

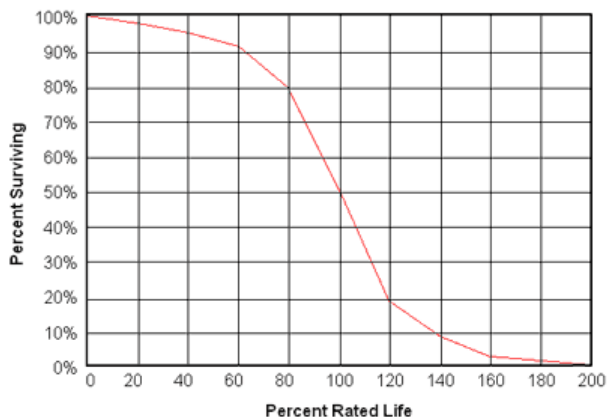


Service Call Policy:

Although our warranty does not include provisions for labor or labor reimbursement, we may at times, at our sole discretion, provide field service performed either by LaMar personnel or by outside contractors hired by our ballast suppliers. In many cases, the reported defects are attributable to installer error, including improper connections, lack of proper grounding, improperly installed lamps or no power on the branch circuit.

Service calls which are determined to be a result of anything other than manufacturers' defects will be invoiced to the customer.

Lamp Life – Lamps have a rated or expected life but individual failures can occur earlier and some lamps will last longer. The mortality curve depicts the expected percent surviving in a group of lamps at various points between zero hours and rated life or beyond. The curve starts with 100% at zero hours and goes to 50% surviving at the rated life. (Only half the lamps should be expected to reach rated life). Lamp life and mortality curves vary by lamp type, brand, hours per start (frequent starts typically shorten lamp life) and other variables. Below is an example of a lamp mortality curve.



LaMar Lighting cannot assume any responsibility for normal lamp failures within the lamps' normal mortality curve and any labor charges for service calls attributable to normal lamp failure, a normal maintenance issue, will result in service call charges.