

READ BEFORE INSTALLATION – Any persons assembling these products (contract installers, employees and other personnel) must provide this product guide to those persons, store manager, site or maintenance supervisor etc. Read the instructions thoroughly before assembly, all product questions can be directed to VIP Customer Service, (888) 521-0328 Office hours are M-F 8am -5pm PST

Sign Frame Holder Assembly Instructions

ITEMS:

1. Sign Frame
2. Stanchion Head Mount
3. ¼" Flat Washer
4. ¼" -20 x 5/8" Screw

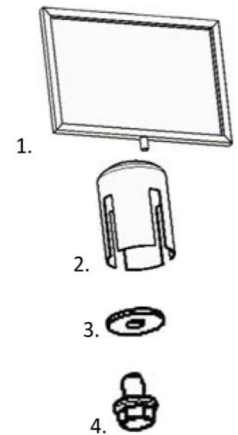
ASSEMBLY:

Required tools, Phillips head screw driver (Size #2), Power Drill and ¼" Drill bit

1. Align sign frame threaded standoff with the hole on the top of the stanchion head mount.
2. Assemble screw and washer through the stanchion head mount into the threaded stand off.
3. Tighten firmly but do not over tighten.
4. Place assembly on to the top of a stanchion post.
5. Your sign can be inserted into the sign frame.
6. Your sign should be no larger than 1/8" X 11 X 7 in any one dimension.

BASIC CLEANING INSTRUCTIONS:

Occasional cleaning of sign frame with a mild household cleaning product is recommended. Do not use any cleaner containing alcohol or ammonia. Sanitizer should also be considered pending the install location.



Limited Product Warranty

VIP Standard Products

All standard offered VIP products are subject to a *one year limited warranty from date of purchase.*

VIP Custom Products

All custom products are subject to a *limited 90 day warranty from date of purchase.*

VIP Crowd Control will replace or repair, at its option, all or part of what is determined to be a product defect, either in workmanship or components, providing that the product was installed, used and maintained as per instructions. All VIP Crowd Control warranties either expressed or implied will be deemed void if subject damages were caused due to improper installation, use and/or maintenance. VIP Crowd Control's limited warranty applies to parts only and does not cover labor that may be required for repair or replacement of the warranted parts and/or products. All shipping and handling costs are not included.

These warranties are expressly made in lieu of any and all other warranties expressed or implied, VIP Crowd Control shall not be liable for any damages or loss that may result directly or indirectly from use of these products. VIP Crowd Control will not be held responsible nor liable to the buyer or user of these purchased products for any and all consequential damages (direct, special, incidental), loss of use, performance failure, interruption of business, implied loss of profits due to product failure or inability to use these products. Under no circumstances will the buyer or user be entitled to damages or losses which exceed the purchased price of the product.

Reporting Product Failure for Warranty Support

- Contact VIP Crowd Control **(888) 521-0328**.
- Speak to any of the customer service representatives.
- Provide company name, purchase order number or VIP invoice number, date of purchase, product type and product operation issue.
- Your VIP customer service representative can generally address the issue the same day without delay.
- You may be required to provide picture(s) of the product failure or damage.
- If you are directed to return the product, you must package the product(s) to prevent damage, write the assigned RGA (Returned Goods Authorization number) number on the package, address the package to Attn. VIP Customer Service and you will be required to return the product **freight pre-paid** to the VIP Crowd Control Service Center – Warranty for repair or replacement.
- All unauthorized product returns will be refused and returned back to sender at the senders cost.
- Address all Freight & Correspondence to address shown above.