

CERTIFIED INSTALLER PROGRAM

Viewrail

Pre-sold jobs. Above-market pay. No quoting. No collections.

WHO IS VIEWRAIL?

Goshen, Indiana

250+

Orders shipped every day

25 yrs

Manufacturing custom stair & railing systems

~1 hr

Typical travel radius we look for in installers

10 days

Payment turnaround after job submission

WHY PARTNER WITH VIEWRAIL?

So you said yes to a job that's already sold. What does that actually mean?



No Quoting Required

Viewrail already sold the job. You receive it with a price, drawing, and all project details ready to review.



Above-Market Pay Rate

We use a proven algorithm based on hundreds of installs. $\text{Hours} \times \text{your local rate} \times 1.15$ — paid directly to you.



No Collections. Ever.

You don't chase payment. The customer pays Viewrail. You just submit your form and we pay you within 10 business days.



Product Supplied

Viewrail handles design, engineering, and ships the product to the jobsite. You install and represent the brand.



Pre-Sold Partnership

Jobs come to you. You're not marketing, bidding, or managing customer contracts — we handle all of that.



Repeat Work

250+ orders ship daily. Consistent volume means consistent work in your area as long as you're showing up professionally.

A Pre-Sold Job From Start to Paycheck

1

Viewrail Sells the Job

Customer buys a stair or railing system from Viewrail — fully sold, with a price and drawing.

2

You Get the Offer

We contact you with the project details, price, and drawings. You have a few days to review and say yes.

3

Site Visit & Measurements

You visit the jobsite, verify conditions match what was sold, and take the needed measurements or scans.

4

Order Goes to Production

You work with the Project Manager to finalize the order. Production lead time is typically ~5 weeks for steel.

5

You Install the System

Product ships to the jobsite. You receive it, install it, and coordinate with the PM throughout.

6

Customer Signs Off

Customer signs your completion form. You submit the Job Submission Form with photos and your invoice.

7

You Get Paid

Viewrail pays within 10 business days via ACH. No chasing, no invoicing the customer directly.

How Viewrail Calculates What You Earn

THE PAY FORMULA

HOURS

Viewrail-estimated
based on job scope

×

LOCAL RATE

Your market's
prevailing install rate

× **1.15**

Our above-market
premium

= YOUR PAY

Paid to you
within 10 biz days

EXAMPLE

Estimated hours: 12

Local market rate: \$120/hr

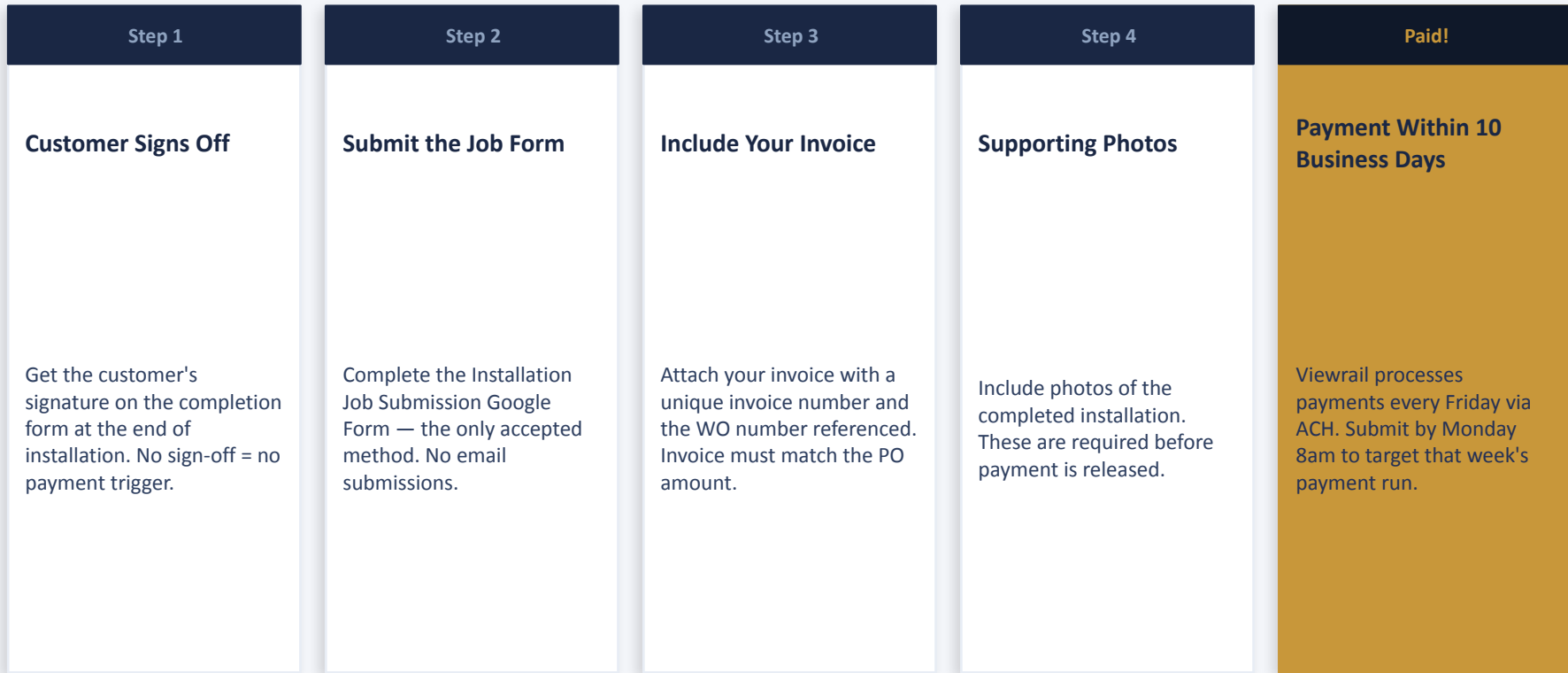
$12 \times \$120 \times 1.15 = \$1,656.00$ paid to you

Viewrail charges customer: $\$1,565.00 \times 1.67 = \$2,765.52$

SITUATIONS THAT INCREASE YOUR RATE

- + Concrete attachment or drilling through tile
- + Extra blocking or structural modifications needed
- + Limited jobsite access
- + Special equipment required

Fast, Simple, and Consistent — Every Time



Precision Measurements — With or Without a Scanner



Scanner Available in Your Area

Ask us if your market is covered

- ✓ Viewrail dispatches a 3D scanner to the jobsite
- ✓ You assist with or oversee the scan process
- ✓ Digital model captures exact floor & wall thicknesses, wall placement, and framing conditions
- ✓ Printed plans delivered to you in ~7 days
- ✓ No guesswork — measurements go direct to engineering
- ✓ Once scan is complete, no site changes are permitted



Field Verification (No Scanner)

The standard in most markets

- ✓ You visit the jobsite and take precision measurements
- ✓ Viewrail provides measurement forms and PM support
- ✓ You submit measurements to your Project Manager
- ✓ Same accuracy standard required as 3D scanning
- ✓ You sign off on drawings before production starts
- ✓ Same rule: no site changes after measurements are confirmed

Either way — accurate measurements protect your pay rate and keep the project on schedule.

WHAT WE ASK OF YOU

Represent Viewrail Professionally — The Rest Is On Us



Be Professional On-Site

Wear a Viewrail shirt or hat on certified installs. Treat the customer like your best client — because they're ours too.



Accurate Measurements & Sign-Offs

Don't guess. Call your PM if you're unsure. You sign off on the drawing before production — accuracy here protects everyone.



Receive the Product

Meet the delivery truck if applicable. Check in all materials and note any issues before starting installation.



Respond When We Reach Out

Jobs come to you with a short review window. If you consistently decline, we'll prioritize other installers in your area.



Keep Your Docs Current

W9, ACH, Certificate of Insurance, Code of Conduct, and Contractor Agreement must be on file and not expired or payment is delayed.



Only Install — Not Demolition or Repairs

We install stairs and railing only. Paint, drywall, and demolition are clearly communicated to the customer as out of scope.

COMMON QUESTIONS

Straight Answers to What We Get Asked Most

Can I see the job before saying yes?

Absolutely — but you only have a few days to review. If you consistently say no, we stop calling.

How are hours calculated?

Viewrail uses an algorithm built from installing hundreds of systems to estimate hours per job.

What if I make a mistake?

We work with you to solve problems, not punish mistakes. We'll even include a spare parts kit.

How far do I need to travel?

Most installers are most effective within 1 hour of home. We can adjust the rate for jobs farther out.

Can I do other work for the customer?

Yes — but create a separate contract with the customer. They still sign Viewrail's completion form for our scope.

Who schedules with the customer?

You coordinate the schedule directly with the customer and keep the PM in the loop.

What if the site doesn't match what was sold?

Call your PM before proceeding. Don't start work on conditions that don't match the drawing.

How many jobs can I expect?

Depends on your location and tier level.

NETWORK TIERS

How Viewrail Distributes Work Across Its Installer Network

Viewrail maintains a vast network of certified installers nationwide. To deliver the best experience to customers, we use a tiered system for project distribution. Being transparent about this upfront is part of how we build strong partnerships.

TIER 1

Primary Partner

First call in your region

- ✓ First priority for jobs in your territory
- ✓ Strongest ongoing work relationship
- ✓ Highest volume of job offers
- ✓ Built through demonstrated reliability

TIER 2

Core Support Partner

High-volume & overflow coverage

- ✓ Called during overflow and peak demand
- ✓ Consistent work during high-volume periods
- ✓ Clear path to moving into Tier 1
- ✓ Same pay formula and payment terms

TIER 3

Network Partner

Specialized & supplemental support

- ✓ Supports specific product or regional gaps
- ✓ Work frequency is lower but meaningful
- ✓ Opportunity to grow into higher tiers
- ✓ Same Viewrail standards apply

Your tier is determined after onboarding. Your Partner Development Manager will discuss it with you directly.

Four Steps to Joining the Certified Installer Program

1

PROGRAM
OVERVIEW

Watch the Video & Review the Slides

- Watch the Program Information Video — a full walkthrough of how this works
- Review this slide deck for reference at any time
- Most questions about certification are answered here

2

NETWORK TIERS

Understand Job Frequency & Your Tier

- Viewrail uses Tier 1, 2, and 3 to distribute jobs across its nationwide network
- Tier 1 = primary go-to; Tier 2 & 3 = overflow and peak support
- Work frequency varies — your Partner Development Manager will explain your placement

3

BASIC INFO

Reply With Your Details

- Your preferred mailing address
 - Your best phone number
 - Whether you've installed Viewrail products before
- **We'll then introduce you to your Partner Development Manager**

4

REQUIRED DOCS

Submit Your Documentation

- Contractor Application & General Contractor Agreement
- Signed Code of Conduct
- W9 Form & ACH Payment Information
- Insurance Verification

Ready to Install With Viewrail?

*We've got the jobs. We've got the product.
We just need great installers like you.*

Contact: shelly@viewrail.com

Web: viewrail.com

Location: Goshen, Indiana