

Delivery, Aftercare & Warranty

Your compact guide for your signage



PRODUCT CHECK

In order for us to assist you, any damages or discrepancies must be reported to us within 24 hours of delivery.

- If storing your delivery for more than 7 days from receiving, please ensure that all goods are opened and stored unwrapped to remove any risk of vapour or solvent damage

FIXINGS

Any fixings supplied with your signage are sourced from approved suppliers. They have been selected for general generic use to complete the assembly of the signage.

- It is the sign installers responsibility to make sure they are adequate for the specific site application
- As standard we supply BZP fixings which have NOT been painted please paint out fixings as required, with touch-up pots as supplied and guidance - seal them after installation

TOUCH UP PAINT

For any uncoated areas or fixings, please use the touch up paint provided as follows:

- Touch-up paint is provided for two different applications: * WET SPRAYED 1x pot pre-mixed
*POWDER COATED 1x powder & 1x solvent. This will prevent corrosion or oxidation
- The powder coat touch up paint is a two part formula (powder and solvent). Pour all the solvent into the powder bottle, replace the lid securely and shake for 30 seconds until both components have thoroughly mixed together. The mix can be used immediately and will be touch dry within an hour
- For use on any uncoated areas or fixings or if the coated finish has been damaged (either at point of handling or install)

NOTE: Solvent is an irritant and should be used with due care and attention.

ADHESIVES & TAPES

- Surfaces must be clean, dry, free from oil, grease and any other contaminants
- Wash background with a mild detergent solution, dry thoroughly before proceeding
- Subsequent cleaning with a non-residual cleaning solvent (eg Isopropanol), will further assist the adhesion of the tape or adhesive to the substrate
- Surface primer enhances performance in-situ at both extremes of temperature. The primer will also enhance the bonding ability of galvanised steel, powder coated and epoxy coated metals and low surface energy plastics
- Tape application is best performed between 19-degree c – 25-degree c and is pressure sensitive



MAINTENANCE & SIGNAGE AFTER CARE

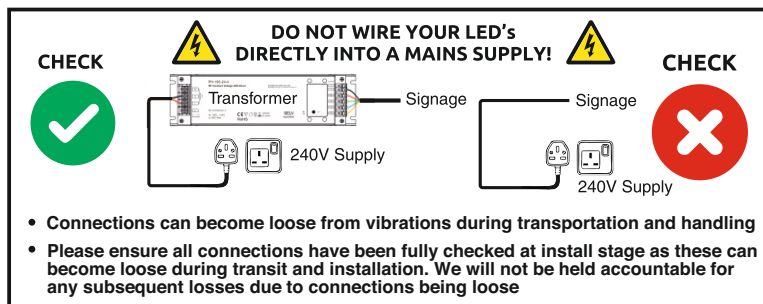
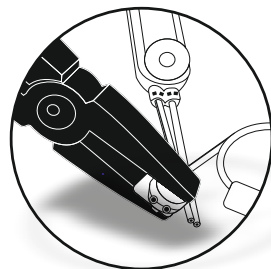
The principle of keeping your signage looking at its best, is the same as your car.

- For routine cleaning, we would recommend using a mild detergent and water on a monthly basis
- For stainless steel components, use non-abrasive creams or polishes, (in accordance with product guidelines)

For any further help or advice, please contact us.

ILLUMINATION

All illuminated signage is supplied with a LED layout drawing, wiring diagram and suitable transformers. The transformers will be included loose (or fitted inside the sign as per the specification of the sign)



TROUBLESHOOTING - SIGN NOT ILLUMINATING

- 1 Please ensure LED's have been wired to the mains via transformer / transformers supplied. If LED's are wired directly to main supply all modules will be blown and replacements will be required.
- 2 Check both feeds from your transformer with a voltage meter to ensure 240v are present on the input and 12 / 24v is present on the output.
- 3 Check all gel connections made from the transformer are fully secure. These are grip lock gel connectors and need to be fully crimped in order to create a good connection.
- 4 Please ensure there is no more than 5 metres of cable between Driver / Transformer and first module.
- 5 Please refer back to wiring diagram provided to ensure correct transformers have been supplied.
- 6 If you have done all of the above and your sign is still not working please contact us.

TROUBLESHOOTING - MODULES ARE FLASHING

- 1 LED's will flash if they are not getting enough power to fully illuminate.
- 2 Please refer back to your wiring diagram to ensure the following:
The total wattage of your sign is less than 90% of your transformer rating.
If multiple drivers are used, that the correct split has been followed.
- 3 Please switch off your sign for a full 10 minutes to allow the transformer to re-boot, then switch power back on.
- 4 If the above has not solved your issue please contact us.

Warranty

CHECK



- Before leaving site make sure all connections and fixings are fully secure and working correctly.
- Although our warranty covers correcting any failing we have caused, we are not obliged to accept any costs incurred for failing to fully check the signage is in full working order and signed off before leaving the site installation.

NOTES:

- Any installation issues or concerns **MUST** be notified to us whilst on site during installation, so we can troubleshoot or discuss remedies before fitters leave site.
- No third party costs, or access considerations are our responsibility.
- Using any inadequate or corrosive fixings and connectors will void warranty, as will a failure to record a regular record of cleaning and checking all sign components for visual or physical deterioration, or any damage over the 3 years.
- To maintain the 3 year warranty, all products supplied must have a documented installation record.

It needs to state the date/installation person/company and have used the approved assembly fixings, connectors and touch up products we have supplied with the signage.

A full record of annual maintenance must also be recorded.