



## **SEVEN YEAR LIMITED WARRANTY INTERNALLY ILLUMINATED SIGNS ALL MODELS**

Southern Manufacturing's (Southern or "seller") internally illuminated signs including street name signs and symbolic MUTCD signs are warranted to be free of defects in workmanship, materials and components. It further warrants that each product conforms to the seller's specifications including approved submittal drawings, street name layouts, and logos at the time of manufacture without limitation. The following warranty periods apply from the earlier of the date of initial installation or ninety (90) days from the date of shipment to the initial purchaser and extends to the owning agency if different:

- LED light strips are warranted to deliver a minimum of 70% of the initial lumens for seven (7) years. LED strips will be replaced at no charge for four (4) years and on a prorated basis thereafter.
- Fluorescent and induction fluorescent bulbs are warranted for one (1) year.
- The power supply and or ballast shall carry the warranty of the manufacturer. Class 2 power supplies are currently warranted for five (5) years and ballasts for five (5) years.
- The lens is guaranteed against fading, discoloration or fading for five (5) years. EC film is warranted for five years when used in conjunction with diamond grade sheeting.
- The housing and all other components are warranted for seven (7) years.

**THIS WARRANTY SPECIFICALLY EXCLUDES DAMAGE CAUSED BY IMPROPER INSTALLATION, DAMAGE CAUSED BY A THE INSTALLER, DAMAGE CAUSED BY ROADWAY TRAFFIC, ACTS OF VANDALISM, ACTS OF GOD, NORMAL WEAR AND TEAR, MODIFICATIONS OR ALTERATION OTHER THAN NORMAL MAINTENANCE, OR OTHER OCCURANCES OUTSIDE OF THE SELLERS CONTROL. THIS WARRANTY DOES NOT OBLIGATE SOUTHERN TO BEAR ANY TRANSPORTATION, REMOVAL OR INSTALLATION CHARGES IN CONNECTION WITH THE INSPECTION, REPAIR, OR REPLACEMENT OF DEFECTIVE PARTS. SOUTHERN'S OBLIGATION UNDER THIS WARRANTY SHALL NOT INCLUDE ANY LIABILITY FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES OR DELAYS.**

The purchaser assumes the responsibility of properly installing grounding the sign in accordance with local electrical and safety codes and determining the load ratings of any mounting hardware and structures not manufactured by the Seller.

**THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY WITH RESPECT TO THIS PRODUCT AND IS IN LIEU OF ALL OTHERS, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT IS SOUTHERN RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.**



## RETURN AUTHORIZATION PROCEEDURE

To obtain warranty service contact Customer Service at Southern Manufacturing in Longwood, Florida by phone, email or mail to obtain a return goods authorization (RGA) number. The email address is [contactus@southernmfg.com](mailto:contactus@southernmfg.com) and the phone number is 407-894-8851.

- All returns require an RGA number whether it is for warranty or non-warranty repair, damage, inspection, or any other reason. Returns without an RGA number may be refused.
- The following information should be provided when requesting an RGA:
  - Original customer purchase order and date.
  - Date product was installed if known.
  - Number of items or parts to be returned.
  - Product description, model and serial number (these are contained on a label permanently affixed to each sign).
  - Reason for return.
  - Action requested.
  - Contact name, telephone number and email address.
- Package the item or items in appropriate packaging.  
Southern Manufacturing  
2000 E Lake Mary Blvd  
Sanford, FL 32773
- Mark the box prominently with Southern's Return Goods Authorization Number.
- Freight charges on all products returned to Southern shall be paid by the customer unless authorized in writing by Southern. Collect shipments will be refused.

Southern will repair or replace any parts that it determines to be covered by warranty at its sole discretion. Southern shall contact the customer with an estimated cost prior to making any repairs not covered by warranty.