

# Warranty Activation Checklist

**IMPORTANT!** Complete and fax this form to your Adaptive Technical Support (414) 357-2029 (or email this form to Warranty@AdaptiveDisplays.com) within 30 days of sign installation to activate your warranty. **Failure to submit a completed form within this time frame will result in forfeiture of your warranty and the following warranty will apply:**

TYPE OF SIGN	WARRANTY WITH ACTIVATION	WARRANTY WITHOUT ACTIVATION
ALPHA ECLIPSE CLASSIC	5 years	1 year
EXCITE	5 years	1 year
EZVIEW	5 years	1 year
ROADSTAR	5 years	1 year
STREETSMART	5 years	1 year

**DEALER AND SIGN OWNER INFORMATION (required)**

DEALER: \_\_\_\_\_ DEALER P.O.#: \_\_\_\_\_

SIGN MODEL: \_\_\_\_\_ SIGN SERIAL #: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_ (SIGN OWNER)

CONTACT NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

PHONE #: \_\_\_\_\_

**SIGN INSTALLATION SITE (required)**

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

INSTALL DATE: \_\_\_\_\_

**SUB-CONTRACTED INSTALLATION (leave blank if not applicable)**

SUB-CONTRACTOR: \_\_\_\_\_ PHONE #: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

Refer to the sign's installation manual for guidelines, requirements, and technical specifications.

**Mechanical installation** (check each box)

<input type="checkbox"/>	Sign is securely attached to a mounting structure. The mounting structure is in accordance to Adaptive's installation instructions. <i>Check all that apply.</i>		
Sign mounting structure: <input type="checkbox"/> Pole <input type="checkbox"/> Monument <input type="checkbox"/> Wall	Sign configuration: <input type="checkbox"/> Master only <input type="checkbox"/> Master / Master <input type="checkbox"/> Master / Slave	Sign is facing: <input type="checkbox"/> North <input type="checkbox"/> South <input type="checkbox"/> East <input type="checkbox"/> West	Mounting method: <input type="checkbox"/> Bolt <input type="checkbox"/> Rivets <input type="checkbox"/> Sub-structure weld. <b>Sign lugs or sign were not used for grounding welding equipment.</b> <input type="checkbox"/> Other: _____
<input type="checkbox"/>	Service loads, wind, snow, etc. have been properly accounted for by a qualified individual.		
<input type="checkbox"/>	Ventilation and minimum clearance requirements are incorporated in the design of the sign's mounting structure in accordance with Adaptive's installation instructions. <ul style="list-style-type: none"> <li>A minimum of 7 square inches of ventilation (obstruction-free space) is required for every square foot of sign. This must be doubled for back-to-back installations. Signs under 7 feet in height require 3.5 square inches of ventilation for every square foot of sign.</li> <li>The minimum air duct (vent) size is 7 square inches (equivalent to a 3 inch round vent).</li> <li>Ventilation air ducts are evenly spaced around the perimeter of the sign (top, bottom, and sides).</li> <li>A minimum 1 inch clearance is provided above and below the sign.</li> <li>A minimum 6 inch clearance is provided behind the sign.</li> </ul>		
<input type="checkbox"/>	If the sign is painted or wrapped, it is in accordance with Adaptive's installation instructions. <u>Leave blank if not applicable.</u> <ul style="list-style-type: none"> <li>Top and back of sign are not painted or wrapped.</li> <li>Paint manufacture's instructions for surface preparation of mill finish aluminum were followed.</li> </ul>		
<input type="checkbox"/>	Water dripping from above is directed away from the sign's door seams. Water will not pool underneath or on top of sign.		
<input type="checkbox"/>	All upper and lower mounting brackets were used to mount the sign. No torque or twisting of brackets in visible. (EzView signs only)		
<input type="checkbox"/>	All doors and access points are tightly fastened.		

**Electrical installation** (check each box)

<input type="checkbox"/>	Verify all power and communication cables are routed, terminated, and secured in accordance with Adaptive's installation instructions. <ul style="list-style-type: none"> <li>All conduit and cable entry points into the sign are weather-tight.</li> <li>Power and communication wiring is routed through separate conduits, unless fiber optic cabling is used.</li> <li>AC main terminals are torqued to a minimum of 7 lb-in with a maximum of 10 lb-in.</li> </ul>
<input type="checkbox"/>	Sign's ground lug is attached to an earth ground rod with a conductor according to NEC 250 and local codes.
<input type="checkbox"/>	If surge and lightning protection was added, it was installed in accordance with NEC 280 & 285 and local codes. <u>Leave blank if not applicable.</u>
<input type="checkbox"/>	A qualified person verified wire size, circuit breakers, and incoming voltage meets the sign's power requirements (at full brightness) according to Adaptive's installation instructions.
<input type="checkbox"/>	All openings are properly closed to prevent ingress of contaminants.

**Accessories** (check each box that applies)

<input type="checkbox"/>	Mounted light sensor(s) face the same direction as sign face (Excite & StreetSmart only). <i>Leave blank if not applicable.</i>
<input type="checkbox"/>	Temperature probe is mounted in a location where it can accurately measure ambient temperature. <i>Leave blank if not applicable.</i>
<input type="checkbox"/>	Light sensor(s) / temperature probe connections are secured to the sign's connector panel (Excite only). <i>Plug connectors have a 1/2-turn lock nut that secures it to the panel creating a water-tight connection.</i>

**Connectivity** (check each box)

<input type="checkbox"/>	AlphaNet or Ooh!Media software is installed on the PC that will send message content to the sign. Sign connectivity option installed: _____						
<input type="checkbox"/>	Wireless communication devices (transmitting and receiving) have a clear line-of-sight transmission path. Wireless transmission cannot be guaranteed, as the airwaves are public. Adaptive cannot be held accountable for interruptions in wireless transmissions. <i>Leave blank if not applicable.</i>						
<input type="checkbox"/>	Back-to-back kits installed and configured properly for Master / Slave or Master / Master configurations. <i>Leave blank if not applicable.</i>						
<input type="checkbox"/>	The sign's IP address is in the same range as the PC running AlphaNet or Ooh!Media (regardless of the connectivity option).						
	<table> <tr> <td>New IP address: _____</td> <td>Factory IP address: 10.11.11.254</td> </tr> <tr> <td>New Subnet Mask: _____</td> <td>Factory Subnet Mask: 255.255.255.0</td> </tr> <tr> <td>New Default Gateway: _____</td> <td>Factory Default Gateway: 0.0.0.0</td> </tr> </table>	New IP address: _____	Factory IP address: 10.11.11.254	New Subnet Mask: _____	Factory Subnet Mask: 255.255.255.0	New Default Gateway: _____	Factory Default Gateway: 0.0.0.0
New IP address: _____	Factory IP address: 10.11.11.254						
New Subnet Mask: _____	Factory Subnet Mask: 255.255.255.0						
New Default Gateway: _____	Factory Default Gateway: 0.0.0.0						

**Sign functionality** (check each box)

<input type="checkbox"/>	Time and date on sign face(s) and PC running sign software all match local time.
<input type="checkbox"/>	Pre-loaded factory message content displays on the sign properly.
<input type="checkbox"/>	Sign owner's message content is uploaded and displays on the sign properly. <i>Leave blank if not applicable.</i>

**Customer training** (check each box)

<input type="checkbox"/>	Dealer has trained sign owner to use the programming software and how to create effective messages. Installer has validated sign owner's capability and answered questions.
<input type="checkbox"/>	Sign owner acknowledged they are capable of operating the sign. Sign owner initials: _____

**Miscellaneous installation notes**

Use the space provided to document any special installation instructions or methods used.

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**Sign owner signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Sales partner signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

I understand that failure to install Adaptive products in accordance with Adaptive’s installation instructions, and complete this form in its entirety to confirm installation was in accordance with Adaptive’s installation instructions, may void this 5-year warranty.

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**To be completed by Adaptive Micro Systems**

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**CO#:** \_\_\_\_\_

**Warranty expiration date without the activation form:** \_\_\_\_\_

**Warranty expiration date with the activation form:** \_\_\_\_\_

**Warranty contract ID:** \_\_\_\_\_

**Technical or customer service notes**

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