



# AlphaEclipse 5-Year "Peace of Mind" Warranty Activation

**IMPORTANT!** Complete and fax this form to your Adaptive Customer Service Representative (414) 357-2029 (or email this form to CustomerCare@AdaptiveDisplays.com) within 30 days of sign installation to be eligible for the 5-Year "Peace of Mind" warranty. Failure to submit a completed form within this time frame will result in forfeiture of the 5-year warranty and Adaptive's standard 1-year limited warranty will apply.

DEALER AND SIGN OWNER INFORMATION <i>(required)</i>	
DEALER: _____	DEALER P.O.#: _____
SIGN MODEL: _____	SIGN SERIAL #: _____
COMPANY NAME: _____	(SIGN OWNER)
CONTACT NAME: _____	EMAIL: _____
PHONE #: _____	
SIGN INSTALLATION SITE <i>(required)</i>	
ADDRESS: _____	
CITY: _____	STATE: _____ ZIP: _____
INSTALL DATE: _____	
SUB-CONTRACTED INSTALLATION <i>(leave blank if not applicable)</i>	
SUB-CONTRACTOR: _____	PHONE #: _____
CONTACT NAME: _____	

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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>(Circle all that apply).</i>		
Sign mounting structure: <ul style="list-style-type: none"> <li>• Pole</li> <li>• Monument</li> <li>• Wall</li> </ul>	Sign configuration: <ul style="list-style-type: none"> <li>• Master only</li> <li>• Master / Master</li> <li>• Master / Slave</li> </ul>	Sign is facing: <ul style="list-style-type: none"> <li>• North</li> <li>• South</li> <li>• East</li> <li>• West</li> </ul>	Mounting method: <ul style="list-style-type: none"> <li>• Bolt</li> <li>• Rivets</li> <li>• Sub-structure weld. <u>Sign lugs or sign were not used for grounding welding equipment.</u></li> <li>• Other: _____</li> </ul>
<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 1–square foot of sign. Sign's under 7–feet in height, require 3.5–square inches of ventilation for every 1–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 space 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.		

**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–in/lbs but less than 10–in/lbs.</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.

**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. <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:** \_\_\_\_\_

**Dealer 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 “Peace of Mind” warranty.

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**To be completed by Adaptive Micro Systems Customer Services**

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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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