

ATS PRODUCT WARRANTIES

All Traffic Solutions (ATS) is committed to providing the best value in all our products. To underscore this ongoing commitment, all ATS-manufactured signs purchased on or after January 1, 2019, come standard with a 3-year manufacturer's warranty. Products eligible for the 3-year manufacturer's warranty are Shield 12 and Shield 15 radar speed signs, SpeedAlert 18 and SpeedAlert 24 radar message displays and InstAlert 18 and InstAlert 24 variable message signs.

We also offer the ATS Premier Care Plan with your current ATS TrafficCloud® Remote Management Software subscription.

WARRANTY COMPARISON

ATS Premier Care Plan & ATS 3-Year Manufacturer's Warranty

All sign batteries are discounted under the Premier Care Plan. All accessories are discounted under Premier Care except:

- Trailer-related items
- Laptops and tablets
- Solar panels
- Carrying cases

Feature	Premier Care Plan	ATS 3-Year Manufacturer's Warranty
Hardware defect repair	Entire product lifespan, provided the product has an active Premiere Care subscription	Three years from the date of delivery
Dedicated Customer Support Center	Comprehensive hardware and software troubleshooting support	Troubleshooting to determine hardware defects
Remote diagnostics by ATS Support Team	Remote access to signs for performing comprehensive hardware and software diagnostics	Not included
Software and firmware updates	Included	Not included
Shipping to and from ATS repair center (<i>manufacturer defect repairs only</i>)	No charge	No charge
Shipping to and from ATS repair center (non-manufacturer defect repair)	Customer pays shipping	Customer pays shipping
Damage resulting from misuse, abuse, or using the product in ways it was not intended	Covered at 50% of standard ATS repair rates	Standard ATS repair charges apply
Vandalism	Covered at 50% of standard ATS repair rates	Standard ATS repair charges apply
Accessory discounts	50% off accessories and replacements	No discounts
LFP battery replacement	1 year + 50% off additional or replacement batteries	1 year
SLA battery replacement	1 year + 50% off additional or replacement batteries	3 months
Trailer battery	1 year	6 months
Power case batteries (<i>Must be sent back to ATS for repair</i>)	1 year + 50% off replacement batteries	6 months
Accidents	Covered at 50% of standard ATS repair rates	Standard ATS repair charges apply
Damage due to incorrect installation or operation	Covered at 50% of standard ATS repair rates	Standard ATS repair charges apply
Acts of nature	Covered at 50% of standard ATS repair rates	Standard ATS repair charges apply
Normal wear and tear such as frayed cords or cables, broken connectors, scratched or broken enclosures	Covered at 50% of standard ATS repair rates	Standard ATS repair charges apply