

## **Illuminated Channel Letter & Lit Cabinet Sign Product Warranty**

Spectrum Signworks warrants that our LED illuminated signs shall be free of defects in materials/workmanship and substantially comply with respective published specifications. The warranty period for Spectrum Signworks illuminated channel letters & illuminated cabinets is Five (5) years parts and One (1) year labor from date of Spectrum Signworks installation. Power supplies carry the manufacturer's own warranty, which is passed through to the end user.

Spectrum Signworks entire liability and the purchaser's/user's exclusive remedy under this warranty, is limited to the repair or replacement of defective products free of charge, providing that they have not been abused. Spectrum Signworks does not cover lost business, or ancillary equipment costs associated with the replacement of products in end applications. Spectrum Signworks reserves the right to inspect and test all returned products to determine whether they are defective under this warranty.

### **Warranty Exclusions:**

- 1) The above-mentioned warranty coverage does not apply to these conditions:
- 2) Products that are altered or improperly repaired by the purchaser/user.
- 3) Exposure to temperatures, moisture, and/or ambient humidity outside the bounds indicated in the sales/data sheet.
- 4) Use of power sources other than those authorized by Spectrum Signworks.
- 5) Damage caused by AC line voltage surges due to power distribution issues, lightning, or other acts of man and God.
- 6) Use of 3rd party devices
- 7) Damage caused by failure to provide a suitable installation environment.
- 8) The provisions of these warranties shall not apply in the event of misuse, neglect, negligence, damage, destruction of the sign or alteration of the sign in a manner without the prior approval of Spectrum Signworks.
- 9) Spectrum Signworks shall not be liable or responsible to customer for any loss, damage, or claim as a result of vandalism, fire or Acts of God.

### **Warranty Service Claims**

If a product is believed to be defective, the original purchaser/user must contact their Spectrum Signworks Customer Service Representative at (239) 908-0505 and request an incident number. To facilitate a warranty claim, the following information is required:

- 1) The cause of failure, or concurrent extraordinary events (if known).
- 2) The original purchase date from Spectrum Signworks
- 3) The conditions of use (sign type, power wiring, environmental conditions).

Customer must contact Spectrum Signworks for approval prior to warranty repairs. Failure of customer to contact Spectrum Signworks before commencement of repairs shall void this warranty and relieve Spectrum Signworks of any further obligation hereunder.

### **Disclaimer of Additional Warranties**

This warranty is in lieu of all other warranties, express or implied. Spectrum Signworks disclaims all other warranties, including without limitation, implied warranties of title, merchantability, fitness for a purpose, and non-infringement of third party rights.