

## Frequently asked questions about Smartfrost by Light Gate Group

**1. Q: What is the benefit of using Smartfrost in offices?**

A: When Smartfrost is turned-on, it provides space to a small office with many partitions, and when turned-off it acts as a wall providing privacy during meetings. Keep your office aesthetically and visually spacious by keeping your glass panels clear and enjoy the flexibility of converting these spaces into enclosed rooms for your privacy needs.

**2. Q: What is the benefit of using Smartfrost in shops or malls?**

A: Smartfrost provides privacy to window shops when stores are closed and easily exhibits its wares during business hours, all with a click of a button. Its automatic function is also an attraction that is waiting for an eager audience.

**3. Q: Is Smartfrost safe?**

A: Smart Frost is not only safe to use but it also provides an extra layer of protection for your home. Because of its semi-adhesive character, it minimizes the chances of splinters from shattered glass from unfortunate incidents.

**4. Q: How long will Smartfrost last?**

A: The Smartfrost's average lifespan is over ten (10) years under normal working conditions. And it can withstand extreme temperature of  $-10^{\circ}\text{C}$  up to  $50^{\circ}\text{C}$  without affecting its functionality.

**5. Q: Can Smartfrost be installed in acrylic?**

A: Yes, although Smartfrost is best applied on glass, it may be installed on acrylic or any smooth, transparent surface. It's transparency and clarity would vary, depending on the light transmittance and composition of the material where it is applied on.

**6. Q: How is Smartfrost installed?**

A: The whole process, including shipping and quality check takes about 30 days, 45 days at most. Once your order is ready, LGG schedules the installation date/s and sends a team to install Smartfrost in your home or office. The wiring installation would depend on where the closest electric port or socket is located. There are three (3) options for wiring installation.

Option 1: The electrician can add a layer of plastic to hide the wire.

Option 2: The electrician may bore a small hole in the wall or glass frames closest to the socket to hide the wire.

Option 3: Electrician may drill an indent in the wall (before painting) and tape it over with a film in order to hide the wire.

**7. Q: How are wiring installed?**

A: Our electricians and installers are skilled at hiding wiring installation or making it discrete. There are a number of different ways.

Option 1: Hide the wiring on top of the glass and connect it directly to the outlet.

Option 2: Hide the wires inside the aluminum glass frame to connect directly to the electrical cables

Option 3: Put a crease in the wall and hide it using a special colored liquid adhesive

**8. Q: Is Smartfrost affected by electric surges?**

A: Smartfrost, like any other electric product, is not immune to sudden power surges. If your location has frequent blackouts and power outages, we recommend plugging Smartfrost to a voltage regulator.

**9. What is Smartfrost's electric consumption in a month?**

A: Smartfrost consumes five (5) Watts of electricity per sqm per hour. Electric consumption, however, would depend on various factors, such as the number of panels installed, local electricity rates, frequency or number of hours in use.

**10. Q: Can I put a design on my Smartfrost panels?**

A: Yes, the logo/image feature of Smartfrost is one of its unique selling points. For an additional fee you can have this feature on your Smartfrost panels. There are many designs to choose from in LGG's book of samples. For a customized look, you may also put your company's logo or photo displayed on your Smartfrost panels.

**11. Q: Can we adjust the opacity?**

A: Yes, the Smartfrost we provide is at the specification of the customer. For an extra fee, you can control the opacity from 4% to 96% with an adjustable switch.

**12. Q: Where can I install Smartfrost at home?**

A: Smartfrost may be installed in any part of your home (match the benefits of Smartfrost to client's needs.) It can be used in the living room for a better sound insulation or installed on bathroom partitions for extra privacy.

**13. Q: Can Smartfrost be cleaned with water and soap like regular glass?**

A: Yes, regular soap and water may be used to clean Smartfrost. To better preserve the product, it is best to use the appropriate glass cleaner as the abrasive properties of soap may damage the adhesion of the Smartfrost to the panels.

**14. Q: Can Smartfrost provide protection from ultraviolet and infrared rays?**

A: Yes, the Smartfrost always provides protection from harmful rays, whether turned on or off.

**15. Q: Can I have a separate remote controller in every room?**

A: Yes, not only can you have a remote control for every room, you can also have a remote that controls all panes in all rooms. Every part of the product installation is made to our customer specifications.