



signs & digital

John Lewis



Waitrose



SIGNAGE MAINTENANCE



For any business, signage is a large capital investment designed to provide an identity that stands out amongst a myriad of competition, this is especially true of retail.

Your signage may be the first and the last chance you have to make a good impression.

“ Good Signage maintenance programmes will maximise the life and the aesthetic impact of signage as well as delivering improved financial control and optimum use of energy. ”

## THE FACTS

- Illuminated signs are made up from electrical components all of which have a limited life
- Light will depreciate over time
- External signs are subjects to most if not all of the following elements:
  - Dirt and Grime
  - Lime scale deposits ( from rain water )
  - Airborne pollutants ( carbon deposits, exhaust particles )
  - Infestation from wildlife

**SPECIALIST  
IN SIGNAGE MAINTENANCE**



## WHY CHOOSE?

Our highly trained network of engineers and operations controllers means we can mobilise any contract at a moment's notice whilst ensuring no compromise is made to our already high standards of service.

With over 9 years experience we are proud to be associated with many blue chip organisations and have an enviable reputation for excellence in service delivery.

We offer a range of maintenance services to suit all budgets and more often than not tailor a contract specially to suit.

All contracts are provided a dedicated account manager designed to "add value" ensuring that performance objectives are exceeded, pricing is regularly reviewed, store openings/closures are reconciled and the benefits of new technologies are presented.

Signs can be exposed to a multitude of airborne pollutants, resulting in a need to have them cleaned. The lamp and control gear technologies utilised in illuminated signage come with predictable performance and life expectancy.

Our understanding of these factors means that we plan when best to maintain your signage and have a range of maintenance services to suit all requirements dependent upon:

- Importance upon the aesthetic appearance of image
- Maintenance budget
- Location of sites  
e.g. High Street, shopping centre or retail park
- Expected signage life cycle

**For further information on any of the above please contact  
Xplora Signs & Digital 01204 650 858  
or [info@xploresigns.com](mailto:info@xploresigns.com)**



A member of the  
**BRITISH  
SAFETY  
COUNCIL**



# ENVIRONMENTAL POLICY

**Xplora Signs & Digital recognises that its day-to-day operations and products have both a positive and negative impact on the environment. We are fully committed to minimising the pollution and harmful effects of its actions and products wherever practicable. We will ensure that every aspects of our activities are conducted in accordance with sound environmental practices.**

## **We will achieve this by:**

- Minimising the consumption of natural resources and energy, whilst consuming materials goods in moderations Reducing the creation of waste by the adoption of improved operating practices and by the recycling of materials whenever practical
- Ensuring all waste and effluent is disposed of in a safe and responsible manner.
- Investing in the development of new products and processes that have an improved performance regarding their impact on the environment
- Complying with environmental legislation

Xplora Signs & Digital aims to foster among it's staff and customers, an understanding of environmental issues in the context of its business. Our collective task is to ensure that we continually improve the environmental impact of our total global activities.

By this policy Xplora Signs & Digital recognises its responsibility towards protection of the environment and issues this statement as a commitment of both management and employees to minimising the environmental impact of its operations.



**3** maintenance service packages to choose from  
GOLD | SILVER | BRONZE

**“ We review our policy on an annual basis to ensure continuing effectiveness. ”**



## 4 MAINTENANCE VISIT PER ANNUM

An annual contract which includes 4 planned visits to each site per annum, spaced approximately three months apart. Two of these visits will be Major and two will be Minor visits.

### Major visits comprise;

- ◆ Removal of fascia panels and letter faces from illuminated signs
- ◆ Sign tested for full illumination. Any identified failed lamps, starters, control gear or cabling will be replaced as necessary to bring signage to full illumination
- ◆ Carry out further tests to illumination of signage after replacement of faulty parts to ensure full illumination
- ◆ Thorough clean of interior of signage including the reverse side of letter faces and face panels etc.
- ◆ Reinstallation of letter faces and face panels
- ◆ Thorough clean to exterior of letter faces, face panels and exterior of letter casings and fascia boxes
- ◆ Integrity check i.e. tug test. Ensuring that all signs are safely secured

### Minor visits comprise;

- ◆ Visual inspection of signage to ascertain illumination failure
- ◆ Thorough clean exterior of signage only where it has been established that there is full illumination
- ◆ In cases where illumination failure is identified, replacement of failed components shall be constituted in line with the specification for major service visit.

Throughout the contract we will report on any issues detected regarding the integrity of a sign that may result in the sign not performing structurally or aesthetically.

All sites under contract are subject to a comprehensive breakdown warranty, which provides a reactive attendance for illumination failure within 4 working days.

This warranty extends to all necessary labour, access equipment and materials i.e. lamps, control gear, neon sections, chokes, starters and transformers.

We will report on any issues detected on the integrity of the sign that will result in the sign not performing structurally or aesthetically.

### Special Notes:

Projecting signs, vertical signs and signs of other design shall be serviced in the same manner as described above.

Non-illuminated signage will be thoroughly cleaned on exterior only.

Signs with exterior illumination, e.g. spotlighting or overhead light trough, will be serviced in line with specification for non-illuminated signage but lighting units will be serviced in accordance with specification for illuminated signs.



## 2 MAINTENANCE VISIT PER ANNUM

An annual contract which includes 2 planned visits to each site per annum, spaced approximately six months apart. Both of these visits will be Major visits.

### Major visits comprise;

- ◆ Removal of fascia panels and letter faces from illuminated signs
- ◆ Sign tested for full illumination. Any identified failed lamps, starters, control gear or cabling will be replaced as necessary to bring signage to full illumination
- ◆ Carry out further tests to illumination of signage after replacement of faulty parts to ensure full illumination
- ◆ Thorough clean of interior of signage including the reverse side of letter faces and face panels etc.
- ◆ Reinstallation of letter faces and face panels
- ◆ Thorough clean to exterior of letter faces, face panels and exterior of letter casings and fascia boxes
- ◆ Integrity check i.e. tug test. Ensuring that all signs are safely secured

Throughout the contract we will report on any issues detected regarding the integrity of a sign that may result in the sign not performing structurally or aesthetically.

All sites under contract are subject to a comprehensive breakdown warranty, which provides a reactive attendance for illumination failure within 4 working days.

This warranty extends to all necessary labour, access equipment and materials i.e. lamps, control gear, neon sections, chokes, starters and transformers.

We will report on any issues detected on the integrity of the sign that will result in the sign not performing structurally or aesthetically.

### Special Notes:

Projecting signs, vertical signs and signs of other design shall be serviced in the same manner as described above.

Non-illuminated signage will be thoroughly cleaned on exterior only.

Signs with exterior illumination, e.g. spotlighting or overhead light trough, will be serviced in line with specification for non-illuminated signage but lighting units will be serviced in accordance with specification for illuminated signs.



# 1 MAINTENANCE VISIT PER ANNUM

An annual contract which includes 1 planned visits to each site per annum. These visit will be Major visits.

## Major visits comprise;

- ◆ Removal of fascia panels and letter faces from illuminated signs
- ◆ Sign tested for full illumination. Any identified failed lamps, starters, control gear or cabling will be replaced as necessary to bring signage to full illumination
- ◆ Carry out further tests to illumination of signage after replacement of faulty parts to ensure full illumination
- ◆ Thorough clean of interior of signage including the reverse side of letter faces and face panels etc.
- ◆ Reinstallation of letter faces and face panels
- ◆ Thorough clean to exterior of letter faces, face panels and exterior of letter casings and fascia boxes
- ◆ Integrity check i.e. tug test. Ensuring that all signs are safely secured

Throughout the contract we will report on any issues detected regarding the integrity of a sign that may result in the sign not performing structurally or aesthetically.

All sites under contract are subject to a comprehensive breakdown warranty, which provides a reactive attendance for illumination failure within 4 working days.

This warranty extends to all necessary labour, access equipment and materials i.e. lamps, control gear, neon sections, chokes, starters and transformers.

We will report on any issues detected on the integrity of the sign that will result in the sign not performing structurally or aesthetically.

## Special Notes:

Projecting signs, vertical signs and signs of other design shall be serviced in the same manner as described above.

Non-illuminated signage will be thoroughly cleaned on exterior only.

Signs with exterior illumination, e.g. spotlighting or overhead light trough, will be serviced in line with specification for non-illuminated signage but lighting units will be serviced in accordance with specification for illuminated signs.



**4** MAINTENANCE  
VISIT PER ANNUM



**2** MAINTENANCE  
VISIT PER ANNUM



**1** MAINTENANCE  
VISIT PER ANNUM



The work will be carried out on a rolling scale from an agreed date, photos will be taken before and after and a full maintenance report will be supplied.

On the odd occasion there may be the need for a one off call out to site attend to a problem with the signage, for example vandalism or damage caused by adverse weather conditions. This work will not be covered in the standard maintenance schedule and will incur additional costs. This work will price prior to the second site visit and must be signed off by the client prior to the work commencing. This work will be invoiced separately.

For further information on any of the above please contact Xplore signs & Digital 01204 650 858 or [info@xploresigns.com](mailto:info@xploresigns.com)

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