National Sign Build – Warranties and Terms

This Warranty Schedule outlines the limited warranties provided by National Sign Build for the products we design, supply, and install. These warranties apply solely to the products themselves and cover defects in materials and workmanship under normal use and conditions. They do not extend to any labor, installation services, machinery required for access or maintenance, or any other associated costs.

All warranties are provided in addition to, and do not limit, any rights or remedies available under Australian Consumer Law (ACL) or other applicable legislation. In the event of a conflict, statutory rights prevail.

The warranty periods durations are based on industry standards for similar products in Australia, considering factors such as material durability, expected environmental exposure, and typical usage in commercial settings.

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1. General Warranty Terms, Conditions and Limitations

Scope:

This warranty applies solely to the materials and manufactured components of signage products (e.g., sky signs, pylon signs, braille and tactile signs, vinyl graphics, and films) designed and manufactured by National Sign Build. It covers defects in materials and manufacturing under normal use and environmental conditions.

What is Covered (Inclusions):

- This warranty covers manufacturing defects that materially affect the product's performance or appearance under normal commercial use.
- Remedies: At our discretion, we will repair or replace the defective product (or affected component) with a comparable item. Replacement products are warranted for the remainder of the original warranty period.
- No cash refunds or compensation for consequential losses (e.g., business interruption) unless required by law.

Exclusions: The warranty does not cover:

- Labor or machinery hire for on-site installation, removal, or repairs (e.g., cranes, scaffolding).
- Damage due to improper installation, handling, or maintenance by third parties (if not performed by us), or cleaning, use, or abrasive chemicals.
- Damage caused by acts of God (e.g., storms, earthquakes, lightning), vandalism, accidents, or misuse, pollution, or chemical exposure.
- Normal wear and tear, including fading or discoloration due to prolonged exposure to UV light, weather, or environmental conditions.
- Damage from modifications or repairs not performed by National Sign Build.
- Materials or components supplied by the client or third parties.
- Damage from extreme weather events, natural disasters.

Claim Process:

1. Notify National Sign Build in writing within 30 days of discovering the defect, providing:
    - Proof of purchase (e.g., photos, invoice or contract).
    - Detailed description of the issue, including photos or evidence.
    - Product details (e.g., type, installation date, location).
2. We will inspect the product (at our cost for product-only assessment from ground level) to verify the claim.
3. Valid claims will be processed within a reasonable timeframe, typically 4–6 weeks.

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2. Warranty Periods by Product Type

The following warranty periods are approximate and based on industry norms for signage materials and manufacturing.

Sky Signs / 3D Illuminated Letters (e.g., Illuminated Signs, Neon/LED Signs)

Sky Signs Warranty Period: 1–2 years
3D Illuminated Letters: 1–2 years

- **Materials:** 1–7 years
    - Covers defects in polycarbonate, aluminum, or steel components used in the sign structure.
    - Excludes corrosion due to improper maintenance or exposure to corrosive environments (e.g., coastal areas with high salt exposure).

- **LED Components:** 1–3 years for failure under normal operating conditions (based on manufacturer warranties for LED modules).
  Transformers: 1–5 years
    - Excludes electrical components not supplied by National Sign Build or damage due to power surges.
- **Finish/Coatings:** 1–2 years
    - Covers peeling, cracking, or flaking of powder-coated or painted surfaces under normal environmental exposure.
    - Excludes fading due to UV exposure beyond industry-standard expectations
    - **Notes:** Illumination components have a shorter period due to their electronic nature; aligned with common Australian signage warranties for LED elements (e.g., 1–5 years).
    - Manufacture Assembly: 1-2 years

Pylon Signs and Totem Signs (e.g., Freestanding Signs, Monument Signs)

- **Materials:** 1–7 years
    - Covers defects in structural materials (e.g., aluminum & steel).
    - Fabrication, materials, and assembly, including pole/base stability, panel attachment, and any integrated illumination (with 2 years for electrical components). 1-2 years
    - Excludes corrosion due to improper maintenance or exposure to corrosive environments (e.g., coastal areas with high salt exposure).
- **Finish/Coatings:** 1–2 years
    - Covers defects in paint or powder-coating applications.
    - Excludes natural weathering or abrasion from external factors.
    - **Notes:** Suited for ground-level or elevated freestanding structures; based on industry examples where pylons often carry 1–7 year material warranties. Totem signs are similar to pylon signs but often slimmer; warranty aligns with Australian standards for durable outdoor totem structures.
    - Manufacture Assembly: 1-2 years

Braille and Tactile Signs

- **Materials:** 1–5 years
    - Covers defects in acrylic, metal, or composite materials used for braille and tactile elements.
    - Ensures compliance with accessibility standards (e.g., ADA) at the time of manufacture.
    - Excludes corrosion due to improper maintenance or exposure to corrosive environments (e.g., coastal areas with high salt exposure).
- **Finish:** 1–2 years
    - Covers fading or delamination of raised elements under normal indoor/outdoor use.

- Tactile elements, Braille accuracy, and overall construction, ensuring compliance with Australian Standards (e.g., AS 1428 for accessibility) at the time of manufacture. Includes resistance to fading, chipping, or delamination of engraved or raised elements under normal indoor/outdoor use.

Vinyl Graphics and Soft Adhesive Films

- **Materials:** 1–3 years
  - Covers defects in vinyl material (e.g., cracking, peeling, or adhesive failure) under normal environmental conditions.
  - Based on manufacturer warranties for vinyl films (e.g., 3M, Avery Dennison), typically ranging from 1–3 years for outdoor applications.
  - Excludes corrosion due to improper maintenance or exposure to corrosive environments (e.g., coastal areas with high salt exposure).
- **Colour Fastness:** 1–2 years
  - Covers excessive fading or discoloration beyond expected UV degradation.
  - Excludes damage from improper cleaning or exposure to harsh chemicals.

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3. Specific Conditions and Limitations

- **Prorated Coverage:** For certain products (e.g., vinyl films or coatings), the warranty may be prorated based on the age of the product. For example, a 5-year warranty on vinyl may cover 100% of material costs in year 1, 80% in year 2, and so on.
- **Environmental Considerations:** Warranties assume standard environmental conditions (e.g., non-extreme temperatures, non-corrosive environments). Signs installed in harsh climates (e.g., coastal areas, extreme heat/cold) may have reduced warranty periods unless specified otherwise.
- **Manufacturer Warranties:** Where applicable, National Sign Build will pass through manufacturer warranties for components (e.g., LED modules, vinyl films) to the client, provided the client complies with claim procedures.
- **Transferability:** Warranties are non-transferable unless explicitly stated in the contract.

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4. Warranty Activation and Documentation

- **Start Date:** The warranty period begins on the date of delivery or substantial completion/Installation of the sign manufacturing, as documented in the sales contract or invoice.
- **Proof of Purchase:** Clients must provide proof of purchase (e.g., invoice, contract) to initiate a warranty claim.

- **Maintenance Requirements:** Clients must follow National Sign Build's recommended maintenance guidelines (e.g., cleaning procedures for vinyl or braille signs) to maintain warranty validity.

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5. Examples of Warranty Application

- **Sky Sign Example:** If an LED module in a sky sign fails within 3 years due to a manufacturing defect, National Sign Build will replace the defective module at no cost for the part. However, labor and equipment costs for accessing and replacing the module are not covered.
- **Pylon Sign Example:** If the powder-coated finish on a pylon sign peels within 2 years, National Sign Build will provide replacement materials or recoating for the affected area, excluding labor for removal or reapplication.
- **Vinyl Graphics Example:** If vinyl graphics peel within 1 year due to adhesive failure, National Sign Build will supply replacement vinyl, but the client is responsible for removal and reapplication costs.

Additional Notes

- Warranties are non-transferable unless approved in writing.
- Products must be maintained according to our provided care guidelines (e.g., regular cleaning with non-abrasive materials).
- For products incorporating third-party components (e.g., 3M films or LEDs), the warranty may align with the manufacturer's terms if longer.
- This warranty schedule is subject to change. The applicable version provided at the time of purchase applies.

Note: If you require customisation or have specific questions, please contact us.