

# RFP 22-036 JAM Illuminated Signs Price Proposal

Illuminated Overhead Street Name Sign Inventory				
Site	DWG Reference	Qty Needed	Unit Cost	Extended Cost
1	DWG A	5	1,675 <sup>00</sup>	8,375 <sup>00</sup>
2	DWG B	2	2,100 <sup>00</sup>	4,200 <sup>00</sup>
4	DWG C	4	1,480 <sup>00</sup>	5,920 <sup>00</sup>
6	DWG D	2	1,525 <sup>00</sup>	3,050 <sup>00</sup>
7	DWG E	2	1,825 <sup>00</sup>	3,650 <sup>00</sup>
8	DWG F	2	1,480 <sup>00</sup>	2,960 <sup>00</sup>
9	DWG G	2	1,525 <sup>00</sup>	3,050 <sup>00</sup>
13	DWG H	4	1,460 <sup>00</sup>	5,840 <sup>00</sup>
14	DWG I	2	1,525 <sup>00</sup>	3,050 <sup>00</sup>
15	DWG J	1	1,675 <sup>00</sup>	1,675 <sup>00</sup>
16	DWG K	2	1,495 <sup>00</sup>	2,990 <sup>00</sup>
17	DWG L	1	1,825 <sup>00</sup>	1,825 <sup>00</sup>
18	DWG M	2	1,495 <sup>00</sup>	2,990 <sup>00</sup>
19	DWG N	2	2,100 <sup>00</sup>	4,200 <sup>00</sup>
20	DWG O	1	1,460 <sup>00</sup>	1,460 <sup>00</sup>
21	DWG P	2	1,480 <sup>00</sup>	2,960 <sup>00</sup>
27	DWG Q	4	1,460 <sup>00</sup>	5,840 <sup>00</sup>
28	DWG R	2	1,860 <sup>00</sup>	3,720 <sup>00</sup>
29	DWG S	2	1,650 <sup>00</sup>	3,300 <sup>00</sup>
30	DWG T	4	1,480 <sup>00</sup>	5,920 <sup>00</sup>
31	DWG U	2	2,100 <sup>00</sup>	4,200 <sup>00</sup>
32	DWG V	1	1,850 <sup>00</sup>	1,850 <sup>00</sup>
33	DWG W	1	1,850 <sup>00</sup>	1,850 <sup>00</sup>
34	DWG X	2	1,495 <sup>00</sup>	2,990 <sup>00</sup>
35	DWG Y	2	1,495 <sup>00</sup>	2,990 <sup>00</sup>
36	DWG Z	1	1,480 <sup>00</sup>	1,480 <sup>00</sup>
37	DWG AA	2	1,675 <sup>00</sup>	3,350 <sup>00</sup>
Shipping/Handling Cost				0
Tax 9.25%				8,850.86
Total Units		59	Total Cost <span style="float: right;">104,535.86</span> 0	

Grand Total:  
 One hundred and four thousand five hundred and thirty-five dollars  
 and Eighty Six cents.

# Attachment C

Note: These drawings are for visual reference/interpretation only. They are not to scale, nor do they offer a specification as to the type of font, size, nor spacing desired.

The intent of these drawings is to depict what letters, and/or characters, should be assigned per sign. Information regarding font size, material, character spacing, and all other pertinent details are identified in Exhibit B.

Front

McCarthy Blvd

DWG A

Back

McCarthy Blvd

---

Front

Technology Dr →  
← Bellew Dr

DWG B

Back

Bellew Dr →  
← Technology Dr

Front

Bellew Dr

DWG C

Back

Bellew Dr

---

Front

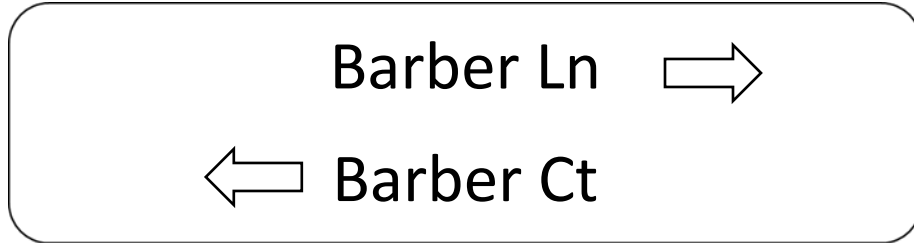
Cypress Dr

DWG D

Back

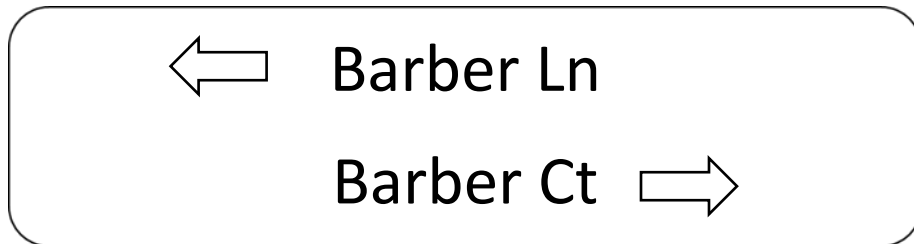
Cypress Dr

Front



DWGE

Back



---

Front



DWGF

Back (Blank)



Front

Alder Dr →

DWG G

Back

← Alder Dr

---

Front

Alder Dr

DWG H

Back

Alder Dr

Front

Tasman Dr

DWG I

Back

Tasman Dr

---

Front

McCarthy Blvd

DWG J

Back (Blank)

Front

S. Main St

DWG K

Back

S. Main St

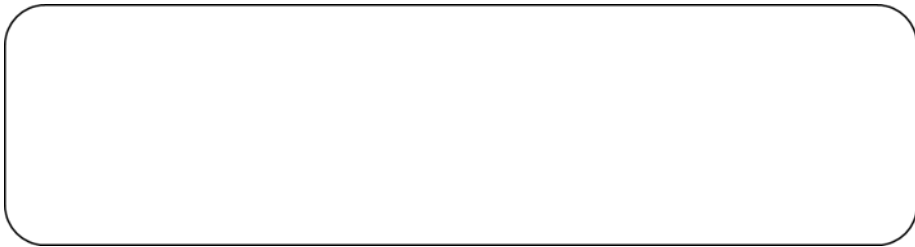
---

Front

← S. Main St  
S. Abel St →

DWG L

Back (Blank)



Front

S. Abel St

DWGM

Back

S. Abel St

---

Front

← W. Capitol Ave

Centria Ln →

DWGN

Back

W. Capitol Ave →

← Centria Ln

Front

Abel St

DWGO

Back (Blank)

Front

Curtis Ave

DWGP

Back

Curtis Ave

Front

Abel St

DWG Q

Back

Abel St

---

Front

← Post Office  
Alvarez Ct →

DWG R

Back

Post Office →  
← Alvarez Ct

Front

Corning Ave

DWGS

Back

Corning Ave

---

Front

N. Main St

DWGT

Back

N. Main St

Front

Milpitas Library →  
← Weller Ln

DWG U

Back

← Milpitas Library  
Weller Ln →

Front

← Milpitas Library

DWG V

Back (Blank)

Front

Milpitas Library →

DWG W

Back

Front

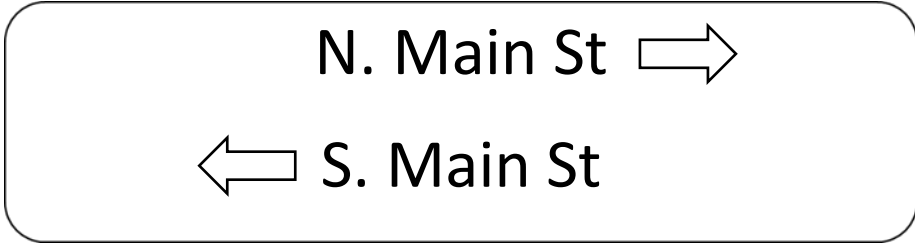
Carlo St →

DWG X

Back

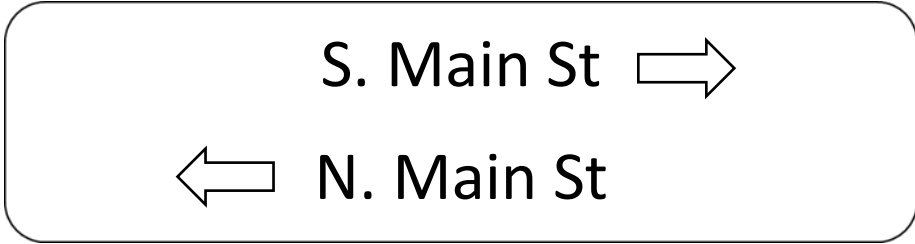
← Carlo St

Front



DWGY

Back



Front



DWG Z

Back



Front

Great Mall Dr

DWG AA

Back

Great Mall Dr

## **Attachment B**

### **Illuminated Overhead Sign Specifications**

## Technical Specifications for Illuminated Overhead Signs

### GENERAL

The City of Milpitas has an immediate need for new illuminated overhead signs. This solicitation is to supply replacement units for our existing inventory in current operation. The sign names, letter/character configuration, and quantities needed can be found in Exhibit B and C.

#### **1.0 Mechanical Specifications**

The outer dimensions of the sign assembly shall be standard nominal heights of 15, 18, 20, 22, 24, 28, and 30 inches, and standard nominal widths of 4, 5, 6, 7, 8, 9, or 10 feet.

The Sign's length shall also be fabricated to allow for 6" inch interval length increments to best fit the Sign's legend.

The maximum thickness of the sign shall be 1.60" inches, as measured front-to-back, to include the end cap. End caps shall be used to secure both ends of the signs and all internal components, and each end cap shall be fabricated using a single sheet of 0.090" thick Type 5052-H32 grade aluminum.

The maximum weight of each sign shall be determined by the total width and height of the sign's outside finished dimensions. Individual sign weights, including their outside finished edges, shall be calculated as NOT TO EXCEED (NTE):

4' x 18": NTE 38 lbs

6' x 18": NTE 50 lbs

8' x 18": NTE 65 lbs

4' x 24": NTE 45 lbs

6' x 24": NTE 63 lbs

8' x 24": NTE 79 lbs

8' x 30": NTE 90 lbs

8.5' x 30": NTE 95 lbs

9' x 30": NTE 100 lbs

The long edges of the sign shall be made from a single section of 6000 series aluminum extrusion. The ends caps shall be made from a single section of aluminum and shall be affixed to the frame

with stainless steel screws. The power supply shall be mounted internally in one of the end caps. The non-electrical end cap shall be removable to enable replacing panels and components.

## **2.0 Exterior Finish**

All exterior surfaces of the sign assembly shall be powder-coat painted in accordance with Military Standard MIL-C-24712. Finish will meet the requirements of ASTM D3359, ASTM D3363, and ASTM D552. Wet paint, in any form, will not be accepted as an exterior coating for the sign enclosure.

The sign enclosure shall have a weatherproof design that ensures water does not reach internal components and shall be able to do so in its design, without the use of silicone.

**No silicone will be used in the weather resistant seal of the sign.**

### **2.0.1 Sign Face & Material**

Sign faces shall be designed using only current MUTCD standards. Letter heights shall be 8"/6" UC/LC and font shall be Arial Bold. Signs shall feature a 1.5" radius, .5" border in white color.

The Sign shall have a 3mm or 4mm acrylic front panel that is UV, weather, abrasion and impact resistant. The front panel shall be replaceable so that maintaining agencies have the option to supply their own sheeting and 3M 1170 Series Electrocut™ film for the Sign faces.

The Sign shall utilize 3M's 1170 Series Electrocut™ Film for the Sign legend and Sign background. The background color shall be 3M Electrocut EC Film Series color Green 1177 film.

3M 4090 Series ASTM Type IX Diamond Grade™ Sheeting shall be utilized, when specified, to meet minimum levels of the retro-reflectivity of the Sign face, as recommended by the MUTCD, if AC power to sign should fail.

The light transmission factor of the Sign panel must provide a letter to background ratio of a minimum of 4:1.

The Sign shall utilize impact resistant, match-grade component acrylics (in both 3mm and 4mm variants) with the above-specified 3M Electrocut™ to prevent out-gassing, bubbling, peeling, and cracking of the sign face film, ensuring sign face durability over the life of the sign.

## **3.0 Mounting System**

### **3.0.1 Underhung Mounting Configuration (includes span wire mounts)**

The Sign must be supplied with two underhung mounting brackets on the top extrusion of the sign. The underhung mounting brackets will be powder-coat painted to an exact match of the sign extrusions and shall be in accordance with Military Standard MIL-C-24712. Finish will meet the requirements of ASTM D3359, ASTM D3363, and ASTM D552. The underhung mounting brackets will be designed to connect to approved tri-stud

and/or span wire saddle clamp underhung hardware, such as Pelco SE-5146 or Pelco SE-5015, to be used for this installation.

#### **4.0 Environmental Specifications**

The sign shall be designed and constructed to withstand 241 Km/h **(150 mph) wind loads in conformance with the requirements of the AASHTO publication, "Standard Specifications for Structural Supports of Highway Signs, Luminaries and Traffic Signals," 4<sup>th</sup> Edition 2001.**

The sign and power supply should be able to withstand and operate at temperature extremes of -22 deg F to +140 deg F.

Signs shall be tested and certified for the following environmental conditions:

Exclusion of Water Test

Strain Relief Test

Temperature Test

Dielectric Voltage-Withstand Test.

A representative sample of the product shall be tested in accordance with the Standards for Electric Signs (UL 48).

#### **5.0 Luminance**

The entire surface of the sign panel must be evenly illuminated with a minimum average brightness reading at the letters of 580 lux and a variation of no more than 15% for any reading from the average (minimum of 50 readings). Each background reading measured must not vary by more than 10% (minimum of 50 readings) from the average of the background brightness readings. The light transmission factor of the sign panel must provide a letter to background ratio of a minimum of 4:1.

The sign shall feature white ultra-brite LED illumination.

#### **6.0 Light Source**

The light source for the Sign shall be LEDs (light emitting diodes). LEDs shall be mounted along both the top and bottom edges of the sign and shall not utilize T8-type LED bulbs. The LEDs shall EVENLY illuminate a light panel that is the same dimensions of the sign face. The LEDs shall have a minimum rated Lumen brightness so as to perform for 60,000 hours before reaching only 70% of the Sign's initial brightness.

Because over half of the Sign goes dark when they fail, T8 LED Bulbs will not be accepted as an approved light source.

Sign panel LEDs shall be wired to ensure that a failure of one LED does not affect the sign's Lux output by more than 10% Lux over the affected area.

Sign's LED panels will have one (1) press connection terminal on each end of the replaceable LED panel so that only common hand tools are required for the wiring replacement of said LED panel.

### **7.0 Energy Requirements**

The average power consumption of the sign shall not exceed:

4ft = 30 Watts

6ft = 48 Watts

8ft = 55 Watts

### **8.0 Quality Assurance**

Manufacturer must be ISO 9001:2000 compliant.

### **9.0 Electrical Standards**

The Sign shall be listed and approved to UL 48 Standards by a Nationally Recognized Testing Laboratory. The outside of the sign shall be marked with a certification mark for Electric Signs UL 48.

LED Single Output Switching Power Supply shall be a fully encapsulated, constant-current design built to withstand 300VAC surge input for 5 seconds, with inherent short circuit/over current/over voltage protection. The Power Supply shall be a UL 1310 Class 2 power unit and will be housed in a fully isolated plastic case to prevent water intrusion.

The Sign's LED Single Output Switching Power Supply shall be rated for a 1400 mA (milli-Amps) Rated Current, a DC Voltage Range of 9-42V, a Power Rating of 58.8W, a Voltage Tolerance of +/- 5.0%, an AC Current of 1.2A/115VAC, and Voltage Range of 90-264VDC with 85% Operating Efficiency Rating, plus a working temperature of -30 to +70 degrees Celsius.

Safety Standards shall meet the following criteria: UL1310 Class 2, CAN/CSA C22.2 No. 223-M91(for LPC-60-1750 only), IP67 approved; design refer to TUV EN60950-1, EN61347-2-13.

### **10.0 Product Guarantee**

Sign must be guaranteed for a minimum of five years.

### **11.0 Submittals**

The winning bidder shall supply submittals documents depicting a visual reference of each of the signs including materials, font, character spacing and sizing, overall sign dimensions, and lettering configuration with dimensions. These submittals shall be supplied to the City for review and approval prior to sign production and/or fabrication. The City review process shall not exceed 5

FY21-22 – Illuminated Overhead Sign Specification

business days from time of submittal. The City reserves the right to reject any submittal not meeting the specifications included in Exhibit A.

# Customer Artwork for Approval

City of Milpitas

**SIGN A**  
Double Sided  
Qty: 5

1.5" Padlock, 0.5" Border, White on Green.  
"McCarthy Blvd" Arlt.  
78" NOM.

**SIGN B**  
Double Sided  
Qty: 1

**SIGN B**  
Double Sided  
Qty: 1

1.5" Padlock, 0.5" Border, White on Green.  
"Technology" Arlt, "Dr" Arlt, Standard Arrow Custom 10.0" x 6.0" 180°.  
Standard Arrow Custom 10.0" x 6.0" 180°.  
"Bellew" Arlt, "Dr" Arlt, Standard Arrow Custom 10.0" x 6.0" 180°.  
"Technology" Arlt, "Dr" Arlt.  
96" NOM.

**SIGN B**  
Double Sided  
Qty: 1

**SIGN B**  
Double Sided  
Qty: 1

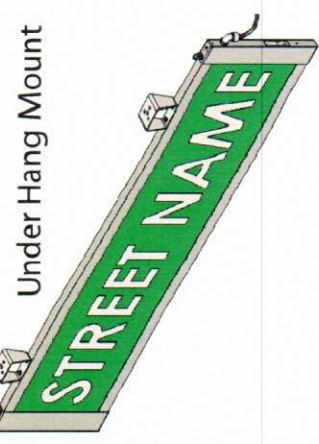
1.5" Padlock, 0.5" Border, White on Green.  
"Bellew" Arlt, "Dr" Arlt, Standard Arrow Custom 10.0" x 6.0" 180°.  
Standard Arrow Custom 10.0" x 6.0" 180°.  
"Technology" Arlt, "Dr" Arlt.  
96" NOM.

**SIGN C**  
Double Sided  
Qty: 4

1.5" Padlock, 0.5" Border, White on Green.  
"Bellew" Arlt, "Dr" Arlt, Standard Arrow Custom 10.0" x 6.0" 180°.  
Standard Arrow Custom 10.0" x 6.0" 180°.  
"Bellew" Arlt, "Dr" Arlt.  
80" NOM.

- SIGN FEATURES:**
- White Ultra-brite LED Illumination
  - Razor Frame / Black Powder 39-80020
  - Arial Bold Font
  - Letters Height: 8/6 UC/LC
  - Under Hang Mount
  - Power Connect Depicts Pole Mount Position
  - Logo: NA

**BACKGROUND COLOR INFORMATION:**  
3M Electrocut Film  
Color: Green  
EC Film Series: 1177



1.5" Padlock, 0.5" Border, White on Green.  
"Bellew" Arlt, "Dr" Arlt, Standard Arrow Custom 10.0" x 6.0" 180°.  
Standard Arrow Custom 10.0" x 6.0" 180°.  
"Technology" Arlt, "Dr" Arlt.  
96" NOM.

1.5" Padlock, 0.5" Border, White on Green.  
"Technology" Arlt, "Dr" Arlt, Standard Arrow Custom 10.0" x 6.0" 180°.  
Standard Arrow Custom 10.0" x 6.0" 180°.  
"Bellew" Arlt, "Dr" Arlt.  
96" NOM.

Unless otherwise specified, all letters spacing and width shall be 100% of the U.S. D.O. T. minimum recommendations. Letters shall conform to FHWA's Standard Alphabets for Highway Signs.

**Design: TR.01**

Date: **January 15, 2022**

Toll Free: 1-800-633-3221

Fax: 256.353.4578

Sales: [adrian.baker@temple-inc.com](mailto:adrian.baker@temple-inc.com)


[www.TempleEdgeLit.com](http://www.TempleEdgeLit.com)

Client: **JAM Services\_City of Milpitas** Client PO#: **00000**

Temple Sales Rep: **Adrian Baker** Designer: **B. Knight** Checked By: **D. Little**

Client's Contact Info with e-mail: \_\_\_\_\_

Customer Approval: \_\_\_\_\_ Date: \_\_\_\_\_



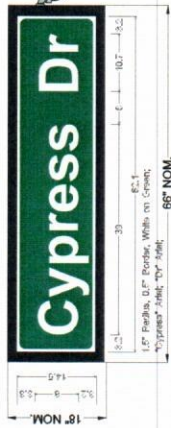
**TEMPLE EDGE-LIT**  
Internally-Illuminated LED Signs

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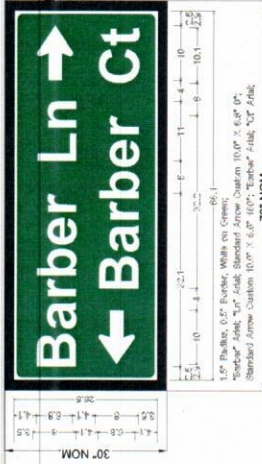
# Customer Artwork for Approval

City of Milpitas

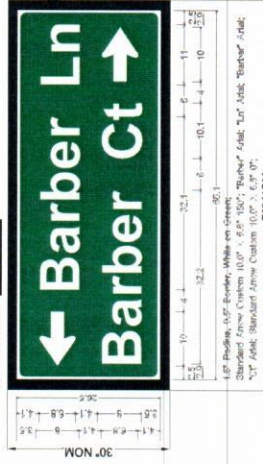
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Double Sided



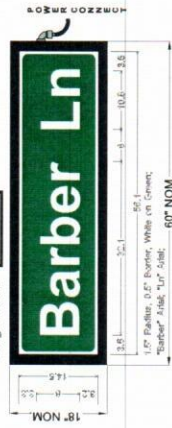
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Double Sided



**SIGN ID:** Qty: 1  
Double Sided



**SIGN ID:** Qty: 2  
Single Sided

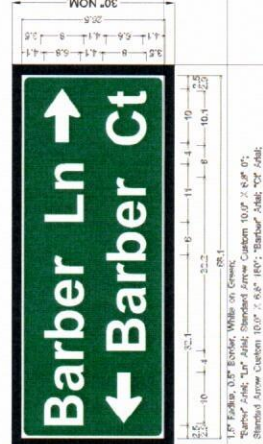
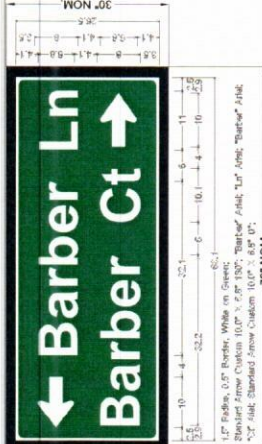
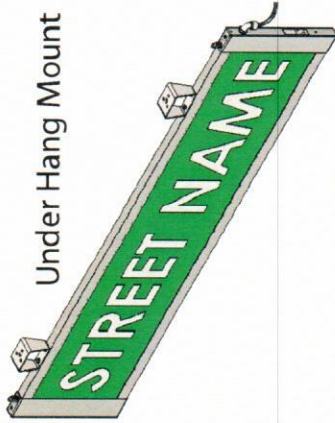


**SIGN FEATURES:**

- White Ultra-brite LED Illumination
- Razor Frame / Black Powder 39-80020
- Arial Bold Font
- Letters Height: 8/16 UC/LC
- Under Hang Mount
- Power Connect Depicts Pole Mount Position
- Logo: NA

**BACKGROUND COLOR INFORMATION:**  
3M Electrocut Film  
Color: Green  
EC Film Series: 1177

Under Hang Mount



Unless otherwise specified, all letters spacing and width shall be 100% of the U.S.D.O.T. minimum recommendations. Letters shall conform to FHWA's "Standard Alphabets for Highway Signs"; standard spacing is applied to address numerals.

**Design:** TR.02

**Date:** January 15, 2022

**Toll Free:** 1.800.633.3221

**Fax:** 256.353.4578

**Sales:** [adrian.baker@temple-inc.com](mailto:adrian.baker@temple-inc.com)

[www.TempleEdgeLit.com](http://www.TempleEdgeLit.com)

**Client:** JAM Services\_City of Milpitas

**Client PO#:** 00000

**Temple Sales Rep:** Adrian Baker

**Designer:** B. Knight

**Checked By:** D. Little

**Client's Contact Info with e-mail:**

**Customer Approval:**

**Date:**

**TEMPLE EDGE-LIT**  
Internally-Illuminated LED Signs

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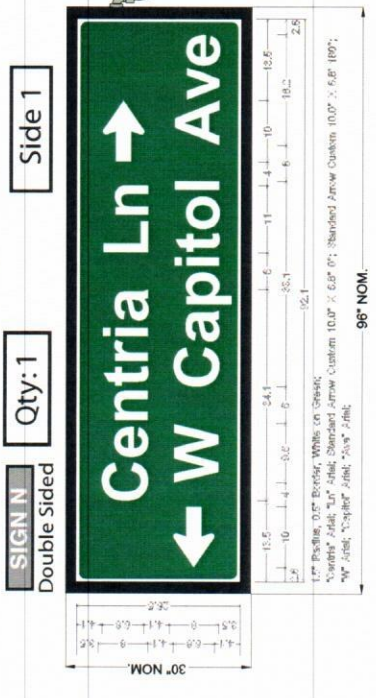
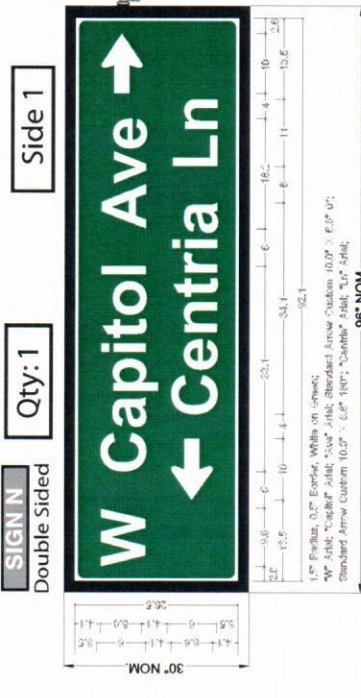
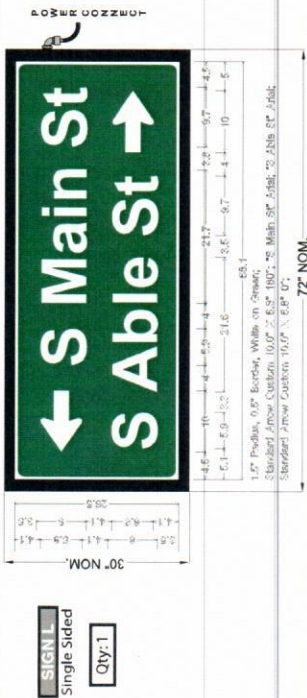
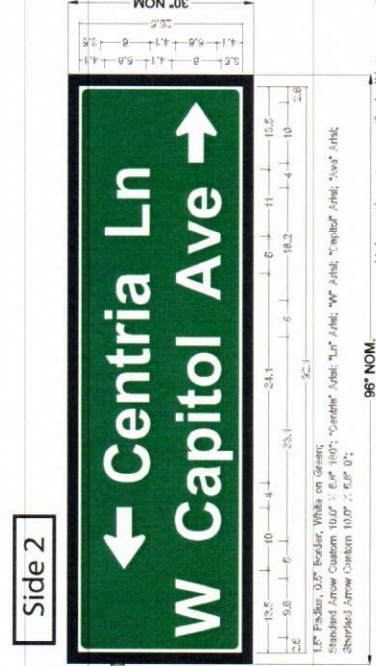
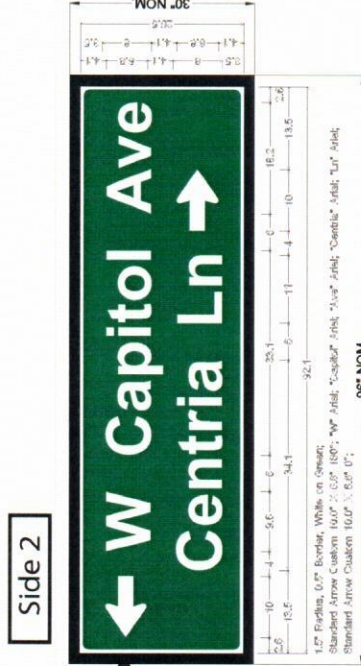
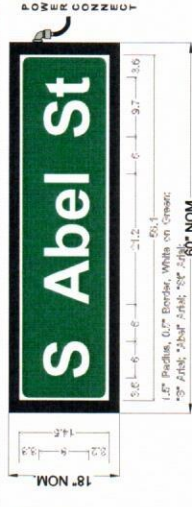
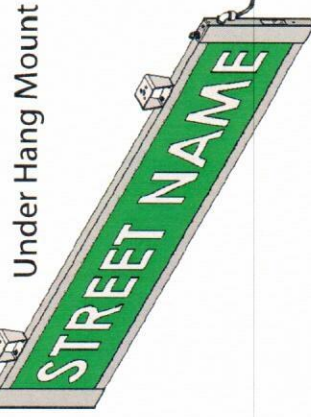
# Customer Artwork for Approval

City of Milpitas

- SIGN FEATURES:**
- White Ultra-brite LED Illumination
  - Razor Frame / Black Powder 39-80020
  - Arial Bold Font
  - Letters Height: 8/6 UC/LC
  - Under Hang Mount
  - Power Connect Depicts Pole Mount Position
  - Logo: NA

**BACKGROUND COLOR INFORMATION:**

3M Electrocut Film  
 Color: Green  
 EC Film Series: 1177



Unless otherwise specified, all letters spacing and width shall be 100% of the U.S. D.O.T. minimum recommendations. Letters shall conform to FHWA's "Standard Alphabets for Highway Signs"; standard spacing is applied to address numerals.

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Client:	JAM Services_City of Milpitas	Client PO#:	00000
Temple Sales Rep:	Adrian Baker	Designer:	B. Knight
Checked By:	D. Little	Customer Approval:	
Client's contact info with e-mail:			
Date:			

**Design: TR.04**

Date: **January 15, 2022**

Toll Free: 1.800.633.3221

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**TEMPLE EDGE-LIT**  
 Internally-Illuminated LED Signs



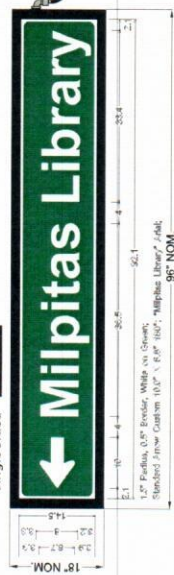
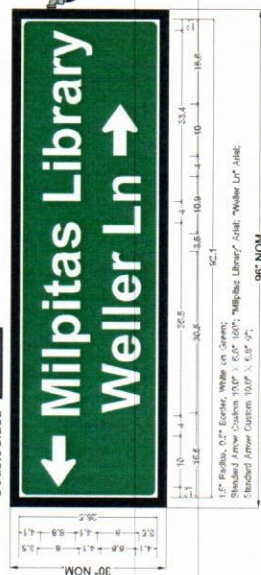
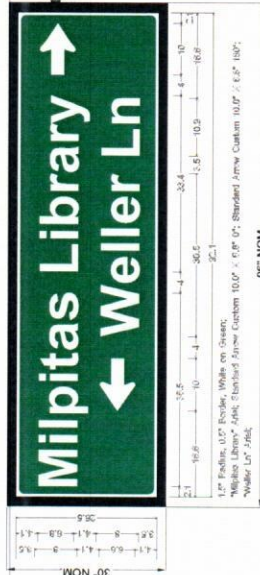
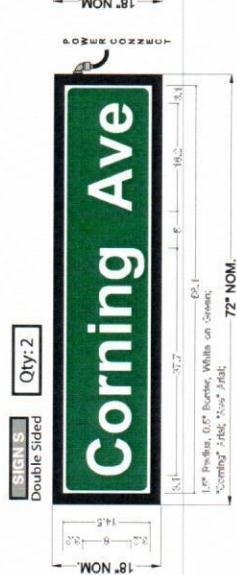
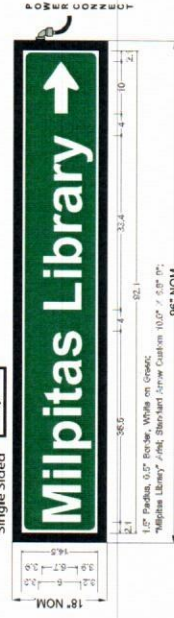
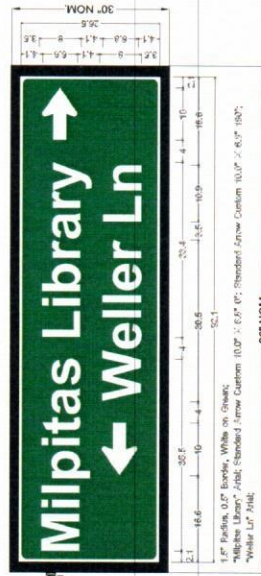
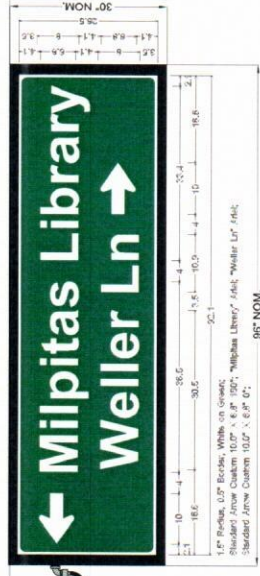
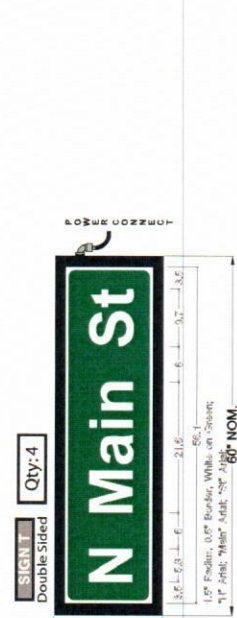
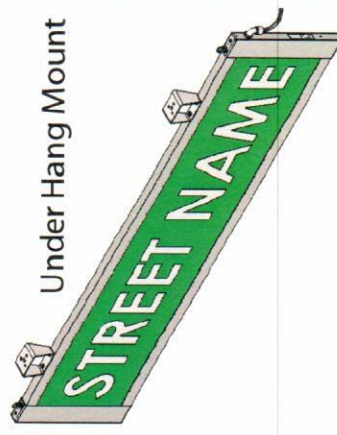


# Customer Artwork for Approval

City of Milpitas

- SIGN FEATURES:**
- White Ultra-brite LED Illumination
  - Razor Frame / Black Powder 39-80020
  - Arial Bold Font
  - Letters Height: 8/6 UC/LC
  - Under Hang Mount
  - Power Connect Depicts Pole Mount Position
  - Logo: NA

**BACKGROUND COLOR INFORMATION:**  
 3M Electrocut Film  
 Color: █ EC Film Series: 1177



Unless otherwise specified, all letters spacing and width shall be 100% of the U.S. D.O.T. minimum recommendations. Letters shall conform to FHWA's "Standard Alphabets for Highway Signs"; standard spacing is applied to address numerals.

Disclaimer: Any Original artwork is protected under Federal Copyright Laws. No reproduction may be made of original design. This proof is an artist's representation; actual colors may vary slightly due to lighting conditions.

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Client: <b>JAM Services_City of Milpitas</b>	Client PO#: <b>00000</b>
Temple Sales Rep: <b>Adrian Baker</b>	Checked By: <b>D. Little</b>
Client's Contact Info with e-mail:	ENERGY STAR PARTNER
Customer Approval:	
Date:	

**Design: TR.06**

Date: **January 15, 2022**

Toll Free: 1.800.633.3221  
 Fax: 256.353.4578  
 Sales: [adrian.baker@temple-inc.com](mailto:adrian.baker@temple-inc.com)  
[www.TempleEdgeLit.com](http://www.TempleEdgeLit.com)

**TEMPLE EDGE-LIT**  
 Internally-Illuminated LED Signs

# Customer Artwork for Approval

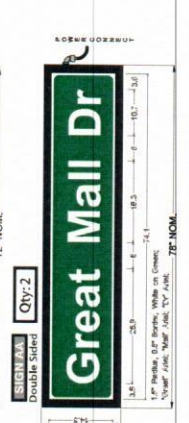
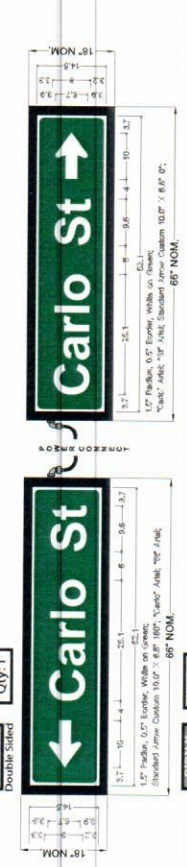
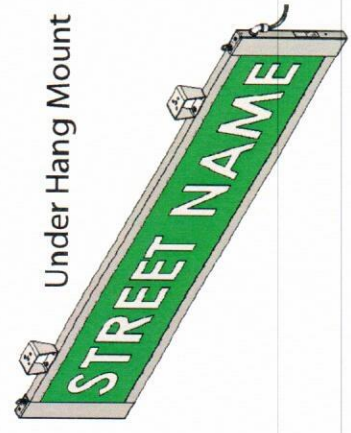
City of Milpitas

**SIGN FEATURES:**

- White Ultra-brite LED Illumination
- Razor Frame / Black Powder 39-80020
- Arial Bold Font
- Letters Height: 8/6 UC/LC
- Under Hang Mount
- Power Connect Depicts Pole Mount Position
- Logo: NA

**BACKGROUND COLOR INFORMATION:**

3M Electrocut Film  
 Color: Green  
 EC Film Series: 1177



Unless otherwise specified, all letters spacing and width shall be 100% of the U.S. D.O.T. minimum recommendations. Letters shall conform to FHWA's "Standard Alphabets for Highway Signs"; standard spacing is applied to address numerals.

**Design:** TR.07

**Date:** January 15, 2022

**Toll Free:** 1.800.633.3221

**Fax:** 256.353.4578

**Sales:** adrian.baker@temple-inc.com

**www.TemplateEdgeLit.com**

**Client:** JAM Services\_City of Milpitas

**Client POF:** 00000

**Temple Sales Rep:** Adrian Baker

**Designer:** B. Knight

**Checked By:** D. Little

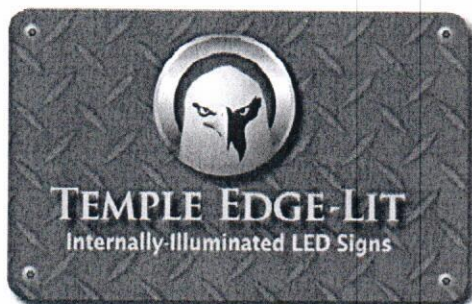
**Customer Approval:** [ ]

**Date:** [ ]

**TEMPLE EDGE-LIT**  
 Internally-Illuminated LED Signs

Disclaimer: Any Original artwork is protected under Federal Copyright Laws. No reproduction may be made of original design. This proof is an artists representation; actual colors may vary slightly due to lighting conditions.

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## Temple, Inc. Edge-Lit 60 Month Limited Warranty

Temple, Inc. Edge-Lit ("Temple" as pertains to the Edge-Lit division) provides the following limited 60 month warranty coverage as applicable to your purchased Temple, Inc. Edge-Lit branded product. The following constitutes the terms and conditions of that limited warranty.

### 1. What the Temple Edge-Lit Warranty Covers and for How Long

Subject to the exclusions and claim procedure set out below, Temple warrants for a period of 60 months from the date of sale by Temple or its authorized distributor (the Purchase Date), that the Temple Product complies with the supplied product specifications at the time of the Purchase Date and provides coverage as follows:

*For the period ending 60 months from the Purchase Date*, Temple will, at Temple's discretion, repair or replace the Product which fails to meet the Product Specifications due to a defect in materials or workmanship or apply credit towards the purchase of new Temple Edge-Lit Product.

To exercise this right, the customer shall ship, at its own expense, and return the Product to Temple, Inc. according to the return instructions detailed below, and Temple will, repair or replace the Product and return it to the customer free of charge, or offer credit towards the purchase of new Product.

Temple shall be entitled, at its discretion, to use new and/or reconditioned parts in performing warranty repair or providing a replacement Product. Temple also reserves the right to use parts or Product of original or improved design in any repair or replacement. All replaced Product and/or any parts removed from repaired Products become the property of Temple.

If Temple chooses to repair or replace a Product, the above warranty will continue to apply and remain in effect for the balance of the warranty period calculated from the Purchase Date (and not the repair or replacement date).

If Temple, Inc. chooses to offer a credit towards the purchase of new Product, then the warranty that is in effect and applicable to the new Product shall apply to the new Product.

### 2. What the Temple Edge-Lit Warranty Does Not Cover

Temple's Warranty does not provide coverage for the following which are expressly excluded from the above warranty:

- Failure due to normal wear and tear of the Product.
- Products installed in environments that have not been authorized by Temple, Inc. and not confirmed in writing that the warranty will apply.
- Failure due to fire, water, neglect, improper installation, generalized corrosion, biological infestations, or input voltages that create operating conditions beyond the maximum or minimum listed in the specifications including lightening strikes.
- Products which have been repaired or altered other than by Temple or authorized by Temple.
- Products that have their original identification (trademark, serial number) markings defaced altered or removed.
- Products utilized as a component part of a product expressly warranted by another manufacturer.
- Operation or storage of the Product outside the specification ranges, and/or alteration or deployment of Temple Products other than in accordance with any published or provided user, storage or maintenance requirements.
- Failure that is in any way attributable to the improper use, storage, maintenance, installation or placement of the Temple Product.
- Failure caused by abuse, misuse, abnormal use, or use in violation of any applicable standard, code or instructions for use in installations, including, but not limited to, those contained in the National Electrical Code, the Standards for Safety of Underwriters Laboratory, Inc., Standards for the International Electro technical Commission, Standards for the American National Standards Institute, or the Canadian Standards Association.
- Failure due to acts of God.

### 3. Restrictions and Limitations to Temple Edge-Lit's Warranty

- This Warranty is not transferable and only applies to the first end-user purchaser of the product directly from Temple, Inc. or a certified Temple, Inc. distributor.
- Temple does not warrant the results obtained from the implementation of recommendations made by Temple, Inc. or its authorized distributors concerning the use, design or application of Temple Products
- The end-user who purchases the Product assumes all responsibility and liability for loss or damage resulting from the handling or use of Temple Products.

- Temple's liability on any claim, whether in warranty, contract, negligence, or any other legal theory, for loss, damage or injury arising directly or indirectly from or in relation to the use of the Temple Product shall in no event exceed the purchase price of the Temple Product which gave rise to the claim. IN NO EVENT SHALL TEMPLE BE LIABLE FOR PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHETHER FORSEEABLE OR NOT, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUES, LOSS OF USE OF GOODS, OR LOSS OF BARGAIN.

The Warranty set out above is the sole warranty granted by Temple Edge-Lit with respect to the Product. No oral understanding, representations or warranties shall be of any effect and Temple Edge-Lit makes no further warranties, express or implied concerning the Temple Edge-Lit Products other than the Warranty set out above. The Buyer, where permitted by applicable law, hereby expressly waives any statutory or implied warranty that the Temple Edge-Lit Product shall be merchantable or fit for a particular purpose.

### **How to Make a Valid Warranty Claim**

Temple, Inc. must be notified in writing of any Warranty claim within 90 days after first evidence of non-compliance or the Warranty will be void. Written notification shall include date of non-compliance, location and use of Product, serial numbers (if applicable), where and through whom the Product was purchased, and proof of purchase. Temple is not responsible for providing access to the failed Product, including but not limited to retrieval and redeployment of Product, and disassembly and re-assembly of other product that is not Temple's.

**Step 1:** Prepare your documentation to speak to a Temple Edge-Lit Customer Service Representative. Please be prepared to provide the Product serial or identification numbers, proof of purchase from Temple or an authorized Temple distributor as well details on the location and nature of failure. Obtain an RMA number (Return Materials Authorization number) from a Temple Customer Service *prior* to returning any Temple Edge-Lit Products. Temple reserves the right to refuse any items sent to Temple without an associated RMA number. To obtain an RMA number, please contact [tara.blue@temple-inc.com](mailto: tara.blue@temple-inc.com) or Telephone 1.800.633.3221 or Fax 256.353.4578 or see our website [www.temple-inc.com](http://www.temple-inc.com) to see additional contact information.

**Step 2:** After receiving an RMA number, please ship the product back to Temple, Inc. as instructed. If possible, utilize the original shipping containers that came with your Product. If not, please utilize a shipping method that will, as much as possible, replicate your original packaging material. Temple, Inc. will not assume responsibility for items that are damaged during shipping. Note that the RMA number provided to you must be displayed on the shipment as well as accompanying paperwork. As a reminder, you are responsible for shipping the product back to Temple, Inc. and costs associated.

**Step 3:** Temple Edge-Lit will review the Product and its method of failure to determine whether warranty coverage is applicable, and if so will provide for the repair, replacement or credit as applicable in the coverage of the Warranty outlined above. Please note that Temple strives to resolve warranty issues as quickly as possible, but pending the nature and difficulty of assessing the failure, the process time may differ to properly close. Please contact your Customer Service Representative if you are unsure as to the status of your warranty claim. When specific maintenance or storage procedures are required to assure Product performance please be prepared to demonstrate that proper storage and maintenance procedures are followed. Please also note that Temple reserves the right to determine the cause for Product failure including examining patterns in Product usage, trends in Product failure, and to review the customer's documentation of installation, use, maintenance, storage procedures and test results. Assisting Temple as required in this process will help to ensure that the true root cause for failure is determined to prevent future failures. If the customer fails or declines to provide adequate information to Temple, to enable Temple to assess whether the Product has failed or the cause of the Product failure, Temple reserves the right to decline to honor the warranty.

**Step 4:** If Temple determines that the Warranty is applicable, then:

Once your returning Temple Edge-Lit Product has been received and qualified for warranty coverage, you will receive either the repaired or replaced Product, or credit towards the purchase of a new Product in accordance with the applicable warranty and elections. Please note that if Temple is returning Product to you in accordance with this Warranty, that Temple will facilitate returns to the destination from the original sales order.

**Step 5:** If Temple determines that the Warranty is not applicable, then:

- Your Product will be returned to you at your expense. Please note that you may be subject to a testing charge of 25% of the original invoice price together with any applicable taxes. If you would rather not have your Product returned, please speak to the Customer Service Representative about the proper disposal of your Product
- If you provide Temple with a Purchase Order Number to repair your product, Temple will repair the sign and bill you for our repair costs plus shipping charges.

For details or Warranty questions, please contact Adrian Baker at 800.633.3221 (toll free) or via email at [Adrian.baker@temple-inc.com](mailto:Adrian.baker@temple-inc.com)