



## Warranty Overview

### Labor Warranty (3, 5, or 7 years)

If your sign is covered by our labor warranty as predicated on your original sale document, American LED Technology provides a Labor Warranty for replacement of covered parts on LED signs sold to our Dealers/Customers. The warranty period begins on the date of shipment of the sign, but is not active until 61 days after satisfactory installation as defined on the installation manual. This warranty may be activated by receipt of photographic evidence to American LED Technology (email to [sales@americanledtechnology.com](mailto:sales@americanledtechnology.com)) of proper installation (per the American LED Technology Installation Manual and adherence to the NEC - National Electric Code), confirmation that the sign is working, and documented ability to transfer play lists wirelessly to the sign.

The labor warranty period may be extended to 5 years by paying an additional premium at the original purchase date, and up to 1 year after installation at the discretion of American LED Technology. If purchased, this extended warranty will be clearly listed on the original invoice.

Many issues may be resolved remotely, without the requirement for on-site service, and thus our Tech Support Team must be the first point of contact through our main office number. Only calls dispatched or expressly approved by American LED Technology are covered under this labor warranty. If issues cannot be resolved remotely, our Tech Support Team will advise of the next step(s) to be taken and will possibly include referral to a servicing company for further action. On-site parts replacement of parts is covered, however, on site diagnostic costs are not covered as problems may arise from unrelated issues such as networking conflicts, insufficient voltage or amperage to the sign, improper grounding, etc., which can affect the operation of the sign but are not caused by any fault of the sign. As with the parts warranty, the labor warranty does not cover acts of God, negligence, vandalism, 3<sup>rd</sup> party parts or improper installation.

**Pre-approval required.** Pre-approval must be obtained from American LED Technology for any and all service works. Onsite service work will usually, but not always, be performed by the original installer of the sign. American LED Technology reserves the right to assign the service call to a servicer of our choice. Payment for covered on-site warranty service calls will come from American LED Technology and/or an authorized third-party service warranty company. Reasonable time and cost limits may apply to replacement of parts. Please confirm with American LED Technology before work begins. We reserve the right to deny claims for work performed without prior authorization.

**What is covered under this labor warranty:** labor cost associated with replacement of defective/malfunctioning parts for signs built by American LED Technology.

**What is NOT covered by this labor warranty:** Diagnostics trips, troubleshooting, networking not related to, or outside the sign itself. This warranty may not be used to cover labor costs associated with the original installation/hookup of the sign or peripherals (antennae, sensors, computers, etc.) that should have been installed originally. Sign projects that do not specifically mention labor or on-site service warranty in the sales documents, are not covered by this policy.

### Parts Warranty (3, 5, 7 or 10 Years)

American LED Technology provides a limited warranty against manufacturer defects or workmanship on in-cabinet parts of our LED displays. The warranty period for the sign begins on the date of shipment of the sign and is subject to evidence of proper installation as instructed by American LED Technology via Installation Manual or other means. Installation of our sign must adhere to the guidelines established in the NEC (National Electric Code). The limited parts warranty period will last for either 3, 5, 7 or 10 years as established on the sales documents.

Warranty parts must be returned to American LED Technology. Unreturned parts will be considered as not been under warranty and will be invoiced to customer at retail price. Failure to return parts (defective or otherwise) may result in temporary or permanent suspension of the warranty.

Some peripheral components such as computers, routers, antennae, outside sensors, cameras, etc., will not carry an American LED Technology warranty but may be covered by their respective manufacturer's warranty.

**What is covered under this parts warranty:** Original factory installed parts against defect or workmanship.

**What is NOT covered by this parts warranty:** Aftermarket parts, unauthorized modifications to the original sign, peripherals which may be covered by their respective manufacturers (antennae, sensors, computers, etc). Improperly installed signs (lack of earth grounding, insufficient or improper voltage, structurally deficient installations, etc.)

This warranty does not cover re-installation of the sign (location or method) unless explicitly authorized by us.

Blocking the bottom air intake holes may cause irreversible heat-related damage to the sign. DO NOT BLOCK the bottom of the cabinet. We reserve the right to curtail, restrict, suspend or revoke the manufacturer's warranty to signs found to have been installed with blocked air intake holes or exhaust vents.

American LED Technology must determine what parts need to be replaced. In-warranty replacement parts must be requested by the American LED Technology support department BEFORE replacing the original parts.

We reserve the right to amend, alter modify, revoke, and/or delete any provisions, coverages, benefits at any time without notice. Warranty benefits are subject to American LED Technology's terms of sale (TOS) [www.americanledtechnology.com/tos](http://www.americanledtechnology.com/tos).