

# IMPORTANT TECHNICAL SUPPORT AND WARRANTY INFORMATION

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## Contacting Technical Support

If you require any assistance setting up and programming your sign, feel free to contact our technical support center by phone: 1 (866) 915-6449 ext. 804, or by email: [support@trafficlogix.com](mailto:support@trafficlogix.com)

## Warranty Summary

- » The warranty on the sign is limited to two (2) years from the invoice date of your purchase.
- » The warranty on the batteries is limited to one (1) year from the invoice date of your purchase.

## Warranty Replacement Procedure

In order to submit a claim for the repair or replacement of the Product under this limited warranty, proceed as follows:

1. Contact Technical Support. **Do NOT** ship your defective product to Traffic Logix prior to contacting Technical Support.
2. A Technical Support Agent will evaluate the Product to determine if it is defective. You may be required to do some troubleshooting as part of this evaluation.
3. If the Product is defective, then you will need to submit your contact information, and proof of purchase (including the date of purchase), in order to obtain repair or replacement parts.
4. The Technical Support Agent will provide you with a Return Materials Authorization number and instructions on how to have the defective parts repaired or replaced.

