

# VITRINEMEDIA CANADA



## FREQUENTLY ASKED QUESTIONS:

For your new Backlit LED, "*THE RIGHT AGENT EVERY STEP OF THE WAY*" office sign.

### What type of sign is this?

You have received one R60 Backlit LED Panel Kit. The full kit Includes:

- 1 Backlit LED panel
- Power rail
- Fixture set
- White power cable and Power transformer
- 1 "*THE RIGHT AGENT EVERY STEP OF THE WAY*" backlit print inserted into the panel

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## Where can I hang the sign?

With the accessories provided, you will be able to hang the sign either in your brokerage windows or internally.

Example of the R60 sign in a brokerage window:



## Does the sign have a warranty?

Yes, each sign comes with a 24 month warranty from the delivery date.

The 2-year warranty applies to the functional defects of VitrineMedia LED Display Panels resulting from the defectiveness of the products, provided that the product is mounted and used in accordance with the Manufacturer's instructions and requirements

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VitrineMedia will repair or replace at its discretion the products, for which the warranty is provided, with the products of the same type and quality.

**The 2-year warranty shall apply under following conditions:**

- The product has been mounted by a person authorized by VitrineMedia and/or in accordance with the Manufacturer's instructions;
- The product has been using the lighting sources that correspond to the IEC specifications;
- The product has never been subjected to the loads that are inconsistent with its normal use.

**The 2-year warranty shall not apply in the event of:**

The product is not used in accordance with the Manufacturer's instructions;

- The product is used for purposes other than those for which it was designed;
- The incorrect assembly of the product;
- Mechanical damage and faults caused by the Buyer's or third party's incorrect handling or dropping the product;
- Damage and faults caused by natural disasters (lightning, earthquake, fire, floods etc.);
- Damage and faults caused by the incorrect electrical voltage (for example, electrical stroke and similar);
- Repairs and interventions in products by unauthorized persons;
- Any modifications of the product;
- Outdoor usage;
- Penetration of any liquid inside the product;
- Unexpected chemical product being applied to the product;
- Front or back panel breaking due to incorrect insertion of visuals through excessive bending of the product;
- Transparency lost due to outdoor usage or out of working range usage;
- Damage to panel caused by ink adhering to panels due to incorrect media being used for visual printing;
- Electrical overload

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### **How do I install the sign?**

A product guide accompanies your R60 kit, including instructions on how to install the panel. A support page with a demonstration video on installing the panel is available here: [www.vitrinemia.ca/remax-r60.ca](http://www.vitrinemia.ca/remax-r60.ca)

### **What if I have a problem with the installation or with my R60 Kit?**

Please send an email to [gavin@vitrinemia.com](mailto:gavin@vitrinemia.com).

You can also call the following # for support between 8am and 5pm EST - **(778) 938 8732**.

### **I have multiple offices, how many signs will I receive?**

We are providing one complimentary sign per brokerage, being sent to the main office.

### **I love the sign, can I order more for my additional offices, my home, etc?**

Yes, we have already fulfilled requests from agents and brokers. Additional signs may be ordered from: [gavin@vitrinemia.ca](mailto:gavin@vitrinemia.ca)

### **What is the lifespan of the sign?**

80,000 hours under normal usage conditions

### **What happens if I damage the sign?**

Please send a photo of the damaged sign to [gavin@vitrinemia.ca](mailto:gavin@vitrinemia.ca) and include a brief description of how the sign was damaged.