Welcome to ISAAC Distribution

Distribution Guidelines -2026

We're so excited to welcome you to the world of ISAAC. There are a few things you need to know before you get started, which we will cover in this document.

1. Contact Information

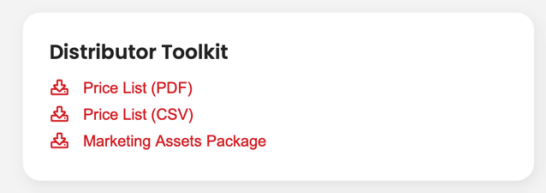
For any questions regarding ISAAC, technical questions, or assistance creating quotes, you should email distributors@isaacplatform.com – this inbox is monitored by our entire team, so sending mail to this address will result in the fastest possible response. You will have contact with various members of our team at any given time, but for new and urgent matters, please utilize the distributors email address.

2. Partner Portal Registration

Your first step as a distributor will be to sign up for an account on the ISAAC Partner Portal. This can be found here. Once you register, we'll manually give you access to the distributor section of the Partner Portal. This may take 24-48 hours to process, so please allow time for access to be granted.

2.1 What's inside?

The first, and most important, thing you'll see is the Distributor Toolkit. This allows you to view current pricing and marketing assets.



You should use this price list to generate quotes for your customers who are interested in ISAAC. This list is the MSRP– your distributor discount (40%) will be accounted for when we create the PO. We'll talk more about quoting in a later section.

Beyond the Distributor Toolkit, you'll find technical resources, contact information, our newsletter, and exclusive content for distributors, including videos and PDFs. Please use these resources to become more familiar with ISAAC and its Ecosystem Partners.

We will continue to add more resources to this portal, and we'll make sure to inform you via our newsletter when new resources are added.

REMINDER: Some resources inside the Partner Portal are confidential, and should not be shared with external clients, unless specifically intended for that purpose (ie: marketing materials).

3. Sales Terms

Disclaimer: The following information is generalized, please refer to your distribution agreement for full and specific terms.

3.1 Pricing

Our distributor discount is 40% off MSRP (this includes hardware, software, and support).

If you'd like a thorough breakdown of our pricing structures, the video "Business, Sales, & Marketing" in our Partner Panel goes into detail.

3.2 Sales Terms for Built-to-Order Systems

All built-to-order systems (Prelude and Nemesis Series) will require a 40% deposit, with the remaining 60% due net-45 at shipping. Work on these systems will not start until the 40% deposit is received by Smart Monkeys.

Lead time for built-to-order systems can vary depending on demand. Lead times are calculated from the time the deposit is received, to when the order is packed and ready to be picked up by the shipper, and do not include shipping time or customs clearance.

3.3 Sales Terms for Stocked Items

In stock items (Foundation, o3 Sensor) do not require a deposit. The payment terms are full net-45, buyer arranges pickup and shipping.

3.4 Sales Terms for Extended Coverage

Be aware that Extended Coverage for hardware can only be purchased at the time of order. If SnS (Support and Subscription Coverage) lapses, it can be reinstated with a fee.

4. Quoting an ISAAC System

If you need to generate a quote for ISAAC systems, you can do so on your own using the Price List in the Distributor Toolkit. Here are some important things to keep in mind:

- The price list on our Partner Portal is valid for up to 30 days. We will inform our distributors of any upcoming price changes well in advance.
- If you have questions regarding the specific needs of a project, we are happy to answer them to ensure the customer's needs will be met. Email distributors@isaacplatform.com with the specifics and we'll get an answer to you ASAP
- Please ensure that your customer is aware of lead times, which start from the time our deposit is received to when the order is packed and ready to be picked up
- The Support Documents page on our website (Resources > Support Documents) includes brochures, technical specs, and our sales terms. These can be added to your quote to provide more information to the customer. There will be an example quote at the end of this document– please review it as it will help you in creating your own quotes.

When it comes to SnS and Extended Coverage pricing, please note that the Price List only shows the cost of these items when combined with a standard ISAAC configuration. If the system is quoted with additional software options, such as an additional module, an updated user tier, a NAS license, or a DisplaySense license, the price must be recalculated accordingly. In these cases, distributors must contact Smart Monkeys to obtain a quote.

5. Place an Order

To place an order, email your purchase order to orders@isaacplatform.com – within 1-2 business days, we'll reach out to verify the order details, collect any required deposits, and provide the most accurate lead times.

Once the order is ready, we'll reach out to schedule pickup with your preferred shipping partner. Most orders ship out of our Orlando, FL facility, however, some stocked items may ship from our Miami office.

6. Communication

Communication is key to the success of our partnership! We aspire to keep our distributors up to date on upcoming ISAAC features, marketing initiatives, new projects, and more.

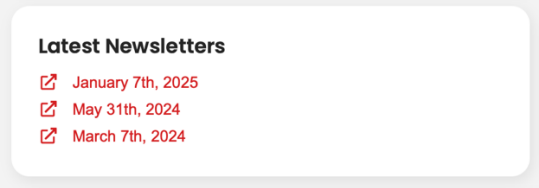
6.1 Recurring Communication

We are here to support you– it is helpful for everyone if communication is regular. We're happy to set up Teams meetings to discuss ongoing projects and deals, whether it's monthly, every 6 weeks, or just as needed. Coordinate with our Sales & Marketing Manager to schedule video calls whenever you see fit.

6.2 Newsletter

Our newsletter is a great resource. It contains feature updates, information about events and trade shows, and tons of other relevant information. If you're not on our distributor email list, let us know, and we'll make sure you start receiving the newsletter.

Previous editions of the newsletter are available in the Partner Portal, so feel free to check those out as well.



Thanks for being a part of the ISAAC Distribution Network.

If you have any questions or comments, don't hesitate to reach out. We're here to support you!

The ISAAC Team