



Welcome Kit

Welcome to the Cloudvue team

It's our privilege to welcome you as a new dealer. This document will provide key information for you to begin your successful journey selling, installing and maintaining Cloudvue video surveillance and access control equipment/services for your customers. In addition to this welcome letter, we've included other helpful information such as standard and SaaS price lists, comprehensive setup guides, Cloudvue's brochure and user manual, as well as some fun Cloudvue 'swag' to get you on your way!

Documentation

Documentation about our equipment and services can be found on our Partner Portal at the following URL <https://www.cloudvue.io/partner-portal>. The portal is password protected to limit access to dealers only. The password is Cloudvue2021.

Documentation includes:

- Sales Materials (brochures, data sheets and market white papers)
- Presentations (in PDF and PPTX formats)
- Pricing (plus quoting tools and calculators)
- Technical Documentation (security brief, GDPR statement, networking guideline, etc.)
- User Guides
- API and SDK information
- Videos
- E-Learning Programs

How to Contact Us

We are here to assist you. Below are the key contacts for questions or assistance.

Billing, Shipping, and Accounting

For questions regarding billing, shipping or accounting such as:

- Order status
- Tracking numbers
- Invoices
- Credit card billing

Please contact:

Will Anderson

5211 Linbar Drive Suite 508

Nashville TN 37205 USA

Tel US 888-754-4543 ext 1220

Tel GLOBAL 615-988-7166 ext 1220

Email will.anderson@jci.com

Sales and Sales Engineering

The Sales team is always here to assist you with demos, product information, new feature requests, etc. Below is a map of each region and the full contact information. Please contact your Cloudvue RSM for all questions related to:

- System design and quotes
- How to place orders
- Assistance with end user sales demonstrations
- Scheduling sales and end user training
- Registering a project

Sales Engineering provides dealer technical training on both the Cloudvue user portal and the dealer Enterprise Manager portal.

North America Sales Team

Regional Sales Managers

West – Artie Atencio
artie.atencio@jci.com
(503) 705-1888

South – Ed Malinowski
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(239) 224-9074

East – Derek Hallett
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(510) 579-8826

Central – Jesse Remak
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(415) 260-3678

Rest of World – (TBD)

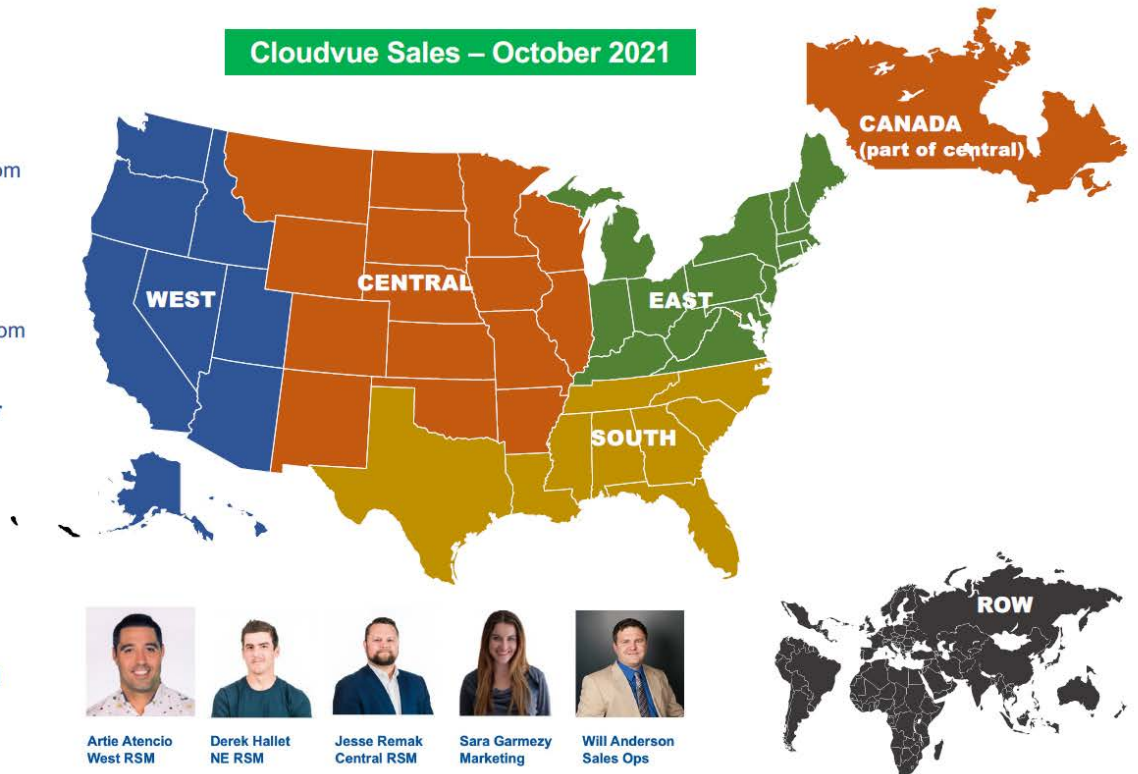
Sales Operations Manager
Will Anderson
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(615) 981-3555

US Sales Engineer
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(615) 519-3625

EMEA Sales Engineer
Mick Coleman
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Marketing Manager
Sara Garmezy
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Cloudvue Sales – October 2021



Global Sales Team

EMEA & APAC

Mick Coleman
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+44 770 3338885

Warranty and RMA

Warranty

All Cloudvue products come with a 3-year warranty from date of shipment. Details on the Warranty Statement can be found in the Cloudvue Technical User Guide in Section 9 under Warranty Notice. That document can be found in the Partner Portal. Information on accessing the Partner Portal is on page 1 of this document.

RMA Process

In the event a device has failed, contact Cloudvue Technical Support. They will remotely test the unit and determine if the device needs to be sent in for repair. The Technical Support agent will provide an RMA number and shipping address.

Advanced Replacement Policy

To receive an advanced replacement camera or gateway, the dealer will provide a Purchase Order for the unit. Once the unit is received by Cloudvue Technical Support and determined to be a warranted failure, the Purchase Order will be reversed, and no invoice will be sent. If the failure is determined to not be a warranted failure, the dealer will be invoiced for the advanced replacement unit.

Assistance Anytime

We are here for your success. Reach out for assistance anytime at US (888) 754-4543 or (615) 988 9766. If you have issues that require immediate attention and cannot reach your designated contacts, please contact our general manager.

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