



10 Year Limited Product Warranty

OpticsPRIME 24V Channel Letter Modules

OTSR-X2, OTSR-M2, OTSR-L4

Bitro Group Inc is committed to providing defect free products that will perform trouble-free. All Bitro Group Inc facilities maintain strict quality assurance standards. Within the terms of this Limited Warranty, OpticsPRIME 24V Channel Letter Modules are warrantied to meet the performance criteria outlined in the written specification/data sheets and be free of defects in material and workmanship. This Limited Warranty only applies to the original owner at the time of the initial installation of the product and is non-transferable. The determination of whether a product is defective shall be made by Bitro Group Inc in its reasonable discretion with consideration given to the overall performance of the product. If a Product has been deemed defective in its materials or workmanship, Bitro Group Inc will repair or replace (at Bitro Group Inc's sole discretion) the defective product at no charge, excluding labor. Bitro Group Inc reserves the right to use similar, new, reconditioned, refurbished, repaired or remanufactured product or parts in the limited warranty solution process. This shall be the customer's sole remedy with respect to any Bitro Group Inc products. The aggregate remedy for any claim shall not exceed the total amount of the purchase price for the defective product. Under no circumstances will Bitro Group Inc be required to give a refund. The cost of labor or administration is not included under this Limited Warranty. This Limited Warranty only applies to reasonable indoor and outdoor usage of the product in commercial applications, when properly installed by a licensed electrician in accordance with the instructions from Bitro Group Inc. Any defect in a product arising out of the product's unreasonable use shall not be covered by this Limited Warranty. For example, operating conditions of/for the product must not exceed temperatures or other exposures outside the range of the product's rated limits set by Bitro Group Inc. This Limited Warranty does not cover damage or failure caused in part by improper installation, use, operation, storage, maintenance, acts of God, extreme weather, lightning strikes, power surges, induced vibration, civil unrest, vandalism, general wear or aging, mechanical and power connections, or any circumstances that are not applicable to the reasonable use of the product. General wear or aging is not considered a product defect if it does not result in inoperable conditions. A product shall not be considered defective solely as a result of the failure of individual LED components contained in the product to emit light if the number of inoperable components is less than fifteen (15%) of the total number of LED components in the product. This Limited Warranty is automatically voided by the use of non-approved third party controls, power supplies or any other manufacturer's components, or if the product is used outside of its intended applications or for the stated purpose or conditions for which it is designed, as stated in Bitro Group Inc's written data sheets and installation instructions. For replacement/repair service of an alleged

defective product under this Limited Warranty, the original owner at the time of the initial installation of the product must contact Bitro Group Inc for a Return Material Authorization (RMA) number and provide Bitro Group Inc with the original contractual documents for the purchase of the product. RMA numbers may be obtained by calling customer service at (201) 641-1004. Information and troubleshooting assistance are also available at these numbers. Once an RMA number is obtained, the alleged defective product shall be returned (at the customer's expense) directly to Bitro Group Inc or the location designated by Bitro Group Inc at the time the RMA is issued. The product must be returned within thirty (30) days of RMA issuance for the RMA to remain valid. All shipping boxes and packing slips must be marked with the valid RMA number. If a solution for the alleged defective product is required immediately, the customer may order (at their own expense) the replacement product required to solve the immediate issue from Bitro Group Inc. If the customer purchases an immediate replacement of a product from Bitro Group Inc that is found to be defective and covered by this Limited Warranty, Bitro Group Inc will issue a credit for the replacement product and standard shipping. If the product that is returned with the RMA is found to be a defective product and covered by this Limited Warranty, Bitro Group Inc will provide the remedy outlined in this Limited Warranty and any replacement product will be provided with standard shipping (free of charge). If the product that is returned with the RMA is not found to be defective product by Bitro Group Inc, Bitro Group Inc will return the product to the customer at the customer's expense. BITRO GROUP INC MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED (INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), OTHER THAN AS SET FORTH IN THIS LIMITED WARRANTY. THIS LIMITED LIABILITY DOES NOT COVER, AND UNDER NO CIRCUMSTANCE SHALL BITRO GROUP INC BE LIABLE FOR, ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO ANY DEFECT IN OR NON-PERFORMANCE OR IMPROPER PERFORMANCE OF THE PRODUCTS. IF ANY TERM OR PROVISION OF THIS LIMITED WARRANTY IS INVALID, ILLEGAL, OR UNENFORCEABLE IN ANY JURISDICTION, SUCH INVALIDITY, ILLEGALITY, OR UNENFORCEABILITY WILL NOT AFFECT ANY OTHER TERM OR PROVISION OF THIS LIMITED WARRANTY OR INVALIDATE OR RENDER UNENFORCEABLE SUCH TERM OR PROVISION IN ANY OTHER JURISDICTION. IF THERE IS ANY DISPUTE ON THE TERMS OF THE WARRANTY, ANY AND ALL LEGAL ACTIONS MUST BE FILED IN BERGEN COUNTY NJ, APPLYING NJ LAWS.

10 Year Limited Labor Warranty

This limited labor warranty is in addition to the terms and conditions as listed on our Limited Product Warranty. The products that are covered are listed in this document. Bitro Group Inc offers additional labor assistance for repair cost in the event that a product is deemed defective prior to the end of the product warranty. The determination of whether a product is defective shall be made by Bitro Group Inc and the specific return process is outlined in the published Limited Product Warranty document. This limited labor warranty will cover a maximum of \$250 of labor cost per incident and is not transferable from the original sign manufacturer. The product and labor warranty will commence from the date of installation and at time of warranty claim a Bitro Group Inc claim form will need to be filed to receive compensation.