IntelliGlas Certified Partner Integrator for in-person, email, or telephone support for the IntelliGlas platform. The IntelliGlas technical team will respond to background problems, bugs, device malfunction, or equipment failure, all of which IntelliGlas warrants. These can be reported to the IntelliGlas Certified Partner Integrator or communicated via the ticketing process found on the IntelliGlas website.

Savings & Return on Investment

Re: the IntelliGlas minimum service level guarantee of 20%. How does this work?

IntelliGlas uses the previous years' KWH usage. After the completion of the IntelliGlas install, the system compares KWH usage for eighteen (18) months. Performing this study quarterly IntelliGlas is confident that 20% will be achieved. If it falls short up to a 25% cap, the difference will be applied against the monthly subscription fee.

Give specific examples of how energy use is decreased.

IntelliGlas uses a proprietary set of algorithms that cover the following general areas for energy optimization:

- **Automated Dynamic Scheduling and Occupancy:** IntelliGlas manages the primary on/off scheduling of the HVAC and other applicable building systems, and factors occupancy into the equation using zone optimization
- **Automated Weather Forecasting:** RipleyAI uses machine-learning in the application of statistical modeling to adjust the building for incoming weather.
- **Fault Detection Filtration:** RipleyAI automatically monitors for restricted filter medium.



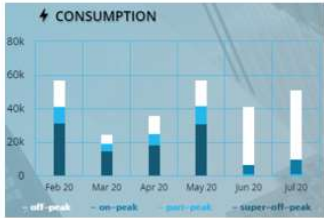
Besides Energy savings, what are the other values of IntelliGlas?

We estimate the utility cost savings to be 20% of the IntelliGlas value. The other 80% includes many value points:

Cyber security for the building management systems	Preventive maintenance	Low risk mitigation translating to lower insurance premiums
Efficient deployment of human capital	Tenant Retention tool	Air quality monitoring and reporting
Reporting – utility benchmarking	Automated dynamic scheduling and Occupancy	No more run to fail – Emergency repairs
Increased property value	Irrigation Management	Additional revenue sources
Fault Detection Filtration	Tenant empowerment portal	Leak detection

Are there any Reports offered on the platform?

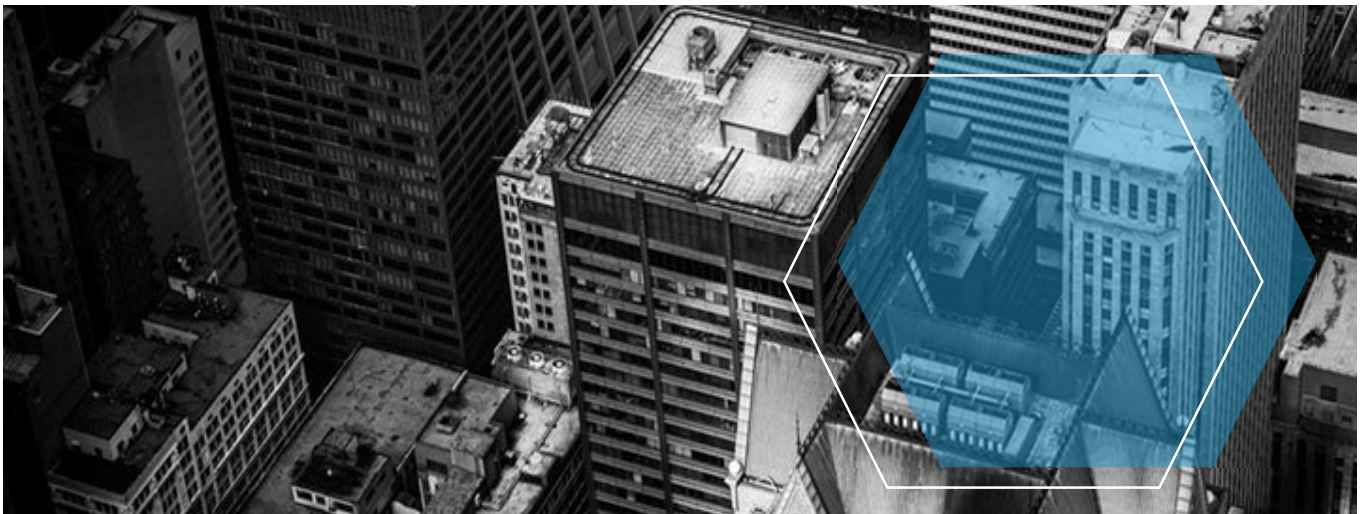
Yes, there are benchmark reports for electrical usage, air quality reports, restroom counts, floor and building occupancy, human inputs training for RipleyAI, and other customizable reports as desired. IntelliGlas supports the rapid delivery of custom reports for regulatory compliance or management reporting.



How does IntelliGlas help extend equipment lifetimes?

RipleyAI turns on buildings in zones. This zonal control translates into lifetime extensions on the equipment, filters, ionizers, lights, and other connected equipment.

Further, by continually monitoring and evaluating the performance of each system, RipleyAI can identify device degradation, and provide alarms and alerts to diagnose and fix systems before a catastrophic failure occurs rapidly.



Is it true IntelliGlas lowers my insurance premium?

Yes, IntelliGlas has proven mitigated risk with Hartford and Alliant insurance, both who have underwritten reduced cost policies for the IntelliGlas platform.

Will your software replace jobs?

In most cases, clients are keeping engineers to train up RipleyAI and to improve tenant relations, rather than dealing with the “I’m hot,” and “I’m cold” calls.

What happens if I fail to fulfill the contract or fail to make payment?

Just like a phone or cable service, the IntelliGlas service will be discontinued after 60 days of non-payment.

Does IntelliGlas offer any financing options to help with the installation?

Yes, IntelliGlas offers a short-term package called 10 and 10. 10% down and ten equal installments within the first ten months. A longer-term option is also available by connecting with your IntelliGlas Certified Partner Integrator, or by talking directly with IntelliGlas.

How would you calculate an ROI?

Take your annual energy cost savings and divide by the IntelliGlas install cost. An example – a 100K SF building with an average yearly electrical price of \$294K, the following calculations should be considered showing 20-50% savings:

		20%	30%	40%	50%
Current Cost	\$ 294,000	\$ 235,200	\$ 205,800	\$ 176,400	\$ 147,000
Net Savings		\$ 58,800	\$ 88,200	\$ 117,600	\$ 147,000

If the install cost was \$85,000, and we saved 30%, the ROI is in the first year. These savings can determine other factors of return from Advanced Smart Building technology. ROI factors relating to risk management, regulatory compliance, or tenant satisfaction can produce additional cost avoidance factors or rent increase opportunities.

These drive the bottom line Net Operating Income (NOI) and enhance property value. As in the example above, 30% savings (\$88,200) capped at 6.5% increase the property value by \$1.350M.



Specifically, the case study examines the billing from utility provider Southern California Edison™ for the property in question, an 85,000 sq ft, four-floor office building in Southern California, located at 1333 Mayflower St. Monrovia, CA 91016.

“Even in a dynamically changing environment... IntelliGlas’ platform still pushed down kwh and costs substantially year-over-year.”

The examination concludes the actual and forecasted of forty-four percent (44%) reduction of energy usage on projected cost savings of an estimated \$265,000 annually. The resulting increase in the property market value increase is \$4.41M due to the reduction in operating expenditures. The case study provided herein covers the Problem Statement, Case Analysis, Outcome/Results, and Recommendations.



Technology & Installation

How is the IntelliGlas RipleyAI™ different from other commercial HVAC building management systems?

IntelliGlas RipleyAI™ does not replace building management systems. Instead, it takes immediate automated action based upon many data points to adjust the existing building management systems for optimum performance. It is like installing an autopilot for existing building management systems.

Tenant patterns, sun position, weather, and many other points provide RipleyAI with all aspects to take immediate actions to CFM, damper positions, setpoints, and other adjustments. The system is designed to key in on RipleyAI top priorities of tenant comfort and satisfaction.

Does the IntelliGlas system replace the existing building management systems?

No, IntelliGlas connects to the existing building management systems (BMS). If the building does not have a BMS, IntelliGlas will offer a good, better, and the best approach to best bring intelligence to the building.

How Does RipleyAI work?

IntelliGlas RipleyAI™ is continuously evaluating the data from sensors to tweak the climate or send any alarms or alerts for rapid response. The easy to use dashboard takes new inputs from management, engineers, and tenants to self-learn. RipleyAI hive learning, rules engines, and other predictive algorithms drive her performance.

Can IntelliGlas diagnose where problems are occurring?

By integrating directly into each operational device in the building, the IntelliGlas RipleyAI™ system is continually monitoring each system. When it detects an anomaly, it will report it, and identify which device is creating the defect. By pre-diagnosing where the problems might be, the supporting vendors (i.e., HVAC) can arrive with the right equipment in their vehicle for rapid remediation.



How does IntelliGlas predictive maintenance work?

The IntelliGlas platforms detailed analysis of the performance of all systems and identify those that are not performing as expected - anomaly detection. IntelliGlas can pick up unique frequencies, run patterns, and timing. Also, the platform draws from the manufacturer's specs and calendars future service dates based upon operational time for boiler, elevator, and HVAC systems. IntelliGlas can self-check functional health for other devices, such as sump pumps, and irrigation systems.

How does the AI assist with the personal preference of individual tenants?

The IntelliGlas tenant portal gives convenient access to a designated tenant contact per each suite (such as the office manager) to control their suite. This portal provides environmental comfort for temperature. These tenant inputs train RipleyAI to reduce future calls. Additionally, some owners will market access and reporting as a next value point. They can charge for reports about occupancy, density mapping, heat mapping, access controls, asset tracking, and air quality monitoring.

How does IntelliGlas help with Day Porter Management?

IntelliGlas tracks occupancy level per floor and keeps restroom in/out counts. The dashboard supports the setting for restroom counts and can send notifications via text or email to deploy the Day Porter when needed to the appropriate restroom. With Covid-19 concerns, sanitation policies can be more easily applied. With IntelliGlas, Day Porter staff can be more effectively scheduled, freeing up time for other tasks or tenant relations.

Why are the sensors necessary?

Sensors are used to continually monitor air quality, occupancy, climate, lighting, and other services such as flooding, irrigation, and more. These sensors provide data on tenant patterns, and the various points are used for rules engineers, predictive analytics, and RipleyAI. The positioning of the sensors is key to ensuring that each environment is kept in the desired state for each tenant.

Can IntelliGlas hold the vendor accountable?

Yes - Audit and tracking services for any vendor is in process.



Are existing sensors removed, or do you work with them?

InteliGlas can operate with all existing building related sensors, supporting the communications protocols required to receive data from them.

What do the sensors do? How complicated is it to deploy the sensors?

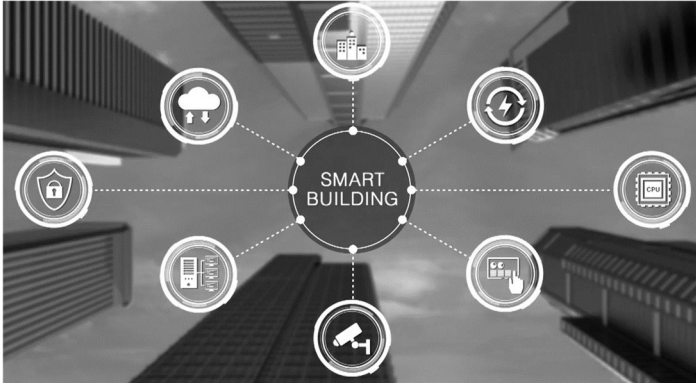
There are a few different sensors that InteliGlas uses in the basic configuration. Battery-powered wireless and hardwired detectors are connected to send data to the InteliGlas platform. They are strategically placed and deployed to detect a multitude of measurements, such as temperature, motion, sound, humidity, water leaks, shock, light, and air quality.

Do we need to make any adjustments to Wi-Fi to handle your system? What Wi-Fi system would you be installing?

InteliGlas installs a proprietary Wi-Fi network separated from the property's extensive Wi-Fi__33 network. The tenants, employees, visitors, and the public will continue to use the existing Wi-Fi__33 system at the building without interruption.

Does InteliGlas integrate with a pneumatic HVAC system?

InteliGlas operates on a digital signal. Analog pneumatic systems will require an upgrade for InteliGlas. There are three ways in which to update pneumatic systems, and InteliGlas will work with customers to identify a good, better, and best approaches.



Should the main ducts need to be cleaned for installation to work effectively?

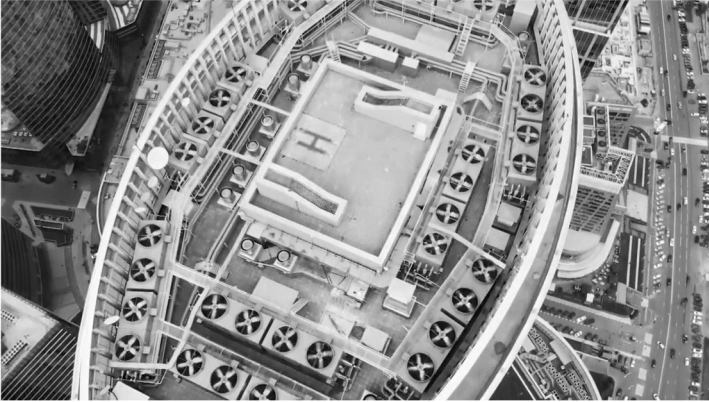
It is not required. However, InteliGlas recommends that ductwork be periodically inspected cleaned according to the ANSI/ASHRAE 180-2018 Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems, and the NADCA ACR 2013, Assessment, Cleaning, and Restoration, for good cleaning practices.

Some AI systems have been shown to increase stress on existing HVAC systems, creating more aggressive use, and reducing their lifespan. What can we expect in this case?

This edge-case condition is false. Industry and academic studies on autonomous-acting AI show that artificial intelligence extends the lifespan of equipment by not running-to-fail. Tenant patterns could dictate further micro climatizing and stage the operations into zones, decreasing run times. InteliGlas is unaware of any reputable study drawing a contradictory conclusion.

Based on your proposal, what physical changes will be made at each location, what vendors will be required (in addition to InteliGlas Certified Partner Integrators), and at what cost?

Outside quoted amounts, NO additional costs are expected. All installation activity is completed by InteliGlas and approved vendors working with InteliGlas. We have used landlord favored vendors for hardware purposes, but the software configurations are better served via the InteliGlas Certified Partner Integrators.



Will additional equipment or upgrades be needed to achieve the savings over the next 5-10 years?

The IntelliGlas platform is designed to be future-proofed. It used standard interconnection protocols to communicate quickly and can onboard any new technology that the future brings.

Can IntelliGlas use my preferred vendors for your install of the IntelliGlas platform?

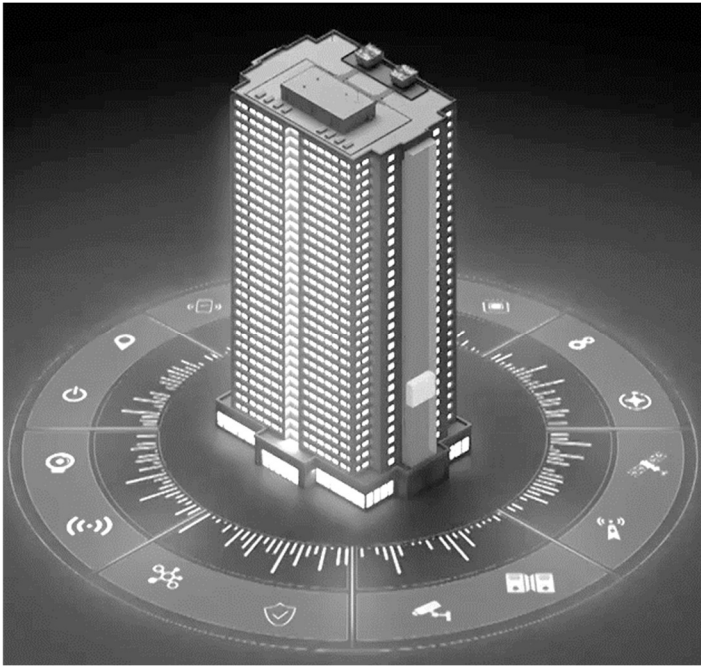
The IntelliGlas Certified Partner Integrators will work with your HVAC vendor, and a low voltage electrician act as subcontractors. If the customer does not have a preference, they can bring in an excellent local team.

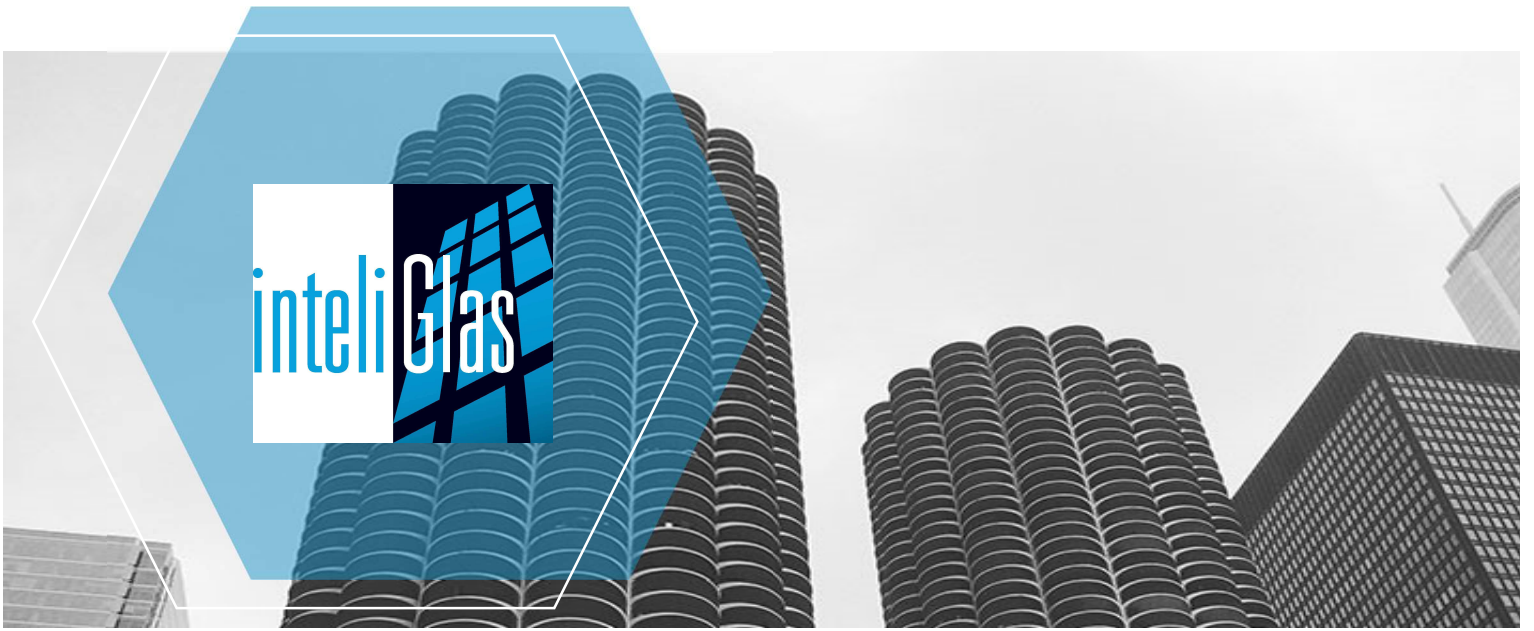
Does IntelliGlas carry insurance against the possibility of accidents, misuse, improper installation, etc.?

IntelliGlas is insured, the IntelliGlas Certified Partner Integrators are protected, and so are all their licensed subcontractors and vendors.

How much time will it take to install the IntelliGlas platform?

Installation can be calculated at approximately one floor in two (2) days, as for example, the four-floor building is eight (8) business days.





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Autonomous Smart Building Solutions

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