

Suppliers of quality assured, LED programmable displays

We offer our clients a range of affordable maintenance options, prices vary depending of the duration & level of warranty and the location of the sign.

Features at a Glance	Standard Warranty (included in the purchase price of the sign)	Standard Plus	Silver (automatically includes 'Standard Plus' for the 'Standard' warranty period)	Gold (automatically includes 'Standard Plus' for the 'Standard' warranty period)
Period of cover	12-18 months (depends on model/offer)	12-18 months (depends on model/offer)	2 years from date of system commissioning on site (features below apply after the Standard warranty date elapsed)	3 years from date of system commissioning on site (features below apply after the Standard warranty date elapsed)
Labor Fee - FREE	✓	✓	50% discount	50% discount
Parts - FREE	✓	✓	10% discount	10% discount
Call out Fee - WAIVED	✓	✓	✓	✓
Traveling Fee - WAIVED	Charged per Price List	✓	20% Discount	20% Discount
Fuel Surcharge - WAIVED	Charged per Price List	✓		
Fees fixed for period of cover (excluding parts)			✓	✓
Internet based remote software support			✓	✓
Accommodation	Signs located in excess of 300 km from our offices (2153 NSW) will incur an accommodation fee, which will be on billed to the client at cost.			
Access Equipment	If special 'Site Access Equipment ' is required to access the system for repairs, the fee for the hire of such equipment will be on billed to the client, at cost.			

We would like to draw the attention of the client to the fact that LED's are manufactured in batches and there is an inevitable variance, in terms of brightness and color, between the batches. We do ensure that spare modules are available for the initial 12 month warranty period, however thereafter we cannot guarantee availability of modules with LEDs from the same batch.

Although our products are manufactured to a high standard of quality and longevity, in time, the need for these specific spare may arise due to either fault or possible outside interference such as vandalism or simple accident. By the client having spare modules available, we are able to affect a 'swap out' repair, which limits down time and labor costs while ensuring and exact LED match.

Spare Cabinets can be ordered at the time of purchase, or within a limited maximum timeframe of up to 60 days thereafter. The prices quoted below substantially discounted and are restricted to this offer!

Mono-Colour : \$840 + GST ; Full-Colour (RGB) : \$950 + GST

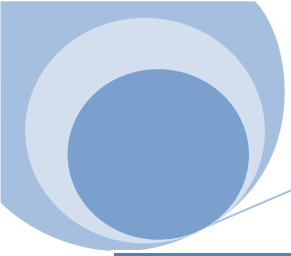
Pricing schedule

Driving Distance between our office & Sign's location	Standard Plus 12-18 months from date of system commissioning on site (depends on model/offer)	Silver 2 years from date of system commissioning on site (automatically includes 'Standard Plus' for the 'Standard' warranty period)	Gold 3 years from date of system commissioning on site (automatically includes 'Standard Plus' for the 'Standard' warranty period)
50	\$450	\$827	\$1,530
75	\$560	\$1,061	\$1,640
100	\$660	\$1,160	\$1,740
125	\$750	\$1,248	\$1,830
150	\$850	\$1,349	\$1,930
175	\$945	\$1,446	\$2,030
200	\$1,065	\$1,564	\$2,140
225	\$1,180	\$1,682	\$2,260
250	\$1,300	\$1,800	\$2,380
275	\$1,420	\$1,918	\$2,500
300	\$1,535	\$2,036	\$2,620
325	\$1,655	\$2,154	\$2,730
350	\$1,770	\$2,272	\$2,850
375	\$1,890	\$2,390	\$2,970
400	\$2,010	\$2,508	\$3,090
< 400	POA – kindly contact us.		

* All quoted prices exclude GST.

Terms & Conditions – the small print:

1. Unless a prior arrangement is made, all service/repairs will be conducted during standard working hours (09h00 – 17h30, Monday to Friday). Should it be necessary for us work outside of these hours, we reserve the right to raise a surcharge.
2. Our offices are located in Baulkham hills, NSW postal code 2153. Distances from our offices are in Km and rounded up to the nearest 25km with a minimum distance of 50km.
3. The extended warranties detailed in this document should be bought at the time of purchase of the sign, or within a limited maximum timeframe of up to 60 days thereafter. PED signs reserves the right to refuse extended warranty cover should the timeframe from purchase exceed 60 days.
4. Our warranties do not automatically cover the cost of special site access equipment required to access the system for repairs. Special site access equipment includes but is not limited to such items as scaffolding, cherry pickers, road closures, council permits, cranes, riggers, electricians and abseilers.
5. As most signs are custom made to order, no replacement system will be available during the period that the system is under repair.
6. Liability under our warranties is limited to repair, replacement or refund. In no event shall liability exceed the purchase price paid by the purchaser. Under no circumstances shall there be liability for any loss, direct or indirect, incidental or consequential damage arising out of, or in connection with, use of this product.
7. This warranty becomes void if the product has been tampered with, damaged, and/or repaired by an unauthorised (by us) person.
8. Our warranties do not cover damages caused by Force Majeur, lightning strike, water damage or fire, connection to a voltage supply higher than that specified for the system, wilful damage or damage due to gross negligence and usage not in accordance with the operating instructions. Should the sign have been found to be damaged or operate incorrectly due to one or more of these factors, PED Signs reserve the right to charge the full cost of Callout, labour, Travelling fees, and Parts as per our standard rate at the time.



Schedule of Standard Callout and Service Fees (prices excl. GST)

Call Out Fee	\$160	Includes first hour of labor
Labor – On site	\$100	Hourly rate, Mon-Fri , 09h00 to 17h00. Work carried outside of our standard working hours may attract a 30% surcharge
Labor - Workshop	\$70	Hourly rate, Mon-Fri , 09h00 to 17h00
Traveling Fee (per hour)	\$42	Based on 1 hour per 100Km in transit to and from our base (Baulkham Hills, 2153) and the sign’s location. Minimum charge of 1 hour.
Fuel Surcharge (per Km)	\$0.25	Based on a level of up to \$1.65 per ULP Litre. We reserve the right to adjust the fuel surcharge in accordance with market trends.
¹ Internet based remote software support	\$175	A once off ‘pre-paid’ subscription which will make our Remote Service option available to you for 24 months (unlimited occurrence).
	\$98	Fee charged <u>per occurrence</u> (no subscription in place).
Parts	As per price list	
Accommodation	Signs located in excess of 300 km from our offices (2153 NSW) will incur an accommodation fee, which will be on billed to the client at cost.	
Access Equipment	If special ‘Site Access Equipment ‘ is required to access the system for repairs, the fee for the hire of such equipment will be on billed to the client, at cost. ²	

Should it be necessary to lodge a further call out for a re-occurrence of a previously repaired fault (same type & exact location), **within 3 months of the initial repair**; the call out fee will be waived and the labor will be charged at 75% of the going rate.

As most signs are custom made to order, no replacement system will be available during the period that the system is under repair.

¹ Enables us to provide training, certain software support, investigate, diagnose a fix issues that arise with the driving software for the LED signs and its use within the clients environment, without having to travel to-site. For more information on the remote access software, an explanation of the advantages and the terms & conditions please visit our website: www.pedsigns.com.au > Warranty & Services > Remote Software Support.

² Site Access Equipment: includes but is not limited to such items as scaffolding, cherry pickers, cranes, as well as road closures council permits, riggers, electricians and abseilers.

To book an on-site service, please email your order number to: admin@pedsigns.com.au
 Kindly include a brief description of the fault, low resolution pictures of the fault (if possible),
 and your contact details.