

Pattison Sign Group Lease Program FAQ Sheet

- Q. What is the warranty period of the signs that are on my lease agreement?**
A. Pattison Sign Group warrants all interior and exterior components and panels of the signs and is responsible for the repair or replacement of any defective or damaged parts throughout the term of the agreement, at no charge to the dealership.
- Q. What does the Scheduled Annual Maintenance cover?**
A. The scheduled annual Maintenance covers the following routine maintenance items for those signs covered under your rental agreement:
1 Exterior sign cleaning to ensure no long-term build-up of dirt or grime exists,
2 Inspection of and confirmation that all signs are functioning properly and replace any defective parts.
We will affix a service label with the date of attendance.
We will contact you 48 hours prior to arrival to ensure that access around the signs or to electrical rooms are pre-arranged.
- Q. How do I contact the Pattison Sign Group Customer Service Department?**
A. The Pattison Sign Group Customer Service Department can be contacted Toll Free at **1-(800) 268- 6536**. Or send us an e-mail at signrepairs@pattisonsign.com. Our bilingual service coordinators will be able to assist you and promptly dispatch a qualified service technician to your location to resolve any service related issues.
- Q. What kind of response time can I expect to have a service call completed?**
A. The Pattison Sign Group will respond to your call within 24 hours to communicate service scheduling and typically complete your service call within 72 hours or 3 business days. In the event that the sign component require manufacturing or specialty electrical parts are not immediately available, we will call you and advise you when it will be completed.
- Q. Are my signs insured?**
A. Your lease agreement covers Sign Damage, Vandalism and 3rd Party Liability Insurance Coverage for the term of the agreement. Please ensure that in the event a third party accidentally hits your sign, the appropriate contact and insurance information is obtained from them, then call into the toll free customer service line and we will ensure the sign is repaired to it's original condition, at no charge to the dealership.
- Q. Why are my signs not lit?**
A. In the event your signs are not lit, please take the time to look at the following areas:
a. Check to ensure that the breaker switch on the electrical panel is on,
b. If the signs are on a timer, please ensure that the timer is set to the desired time and that the timer is functioning properly,
c. If the signs are on a photocell, please ensure there is nothing obstructing the sensor of the photocell.
If all of the above items are in working order, please call our Toll Free Customer Service Line or send us an e-mail. In the event that a service technician is dispatched and one or all of the above conditions are not met, charges are applicable. *Note: If timers control your lights, it is your responsibility to set and monitor the on/off controls.*

Pattison Sign Group Lease Program Regular Maintenance Tips

1. Instruct the person that washes down your vehicle inventory to also lightly spray the brand sign as part of procedure. Weekly is most appropriate.
2. Re-direct any sprinkler systems away from the signs or connect a “Drip Style” system.
3. The electrical components of the sign are designed for a dedicated primary feed. Do not connect any other external lighting sources to this power supply as they could affect the proper functioning of the signs.