

FGD

Glass Solutions

470 Satellite Blvd NE Suite A Suwanee, GA 30024

Phone: 770-614-4121

Fax: (770) 614-4180

LED Sign and Architectural Lighting System Warranty

Project Name:

Project Location:

Factory Glass Direct is committed to providing defect free products that will give the purchaser years of trouble-free operation. These products are the best designed and most thoroughly tested in the industry. All Factory Glass Direct facilities maintain strict Quality Assurance standards.

Factory Glass Direct warrants its LED products and Power Supply products to meet the performance criteria outlined in the written data sheets and specifications and to be free from defects in materials and workmanship for the warranty period stated below, provided the LED products and Power Supplies are used together as a system and no other third-party devices are used in the system. Should any LED product or Power Supply fail to perform as specified during the warranty period, Factory Glass Direct will replace, or at its option, repair, free of charge all defective product in accordance with the terms and conditions set forth herein.

Product Description / Part No.*

Warranty Period**

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Warranty Period**

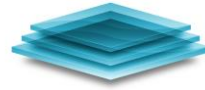
TERMS AND CONDITIONS

Usage

This limited warranty is based on reasonable indoor or outdoor usage in architectural applications for image identification, when installed and used in accordance with instructions from Factory Glass Direct. Normal operating conditions are defined as 24 hour per day, 7 day per week continuous use in typical outdoor heat and humidity environmental conditions. All LED systems, to varying degrees, have some amount of light degradation over the life of the product. Factory Glass Direct designs all of its LED systems to minimize this light degradation but considers this a normal part of LED technology.

This limited warranty is valid only when the LED products and Power Supplies are used together for their intended use and properly installed and wired in accordance with all instructions, building codes, the latest Underwriter Laboratory Standards of Safety, National Electric Code, Canadian Standards Association, and all other domestic and international safety agencies that are recognized as having applicable safety requirements.

Any use outside intended use or conditions or the conditions stated in On-Site Systems' written data sheets and instruction, or stated herein, including the use of third party dimming, flashing or other effect devices, extreme environmental conditions or any other unintended usage will void this warranty. Replacement of Factory Glass Direct LED products or Power Supplies with any other manufacturer's components will further void this warranty. [Continued next page]



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Warranty Claim Assistance

Should a Factory Glass Direct product fail under this warranty please contact Factory Glass Direct for a Return Material Authorization number (RMA). RMA numbers may be obtained by calling customer service at (800) 838-7778. Information and troubleshooting assistance is also available at this number. Once an RMA number is obtained, the product should be returned directly to Factory Glass Direct or the location designated at the time the RMA was issued.

Product must be returned within 10 days of RMA issuance for the RMA to remain valid. Please mark all shipping boxes and packing slips with the RMA number.

On-Site Systems, at its sole discretion, may elect to provide replacement product prior to receipt of defective material. If such product is provided, user agrees to return to Factory Glass Direct the defective product within 30 days of receipt of replacement. Defective product is to be returned to the address listed as the return address on the shipping container. Failure to return defective product within specified time will result in user being charged for replacement product and will void all further warranty claims.

Should circumstances arise that preclude the remedying of warranted defects by repair or replacement, Factory Glass Direct shall, at its discretion and upon receipt and verification of defective product, refund to the buyer the purchase price or portion of purchase price theretofore paid to On-Site Systems.

Limitation of Liability

Factory Glass Direct is committed to making high quality lighting products. Returning defective products will help us monitor and further improve product quality. Repair or replacement of product is the sole remedy available. **UNDER NO CIRCUMSTANCE SHALL FACTORY GLASS DIRECT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF, OR IN ANY WAY RELATED TO ANY DEFECT IN OR NON-PERFORMANCE OF THE PRODUCTS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED.** Furthermore, Factory Glass Direct shall not be responsible for any other costs, including installation or field support labor or loss of profits, income or revenue. Additionally, any drawing, layout, quotation or other communication regarding suggested product type, amount or usage is for reference only and should be treated as an estimate. Factory Glass Direct shall not be responsible for minimum illumination levels or other performance criteria.

Factory Glass Direct reserves the right to test and examine all products returned under this warranty to evaluate proper usage, determine the cause of failure, and make a determination, in its sole judgment whether the products are defective and covered by this warranty.