



HSP Distributor Service Guide & Price Matrix

Hyperbaric chamber installation — how to choose, explain, and price the right installation service for your client.

HOW TO USE THIS GUIDE

1. **Walk your client through the flowchart** (page 2). Four simple questions point to the right service level.
2. **Review the responsibilities** with your client (page 3). Every level spells out exactly what the **customer** does and what **HSP** does.
3. **Quote the price** from the service page, and add VIP if your client wants the HSP CEO personally on site.
4. **Complete the Site Readiness Questionnaire** (pages 9–10) with your client and send it to the HSP team with the job. Customers often don't realize what moving a chamber involves — the questionnaire makes sure we know exactly where it's going and how it gets there.

SERVICE LEVELS AT A GLANCE

Service	Price	Customer does	HSP does
 Curbside Delivery	FREE	Everything	Nothing
 Remote Phone Installation	\$500	Moves, unpacks, installs, tests	HSP CEO guides by phone, trains, supports
 Normal Installation	\$1,000	Moves and unpacks	Installs, tests, trains, supports
 White Glove Installation	Soft \$1,500 Hard \$5,000	Chooses location, provides access	Moves, unpacks, installs, tests, trains, supports
 VIP Upgrade	+\$4,000	—	HSP CEO personally on site to install, test, train

REQUIRED FROM THE CUSTOMER ON EVERY INSTALL

Power

A dedicated 20-amp, 110-volt circuit is recommended for any hyperbaric chamber, and some chambers require more. Make sure your customer reviews the power requirements for their machine for the best experience.

Distilled water

If an air conditioner is on the order, the customer must have 3 gallons of distilled water on hand. HSP does not provide it.

Site details

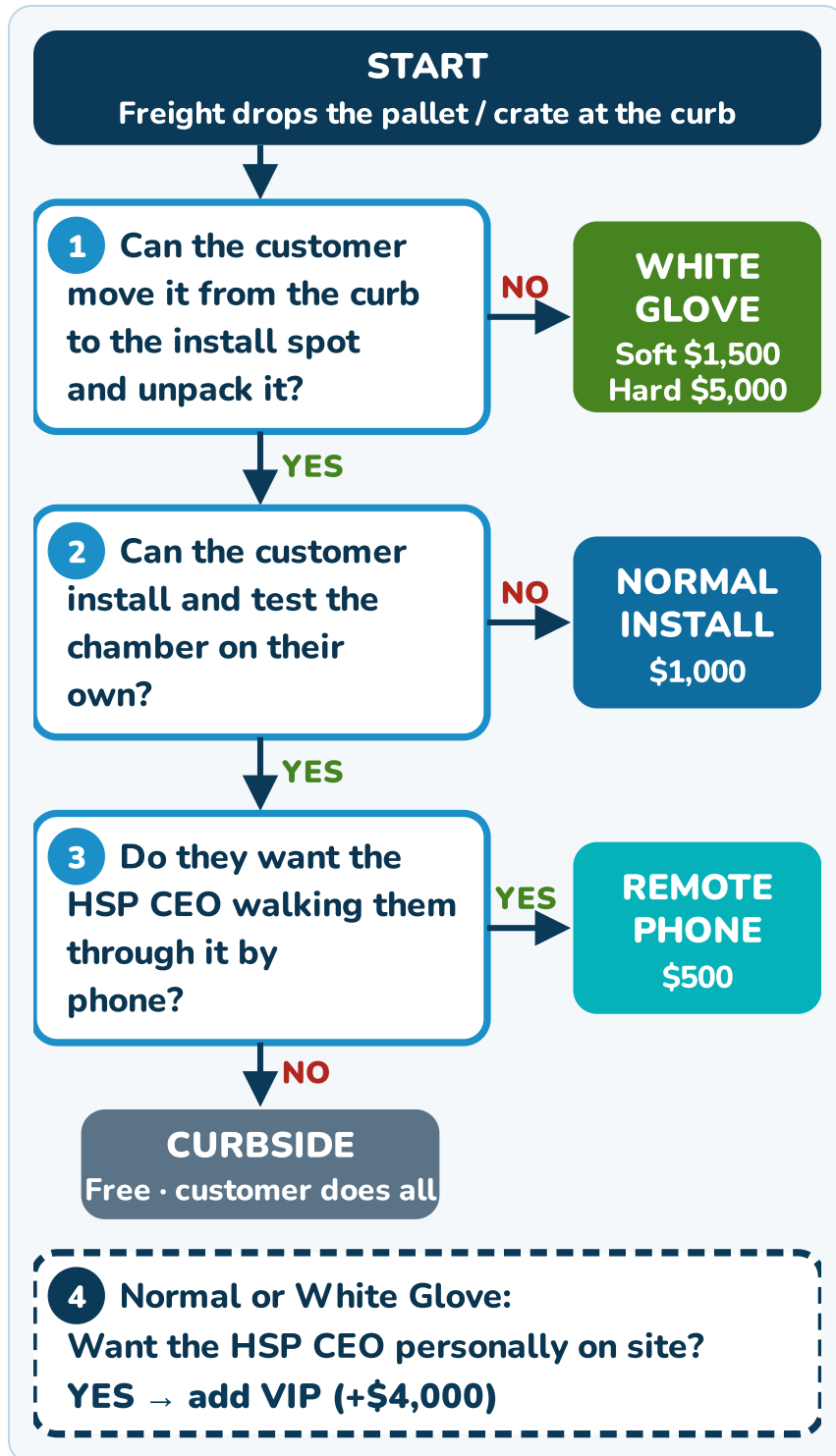
A completed Site Readiness Questionnaire: exact install location, the path through the house, power, hazards, and who is doing the install.

Which service does your client need?

Step 1 · Walk your client through these four questions.

CUSTOMER does it

HSP does it



SERVICE LEVELS

Curbside FREE

Customer does everything

Remote Phone \$500

Customer does the work · HSP CEO guides by phone

Normal Install \$1,000

Customer moves & unpacks · HSP installs, tests, trains

White Glove Soft \$1,500 · Hard \$5,000

HSP moves, unpacks, installs, tests, trains

VIP Upgrade +\$4,000

HSP CEO personally on site · moving fees added if needed

Every install

Dedicated 20A / 110V circuit recommended · 3 gal distilled water on A/C orders · completed Site Readiness Questionnaire

Who does what at each level

Step 2 · Review responsibilities with your client: orange is the customer, blue is HSP.

CUSTOMER does it

HSP does it

	CURBSIDE FREE Customer does everything	REMOTE PHONE \$500 HSP CEO guides by phone	NORMAL INSTALL \$1,000 Customer moves · HSP installs	WHITE GLOVE Soft \$1,500 Hard \$5,000 HSP does it all
Freight delivery to curb	Freight carrier — pallet or crate dropped at the curb (all levels)			
Move from curb to install spot	CUSTOMER	CUSTOMER	CUSTOMER	HSP
Unpack & remove crate / packaging	CUSTOMER	CUSTOMER	CUSTOMER	HSP
Install / assemble	CUSTOMER	CUSTOMER HSP CEO guides by phone	HSP technician	HSP technician
Test operation	CUSTOMER	CUSTOMER HSP CEO guides by phone	HSP technician	HSP technician
Training — how to use it	Not included	HSP HSP CEO by phone	HSP on site	HSP on site
Power — dedicated 20A / 110V circuit	CUSTOMER — recommended for every chamber · some require more · review the machine's power needs			
Distilled water — 3 gal (A/C orders)	CUSTOMER — must be on hand before install · HSP does not provide			
Questions & after-support	Not included	HSP	HSP	HSP

About our technicians: Normal and White Glove installs are done by an HSP technician — an extension of the HSP CEO who follows the HSP CEO's directions, not a certified technician. Want the HSP CEO personally? Choose VIP.

**VIP
UPGRADE
+\$4,000**

The HSP CEO personally travels to the site (fly or drive) to install, test, and train — personalized service in place of the technician. **Moving fees are added** if White Glove is needed.

Customer moves + VIP
\$4,000

White Glove soft shell + VIP
\$5,500

White Glove hard shell + VIP
\$9,000

Curbside Delivery

FREE

WHAT IT IS

The chamber ships by freight and the pallet or crate is dropped at the curb. From that point on, the customer handles everything: moving it, unpacking it, installing it, testing it, and learning how to use it. HSP does not perform any work at this level — it is shown here so every option is on one chart.

CUSTOMER is responsible for

- Receive the freight delivery at the curb
- Move the pallet or crate from the curb to the install location
- Unpack and remove all crating and packaging
- Install and assemble the chamber
- Test the chamber's operation
- Learn how to use the chamber
- Provide power: a dedicated 20-amp, 110-volt circuit is recommended (some chambers require more) — review the machine's power requirements
- If an air conditioner is on the order: have 3 gallons of distilled water on hand (HSP does not provide it)

HSP is responsible for

No HSP work is included at this level.

BEST FOR

- ✓ Customers who are comfortable handling heavy freight and doing their own setup
- ✓ Customers who want the lowest total cost

ASK YOUR CLIENT

- ? Can you move the crate from the curb to the install spot and unpack it yourself?
- ? Are you comfortable installing and testing the chamber on your own?
- ? Would you like the HSP CEO walking you through it by phone for \$500? (If yes, see Remote Phone Installation.)

Important: Training and after-support are not included at this level. A customer who wants guidance can upgrade to Remote Phone Installation.

Remote Phone Installation

\$500

WHAT IT IS

The customer still moves, unpacks, and installs the chamber themselves — but the HSP CEO is on the phone with them, walking them step by step through the installation and testing, answering their questions, and providing after-support.

CUSTOMER is responsible for

- Receive the freight delivery at the curb
- Move the pallet or crate to the install location
- Unpack and remove all crating and packaging
- Perform the installation and testing with their own hands, following the HSP CEO's phone guidance
- Provide power: a dedicated 20-amp, 110-volt circuit is recommended (some chambers require more) — review the machine's power requirements
- If an air conditioner is on the order: have 3 gallons of distilled water on hand (HSP does not provide it)

HSP is responsible for

- The HSP CEO walks the customer through installation by phone
- The HSP CEO walks the customer through testing by phone
- Training on how to use the chamber, by phone
- Answers the customer's questions
- After-support once the install is complete

BEST FOR

- ✓ Hands-on customers who can do the physical work but want an expert guiding them
- ✓ Customers who want support without paying for an on-site visit

ASK YOUR CLIENT

- ? Can you move and unpack the chamber yourself?
- ? Are you willing to do the installation yourself if the HSP CEO guides you by phone?

Important: No one from HSP comes to the site at this level. The customer is the one doing the physical installation and testing.

Normal Installation

\$1,000

WHAT IT IS

The pallet or crate is dropped at the curb, and the customer is responsible for unpacking it and moving it inside to the install location. After that, HSP sends a technician to install the chamber, test it, show the customer how to use it, and HSP provides after-support.

CUSTOMER is responsible for

- Complete the Site Readiness Questionnaire
- Receive the freight delivery at the curb
- Move the pallet or crate from the curb to the install location
- Unpack and remove all crating and packaging
- Have the chamber in place and ready before the technician arrives
- Provide power: a dedicated 20-amp, 110-volt circuit is recommended (some chambers require more) — review the machine's power requirements
- If an air conditioner is on the order: have 3 gallons of distilled water on hand (HSP does not provide it)

HSP is responsible for

- Send an HSP technician to the site
- Install and assemble the chamber
- Test the chamber's operation
- Show the customer how to use it
- Answer questions and provide after-support

BEST FOR

- ✓ Customers who can handle the moving and unpacking but want the installation done for them

ASK YOUR CLIENT

- ? Can you move the crate from the curb to the install spot and unpack it before the technician arrives?
- ? Do you want the HSP CEO personally on site instead of a technician? (If yes, add VIP.)

Important: The HSP technician is an extension of the HSP CEO and follows the HSP CEO's directions. The technician is not a manufacturer-certified technician. For the HSP CEO to personally install and train, add VIP.

White Glove Installation

Soft Shell \$1,500
Hard Shell \$5,000

WHAT IT IS

HSP handles everything after the freight arrives at the curb. We move the chamber to the customer's desired location, unpack it, install it, test it, show the customer how to use it, and provide after-support. Pricing depends on the chamber type: soft shell chambers are \$1,500 and hard shell chambers are \$5,000.

CUSTOMER is responsible for

- Complete the Site Readiness Questionnaire so HSP can plan the move
- Choose the desired install location
- Provide access to the home and the install location
- Provide power: a dedicated 20-amp, 110-volt circuit is recommended (some chambers require more) — review the machine's power requirements
- If an air conditioner is on the order: have 3 gallons of distilled water on hand (HSP does not provide it)

HSP is responsible for

- Move the chamber from the curb to the desired location
- Unpack and remove all crating and packaging
- Install and assemble the chamber
- Test the chamber's operation
- Show the customer how to use it
- Answer questions and provide after-support

BEST FOR

- ✓ Customers who cannot or do not want to move or unpack a heavy chamber
- ✓ Hard shell chambers and other heavy or awkward deliveries

ASK YOUR CLIENT

- ? Is this a soft shell or a hard shell chamber?
- ? Where exactly do you want the chamber installed?
- ? Do you want the HSP CEO personally on site instead of a technician? (If yes, add VIP.)

Important: The HSP technician is an extension of the HSP CEO and follows the HSP CEO's directions. The technician is not a manufacturer-certified technician. For the HSP CEO to personally install and train, add VIP.

UPGRADE · ADD TO NORMAL OR WHITE GLOVE

VIP Installation

+\$4,000

WHAT IT IS

VIP has nothing to do with moving the equipment. It is for the client who wants personalized service: instead of a technician, the HSP CEO personally flies or drives out to the site to do the installation, test the chamber, and train the client. VIP is \$4,000, plus moving fees if the client also needs White Glove moving and unpacking.

WHY VIP EXISTS

Standard on-site installations are performed by an HSP technician. Our technicians are **not necessarily certified technicians** — they are an extension of the HSP CEO and they follow the HSP CEO's directions. Clients who want the HSP CEO on site, doing the work and the training personally, choose VIP.

HOW VIP IS PRICED

Client's situation	Calculation	Total
Client moves and unpacks it; HSP CEO installs and trains	VIP \$4,000	\$4,000
White Glove moving + VIP · soft shell	\$1,500 moving + \$4,000 VIP	\$5,500
White Glove moving + VIP · hard shell	\$5,000 moving + \$4,000 VIP	\$9,000

CUSTOMER is responsible for

- Moving and unpacking — unless White Glove moving is added
- Providing access to the home and the install location
- Dedicated 20-amp, 110-volt circuit recommended (some chambers require more)
- 3 gallons of distilled water if an air conditioner is on the order

THE HSP CEO personally handles

- Travels to the site (fly or drive)
- Installs and assembles the chamber
- Tests the chamber's operation
- Trains the client on how to use it
- Answers questions and provides after-support

ASK YOUR CLIENT

? Do you want the HSP CEO personally on site?

? Will you need White Glove moving and unpacking as well?



Site Readiness Questionnaire

Complete with the customer before the job is created. Send to the HSP team with the job — every answer helps us plan the move and install.

A • Customer & order

Customer name _____ Phone _____
Email _____ Distributor _____
Install address _____
Chamber make / model _____ Chamber type ☐ Soft shell ☐ Hard shell
Air conditioner on the order? ☐ Yes ☐ No Preferred install dates _____
Service level ☐ Curbside ☐ Remote Phone \$500 ☐ Normal \$1,000 ☐ White Glove ☐ + VIP \$4,000

B • Where is it going to go in the house?

#1 question

Room / location _____
Level ☐ First floor ☐ Basement ☐ Second floor or higher ☐ Garage ☐ Other _____
Room size (L × W) _____ Ceiling height _____
Floor type _____ Exact spot in the room _____

C • The path from the curb to the install spot

Curb / driveway ☐ Paved ☐ Gravel ☐ Grass ☐ Slope Distance curb → entry door _____
Entry door used ☐ Front ☐ Side ☐ Back ☐ Garage Entry door width _____
Outside steps? ☐ No ☐ Yes how many _____ Inside stairs? ☐ No ☐ Yes how many _____
Stair width _____ Stairs turn / landing? ☐ No ☐ Yes
Number of hallways on the path _____ Narrowest hallway width _____
Number of doorways on the path _____ Narrowest doorway width _____
Tight corners or turns? ☐ No ☐ Yes where _____

Describe the route through the house, step by step (example: "in the front door, straight down the hall, left at the kitchen, down 12 stairs to the basement, first door on the right").

D • Photos to send with the job

☐ Curb and driveway ☐ Entry door
☐ Stairs (inside and outside) ☐ Hallways and tight turns
☐ Install spot ☐ Outlet / electrical panel

E • Power

HSP recommends a dedicated 20-amp, 110-volt circuit for any hyperbaric chamber. Some chambers require more. Distributor: make sure the customer reviews the power requirements for their machine.

Dedicated 20A / 110V circuit at the install spot? ☐ Yes ☐ No ☐ Not sure

Machine's power requirement _____ Outlet distance from install spot _____

Customer reviewed power requirements? ☐ Yes ☐ No Electrician needed? ☐ Yes ☐ No ☐ Not sure

F • Hazards & things we need to know

☐ Pets ☐ Children at home ☐ Low ceilings / light fixtures ☐ Fragile floors or items
☐ Uneven ground ☐ Steep driveway ☐ Gate / gate code ☐ HOA rules ☐ Limited truck parking

Anything else we should know _____

G • Who is doing the move and install?

Many customers don't realize what moving a chamber involves. Use sections B–F to walk through it before answering.

Able to move it from curb to install spot? ☐ Yes ☐ No Able to unpack the crate? ☐ Yes ☐ No

Helpers available (how many) _____ Dolly / pallet jack? ☐ Yes ☐ No

Able to install and test it themselves? ☐ Yes ☐ No ☐ Yes, with phone guidance

H • Distilled water (air conditioner orders)

If an air conditioner is on the order, the customer must have 3 gallons of distilled water on hand before the install. HSP does not provide distilled water.

☐ Customer confirms 3 gallons will be on hand ☐ Not applicable — no air conditioner

I • Confirmation

Customer signature _____ Date _____

Completed by (distributor) _____ Date sent to HSP _____

HSP team use only

Job ID _____ Reviewed by _____

Service level confirmed ☐ Curbside ☐ Remote Phone ☐ Normal ☐ White Glove ☐ VIP

Follow-up needed _____