



**Simple. Sellable. Supported.**

## Warranty Summary

**This Service Agreement provides for the services defined on this document the Purchase Agreement or any attachment. Failure to follow proper installation instructions, including penetrations to cabinets, may void any and all warranties. Standard and routine warranty claims will be paid at a pre-approved amount dictated by our standard terms and conditions rate chart or written amendments made by employees of NextLED.**

**(a.) Parts Warranty.** NextLED will provide replacement parts for all mechanical failures of sign components for 60 months from date of shipment, provided the sign is installed with the recommended ventilation system for its location. In relation to pixel failure, it occurs when the pixel will no longer emit light. A pixel is the combination of a red, green, and blue emitting diode and may come in the form of a DIP or SMD product. A module will be replaced when more than 1% of the pixels are no longer emitting light or incorrectly emitting light. This agreement does not cover LED degradation, which occurs when the LEDs continue to emit light, but at some lesser level of brightness. Replacement modules will be provided at the time of service and the failed modules will be returned to the NextLED facility. NextLED will repair or replace failed wireless communication components if they are purchased from NextLED. A radio component has failed when it does not transmit or receive data properly. Local site interference or obstructions may cause intermittent or complete failure of radio performance. This Agreement does not include the provision of replacement communication methods (such as wire, fiber optic cable, conduit, trenching or other solutions) for the purpose of overcoming local site interference. Certain failures may result in a required total replacement and/or upgrade of any or all of the components in the system. In the event of a failure, the component will be checked thoroughly and if the component can be repaired or replaced, the costs of the repair or the replacement part are included in this Agreement. If the component cannot be repaired or replaced for whatever reason, and an upgrade is required, then the Purchaser shall be responsible for the difference in cost between the upgraded component and the cost of the repaired or replaced component to the extent the cost of the upgraded component exceeds the cost of the repaired or replaced component. Further, the Purchaser shall be responsible for any additional upgrades required by the upgraded component in the integrated system.

**(b.) Labor Warranty.** NextLED will reimburse Purchaser for approved service claims related to the service of equipment, provided the sign is installed with the recommended ventilation system for its location, to End User's display. Term of the labor warranty will be agreed upon in the purchase agreement. Service Provider is required to submit detailed service documentation for reimbursement approval to an authorized NextLED representative. If Purchaser is not an authorized NextLED vendor, NextLED will arrange for service of the equipment by an authorized vendor or service company and reimburse the Purchaser for all hours of service related to each instance at a maximum \$100.00 per service hour. Purchaser is responsible for direct payment of invoices from servicing company related to these service calls.

**(c.) Software Training.** NextLED will provide remote software training with End Users for the operational life of the End User's purchased product from NextLED.

### Labor Warranty Reimbursement

NextLED Item Number	Case Description	Amount
NXTSVC001	Drive Time (One time per case)	\$100
NXTSVC002	Onsite Diagnostics (One time per case)	\$100
NXTSVC003	Power Supply	\$50
NXTSV005	Sending Card	\$100
NXTSV007	Light Sensor	\$50
NXTSVC008	PC Controller	\$75

NextLED Item Number	Case Description	Amount
NXTSVC018	6.3mm Stax Module	\$50
NXTSVC017	9.5mm Stax Module	\$50
NXTSVC013	Cellular Router	\$50 *
NXTSVC014	Sending Card	\$50 *
NXTSVC016	Internal power connections	\$50 *
NXTSVC100	Additional, pre-approved labor rate (per hour)	\$100 **

\*External power and data connections, including network and network connectivity, not related to our product will not be covered under our standard parts and labor warranty. Adequate connectivity through cellular network is not the responsibility of NextLED. It is recommended that Purchaser, and/or End User verify connectivity prior to product installation.

\*\*Reimbursement claims submitted under NXTSVC100 require pre-approval in writing.