

## Limited Parts Replacement Labor Warranty

At Impact LED Signs, our priority is to serve you, our valued Partner, with outstanding support. To benefit from the Impact LED Signs Limited Parts Replacement Labor Warranty, simply complete and submit the installation checklist and photos. We trust you to ensure compliance with checklist items and relevant codes, and our team is here to assist you throughout the warranty period. With our unwavering commitment, we stand behind our products and look forward to providing you with an exceptional experience. Thank you for choosing Impact LED Signs.

### Warranty Compliance Checklist:

#### Service Accessibility

- No permanent obstructions in front of any display that would restrict service access using standard lift equipment.

#### Display Mechanics

- Display cabinet(s), front panels and rear panels show no evidence of physical damage.
- All lifting plates and mounting holes at top of display have been properly sealed to prevent water intrusion.
- Factory provided mounting hardware has not been structurally compromised.
- No additional holes have been drilled or tapped into any part of the EMC cabinet.
- Display is properly ventilated - see installation manual for requirements.

#### Electrical System

- Main power supply for display is independent of any other electrical loads.
- Sign is connected to earthen ground per NEC section 250. Ground should be connected to the grounding lug at each cabinet and terminated at an independent grounding rod.
- All power feeds are properly installed using conduits and junction boxes as applicable per National Electrical Code. Verify all AC wiring is enclosed in conduit and junction boxes.
- NEC section 600 Code requires that a power disconnect must be installed and must be within sight of the sign.

#### Software and Communication

- If used, Impact LED Signs provided wireless network bridge equipment is installed properly with clear line of sight and using secured watertight connectors and must have a drip loop at the terminating end of each unit. Transmitter units must be installed outdoors. Transmitter units must face each other in the same orientation and corresponding angle with a clear line of sight.
- All data cables for communications devices are located in separate conduits at any points exterior to building or display cabinet, with exception for outdoor rated cables provided with Wireless Ethernet and Primary/Secondary.
- Primary/Secondary cable is not pinched, excessively pulled or forced into the Secondary unit.
- Light Sensors is properly installed toward direct sunlight.
- All communications cable length and transmission distances are less than or equal to Impact LED Signs supported distances: See [Installation Manual](#)

**For questions regarding this checklist, e-mail: [tech@impactledsigns.com](mailto:tech@impactledsigns.com)**

### Installation Photos

To provide you the optimal service please allow us to "see" the completed project by providing photos that show the following:

1. Working/Powered Display
2. Communication method: Cellular Antennas or WIFI Transceivers
3. Power cord(s) connected to the back of the display(s)
4. Close up shot of all connections inside the junction box
5. Grounding point of sign and In Earth ground rod
6. Sign ventilation (see page 2 in [Installation Manual](#) for requirements)

Your cooperation in supplying these photos will help us ensure that your installation meets our high standards and enables us to provide you with the best possible support and warranty service. Thank you for your assistance.

## Limited Parts Replacement Labor Warranty - Details

Impact LED Signs, is excited to offer you our Limited Parts Replacement Labor Warranty, designed to complement the Impact LED Signs Limited Parts Warranty for your Covered Equipment. When we say "we" or "us," we are referring to Impact LED Signs, LLC, located at 1083 Brooks Industrial Rd, Shelbyville, KY 40065, and you, our valued customer, are represented by "you" or "your."

This warranty covers orders with on-site labor plans or product lines that include on-site labor, all tailored to provide you with exceptional support and service. To keep things clear, let's go over a few definitions:

**Authorized Service Technician or Technician:** This refers to a technician designated by us to repair your Covered Equipment.

**Business Day:** Our support hours are Monday through Friday, excluding major holidays.

**Coverage Period:** Your coverage time period starts when your Covered Equipment ships from our Louisville, KY facility.

**Covered Equipment:** It includes the eligible hardware components listed in the Limited Warranty that are eligible for warranty services and on-site labor service.

**Effective Date:** This marks the start date of the Limited Warranty coverage, which begins when your Covered Equipment ships from our Shelbyville, KY facility.

**Phone Support Hours:** Our phone support is available from 8:00 a.m. to 5:00 p.m. Eastern Time during a Business Day.

**Support Incident:** This refers to a specific problem that can be resolved by isolating its origin to a single cause. We'll determine what constitutes a Support Incident. It's considered resolved when you receive:

- Information that resolves your problem.
- Information on how to obtain a software solution that will fix the problem.
- Notice that the problem is caused by a known, unresolved issue or an incompatibility issue with the applicable Covered Equipment.
- Information that identifies the problem as being resolved by upgrading to a newer release of the Covered Equipment.
- Notice that the problem is identified as a hardware equipment or software issue not caused by the Covered Equipment.
- Repair or replacement service that resolves the problem.

We're committed to ensuring your experience with our products is seamless and worry-free. Should any issues arise, our dedicated team is ready to assist you every step of the way. Thank you for choosing Impact LED Signs!

### Obtaining On-Site Service

We are here to make your experience with Impact LED Signs as smooth and hassle-free as possible. To ensure you receive the best support during the Coverage Period, please follow these simple steps:

If you encounter any technical issues with your Covered Equipment, just give us a call at 1-800-398-0576 during our Phone Support Hours of Monday - Friday 8:00 a.m. to 5:00 p.m. Eastern Time.

Once we verify your on-site labor coverage for the Covered Equipment, our Technical Support Representative will guide you through general troubleshooting steps.

To maintain the warranty coverage, please ensure that all applicable fees and amounts are paid promptly to keep your account up-to-date.

For your convenience, please ensure that you or your designated representative have access to all the necessary equipment required for the operation of the Covered Equipment. Please note that the cost associated with accessing the Covered Equipment is **NOT** covered by this Limited Parts Replacement Labor Warranty.

We value your time and our service technicians' efforts. In the event that our technician is dispatched to your location and there is a delay of more than 30 minutes due to unavailability or access issues, we may need to reschedule and apply a missed service trip fee, not exceeding \$350.00. Missed service trip fees must be paid before scheduling a return visit.

Our warranty covers the labor needed for issues directly related to the Covered Equipment. However, there are certain restrictions and exclusions as follows:

- Labor coverage is not provided for diagnostic or troubleshooting trips without access to a complete Spare Parts Kit.
- Charges related to diagnostics only or issues found to be unrelated to product failures are not covered.
- Service performed without prior confirmation with our Technical Support department is not eligible for reimbursement.
- Cleaning, preventive maintenance, customer education, and ordinary wear and tear, including decreased brightness and color degradation, are not covered.
- Damage resulting from accidents, water damage, casualties, or acts of nature such as floods, tornadoes, hurricanes, polar vortex, and earthquakes is not covered.

The reimbursement rate for eligible labor is \$125.00 per hour, calculated by part schedule allocated time. Please make sure to contact Technical Support before providing service, verify repairs with them on-site, and return all parts, including unused ones, to Impact LED within 30 days with the return packing slip.

Payment will be processed within 30 days of all parts being returned to Impact LED Signs.

We are dedicated to providing you with top-notch service, and we're here to assist you every step of the way. Thank you for choosing Impact LED Signs!

1083 Brooks Industrial Rd, Shelbyville, KY 40065

# Impact LED Parts Replacement Labor Reimbursement Request

## IMPORTANT! REQUIRED STEPS FOR PAYMENT

1. Before you provide Service you must contact Technical Support to open a case.
  2. You must verify repairs with the Technical Support Department before leaving the site.
  3. Return all parts, including unused parts to Impact LED within 30 days with return packing slip.
- Technical support hours of operation are Monday - Friday 8:00 am to 5:00 pm EST.

**Call 800-398-0576 ext. 3**

Company Name: \_\_\_\_\_  
 Name of Tech Performing Repair(s): \_\_\_\_\_  
 Project Name / Sales Order #: \_\_\_\_\_  
 Case #: \_\_\_\_\_  
 Dealer Address: \_\_\_\_\_  
 Display Site Address: \_\_\_\_\_  
 Date of Work Performed: \_\_\_\_\_

Item #	Part	Allotted Time (Mins.)	Qty	Minutes
1	Open & Close Display	15		0
2	Service Set Up	15		0
3	Service Clean Up	15		0
4	1 Hour Travel Time	60	1	60
5	LED Module	10		0
6	Sending Card	10		0
7	Receiving Card	10		0
8	Power Supply	20		0
9	Ethernet Cable	10		0
10	Ribbon Cable	10		0
11	Power Cable	10		0
12	Primary/Secondary Cable	20		0
13	Wireless - Sign Transceiver	15		0
14	Wireless - Building Transceiver	15		0
15	Wireless - POE	5		0
16	Fiber Optic Transceiver	10		0
17	Impact Controller	15		0
18	EMI Filter	15		0
19	Surge Protector	15		0
20	AC Cabinet Fan	20		0

Total Minutes: \_\_\_\_\_  
 Total Hours: \_\_\_\_\_

Total Amount of Credit Requested (at \$125 per hour): \_\_\_\_\_

Requested By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Email: \_\_\_\_\_ Phone: \_\_\_\_\_

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- THIS PLAN GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. **GUARANTY** This is not an insurance contract; it is a Limited Warranty.

## **ENTIRE LEGAL AGREEMENT**

This Limited Warranty; including the provisions, conditions, limitations, exceptions and exclusions, Your original purchase agreement, and Your Limited Parts Warranty by Impact LED Signs for purposes of determining the Coverage Period and Effective Date, constitute the entire legal agreement between Us and You, and no representation, promise, or condition not contained herein shall modify these items; except as required by law.