

# OG-10-01

## Vintage Style Open Neon Sign

**Congratulations, you are now the proud owner of our Vintage Style OPEN Neon Sign.** Your sign has been carefully crafted to give you years of trouble free operation.

### Unpacking

To remove your sign from the box, carefully cut open the top of the box and lift out any foam that is on top of the sign. Then, gently lift your sign out of the box.

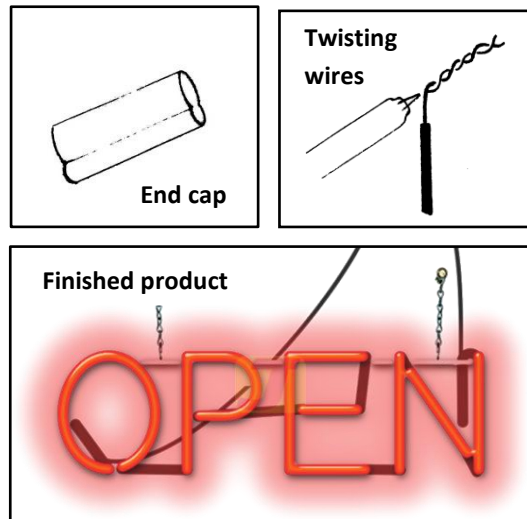
### Installation

Before installing your sign, you must securely mount your transformer on your wall a short distance from where the sign will hang, keeping in mind that each of the wires leading out of the transformer must reach one end of the sign without touching or crossing over each other.

Install two hooks (not included) on your window frame. Then, install the sign using the chain and "S" hooks provided. Note that there are two plastic hooks already on the sign. Attach the chain by connecting the enclosed steel "S" hooks to the plastic hooks already on the sign. Finally, using the remaining two steel "S" hooks provided, attach the tops of the chains to the hooks on your window frame.

The final step to installing your sign is connecting the wires from the transformer to the electrodes at either end of the sign. Take the first wire, make sure that about an inch of the wire is stripped, and securely twist that wire together with the wire at the end of the first electrode. Bend the twisted wires back so that they lie flat against the electrode, and then slide a cap (provided) over the electrode and twisted wires.

Plug in your sign, and your sign installation is complete!



### **Questions, Comments, or Problems?**

You can contact us at 814-726-3221. Business hours are from 8:30am-5:00pm (EST), and you can leave a message if calling after hours.

### **Jantec Sign Group**

1078 S. Main St. Bldg. 2, Mt. Airy, NC 27030

Phone: 814-726-3221

Fax: 336-352-5030

[www.JantecNeon.com](http://www.JantecNeon.com)

## Neon Sign Warranty Information

### **For All Repairs and Returns:**

To insure that your sign is processed correctly, you must call Customer Service at 814-726-3221. A customer service specialist will issue you a return merchandise authorization number (RMA). **No sign will be accepted for repair without an RMA number clearly written on the exterior of the box.** Instructions for packaging your sign properly will also be sent at this time. **All packing instructions must be followed for warranty repair.**

### **Shipping Guarantee Against Breakage**

Your sign comes with a guarantee that it will not be broken during shipping. When your sign is shipped, it contains a notice on the outer box telling you to open the box and check for breakage within 24 hours of receipt of the sign. IT IS IMPORTANT THAT YOU CHECK THE SIGN WITHIN THE 24 HOUR PERIOD. If Jantec is notified within 24 hours (one business day), the sign will be picked up from your location free of charge (except for Canadian shipments, in which case replacement glass will be shipped to you). Your sign will be repaired and returned to you at our expense. After the 24 hour period, please follow our "First 30 Days" instructions.

### **First 30 Days (includes our "Total Satisfaction Guarantee" for stock signs)**

For the first 30 days, in addition to our standard one year warranty, we will replace or repair (our option) any sign that is damaged during shipping, installation, or any other accidental damage (for Manufacturer Defects, refer to the One Year Warrantee below). Even if you drop your sign on the floor during installation, simply return your sign and it will be repaired or replaced. During this initial 30-day period you may also return stock signs for a full refund (excludes shipping charges) if you are not satisfied. Custom signs are made to order and are limited to repair or replacement, no refunds will be given. Shipping charges from your location to Jantec are your responsibility. Signs shipped "bill receiver" will not be accepted. You are responsible for shipping charges to return any broken sign that we have repaired for you.

### **One Year Manufacturer's Limited Warranty**

Jantec Neon Products warrants its products against defects in materials and workmanship (excludes breakage) for a period of one year from date of manufacture. Jantec Neon Products' obligation under this warranty or otherwise is expressly limited to repair or replacement of the merchandise involved, or at its option, refund of any amount not to exceed the sales price to its original customer for the merchandise involved, and only when the defects have not been caused by misuses, neglect, improper installation, alteration, or accident. Jantec Neon Products shall require the return of the merchandise claimed as defective for its examination and shall be the sole judge as to whether material is in fact defective under the terms of this warranty. These alternatives shall be the buyer's exclusive remedies. In no case will Jantec Neon Products be liable for consequential damages even if Jantec Neon Products has been advised of the possibility of such damages. The foregoing warranties are in lieu of all other warranties, expressed or implied, including, but not limited to, the implied warranties or merchantability and fitness for a particular purpose. Shipping the returned sign to Jantec Neon Products shall be the buyer's responsibility. No signs shipped "bill to recipient" will be accepted. Jantec Neon Products will assume responsibility for ground shipping charges to return the sign to the customer provided all qualifications for warranty repair have been met.

### **Signs over one year old or otherwise not covered by Warranty**

In order to keep prices reasonable for all of our customers, we cannot fix out-of-warranty signs at no cost. However, we do stand behind our products and offer repair services for a nominal fee. We find that our repair services are usually 1/3 or less than the price you would pay at a local sign shop. Cost estimates can be given by telephone to the best of our ability, but it is impossible to accurately assess the problem without testing the sign. When Jantec Neon Products receives your sign, it will be tested and you will be contacted regarding a firm price before the sign is repaired. All shipping costs are the responsibility of the buyer.