



ABOUT OUR NEON SIGNS

- > We manufacture our neon signs using LED neon flex and Perspex.
- > Our neon signs are handmade in Cape Town and as with any handmade product, there may be variations in the final product when compared to the digital mock-up with regards to size and colour.
- > There may be a few small glue marks on the perspex backing board, but this is normal and it is an unavoidable by-product of the production process. These small marks are not visible when the light is on and in use, and do not affect the functionality of the neon sign.
- > Our neons do not require any specific maintenance – and when used correctly, they can last up to 45 000 hours.
- > Please note sizing on our custom neon builder is APPROXIMATE and not exact. The final size of your sign will depend completely on the font and layout you choose. We reserve the right to change the size wherever necessary to execute your design properly.
- > Our neon signs are FRAGILE and not recommended for hiring purposes. If using for a once-off event, please transport it carefully. Please handle with care when unpacking, as the perspex can easily break if not handled correctly. We advise using two people to handle it and put it up.
- > Our neon signs are mounted on a Perspex backing board. There are predrilled holes in the back-board to ensure easy installation. Some of the mirror perspex backing boards may have no holes for aesthetic purposes, and must then be put up using strong double sided tape.
- > Our neon signs include a transformer and standard plug that can be plugged into any standard power outlet – there are no special power requirements for the plug.
- > Please ensure there is a plugpoint within 3 meters of the sign to plug it in.
- > If you require a dimmer, we can attach this to your sign at an additional cost.
- > We cannot offer any guarantee on the Perspex backing board – please handle it with extreme care as it could crack or scratch easily.

NEON SIGN TIMINGS & LEAD TIMES

- > **Our standard lead time from design confirmation is 2-6 weeks**, depending on the capacity of our workshop at the time of your order. This is subject to change due to external factors such as stock availability, but we will always keep you informed should anything change.
- > We have a **RUSH FEE of R1500** if you need your sign sooner and within 14 days of ordering. This is subject to change depending on the size of the sign and the requested timings. You may also be required to pay an additional fee for overnight shipping if required.
- > No changes can be made to the design once production has commenced.
- > Shipping and delivery is an additional cost and pricing varies depending on size of the sign, where you are in the country and how quickly you need it shipped.



NEON SIGN SAFETY GUIDE

- > If you see any damage on the cord, please do not plug in your neon sign.
- > Neon signs should never be handled by children, installed in the reach of children or installed where children may become entangled by the cord, for example close to their beds or cots.
- > Do not leave the neon sign turned on unsupervised.
- > Our neon signs are intended for indoor use only, unless you have purchased a water resistant casing, which is an additional cost.
- > We do not recommend that our neon signs be installed near heat or where it will be subjected to water or moist conditions. This includes all outdoor areas.
- > Our warranty for signs with the water-resistant casing for outdoor use is 2 months. We cannot be liable for any harsh weather conditions, condensation or dust that damages the neon sign or the casing.
- > Please disconnect the neon sign first if you want to move or relocate it.
- > Always take care to carry and lift the neon sign carefully, as it is fragile and the Perspex backing board can scratch or break if not handled correctly.

NEON SIGN INSTALLATION & MOUNTING

- > We recommend using a qualified electrician for all installations if it is a permanent installation. In Cape Town we have electricians on our team, so if required we can do this for you and add it to your quote.
- > We recommend using fishing gut or clear cable ties for temporary installations at weddings or events. It works best when attached to a mesh wall or arch frame structure. Please ensure that whatever structure you attach the sign to, that it is sturdy and stable.
- > When placing it for permanent use, we recommend drilling it securely to a wall and not using mounting tape.
- > Ensure the neon sign is mounted securely before plugging it in and turning it on.
- > Our water resistant boxes are designed for permanent fixture and not designed to be moved regularly.