



Smart LED Displays, Inc. Tel: +1 (800) 762-0796  
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## 5 YEAR WARRANTY

[This Document Explains Your Sign Warranty, Store In A Safe Place](#)



Smart LED, Inc. warrants your new Smart LED, Inc. LED Sign to be free from defects in materials and workmanship, including the LED Panels, Wire harnesses, Power Supplies and LED Data Receiver Cards. Items believed to be broken due to a manufacturing defect will be repaired or replaced upon investigation of the issue. This warranty covers any defects, failures, or malfunctions of any of the Smart LED display system hardware. The warranty lasts for five calendar years following the purchase of any Smart LED display system. Coverage terminates if an end-user sells, transfers, opens, or tampers with any display system or its internal components.

The components that will be replaced under warranty will need to be inspected at our facility. Inspections of warranted components will be conducted within 48 hours of receipt at Smart LED, Inc., and results will be presented immediately after inspection and any applicable charges will be sustained or reimbursed at that time. Do not throw away any part that comes off the sign, even small things (screws) must be returned.

There are certain 3rd-Party Communication Devices that are covered for only 1 year from ship date and those are as follows : Embedded Wi-Fi, Fiber Optics, 4G modem communication devices, Power Supply Units, Temperature sensors, & Auto Brightness Dimmer Sensors (if equipped).

Warranties are for parts only and include no labor or field visits whatsoever, no exceptions. Replacement Parts must be changed by a qualified sign technician or licensed electrician.

**Warranty Exceptions:** Less than 2% of dead LED lamps is considered acceptable and is not covered under warranty. Shipping of items both ways is not covered in this warranty. This warranty does not apply and will not cover any product that has been damaged due to : abuse, misuse, improper installation, unauthorized use, vandalism, destruction, loss, theft, negligence, damage or misuse of product. This warranty also does not cover any malfunction or damage due to natural disasters or extraordinary weather conditions, such as, but not limited to: hurricane, typhoon, tsunami, earthquake or severe weather, Acts of God, or Terrorism. Smart LED, Inc. reserves the right to modify or change this warranty without notice at anytime. Consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Smart LED, Inc. will not be responsible for any labor charges incurred during assembly, disassembly, or any other services related to the part replacement.

**Smart LED, Inc. MAKES NO OTHER WARRANTIES WITH RESPECT TO PRODUCTS OR SERVICES & DISCLAIMS ANY & ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT & FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. Smart LED, Inc. DISTRIBUTORS CAN NOT ADD ANYTHING TO THIS WARRANTY.**

**Warranty Terms of Use :** Smart LED, Inc. must be notified by phone or e-mail & will provide prompt service for replacing key parts that are in need of replacement. If a product requires a replacement part (or parts), Smart LED, Inc. will contact the customer & then send the customer the replacement part(s) once a credit card number is provided and charged a security deposit for those parts. The customer shall then send the defective part(s) back to Smart LED, Inc. within 15 days or the customer's card will be charged for the full value of the replacement part(s).

**Unauthorized Use & Warranty Cancellations :** Smart LED, Inc. may, at its sole discretion, cancel a Warranty at anytime and remove serial #s from our Warranty Database if the sign owner and/or the service technician does not follow Smart LED, Inc's step-by-step instructions and protocol for repairing and/or maintaining the digital sign equipment. Any circumvention, skipping steps, unauthorized disassembly, reverse engineering of either software or hardware components, and/or replacing parts with parts that do not have Smart LED, Inc. Serial #s, Logos, and Barcodes will be deemed unauthorized use and your Warranty will be cancelled. IF the Warranty is cancelled due to unauthorized use, sign will not qualify for services including tech support, software support, spare parts, and your signs serial #(s) will be expunged from our system.

**Warranty Ownership :** Any company or individual that is the direct purchaser of a display from Smart LED Inc. or has purchased a display from an authorized Smart LED distributor is eligible for this warranty. If issues are experienced with any of our display systems, contact us directly at (800) 762-0796 or via e-mail at [support@smartledinc.com](mailto:support@smartledinc.com) Please have your serial #, business name, contact name and phone # ready.