

VCUSA Pylon Maintenance Manual & Detail of Services

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GENERAL INFORMATION

A. MANUAL'S PURPOSE

The purpose of this maintenance manual is to clarify the responsibilities of all concerned with respect to maintenance requirements on signs installed under the Volvo Sign Maintenance Program. Due to guidelines of the program, it is important all parties are aware of criteria established by VCUSA for AGI, as the maintenance vendor.

B. MAINTENANCE STANDARDS:

The following list outlines some of the maintenance standards of AGI:

1. **Coverage** - The Volvo sign maintenance program provides both preventive and on-call services for all leased signage. Explanation of the scope of work is provided in later sections of this manual.
2. **Service Quality** - All maintenance services performed by an AGI subcontractor are to reflect the highest quality workmanship. Maintenance personnel are expected to be well groomed, clean and neat in appearance while providing service at the Dealership facilities.

The Service Technician will at all times keep the work area at the dealership free of trash/rubbish/debris caused by their work. All trash should be removed from the site by the contractor. Upon completion of the work, the area will be left broom clean and in a condition reasonably equal to that which existed before the work commenced.

3. **Notification** - The maintenance contractor will notify the Dealership of sign maintenance to be performed (2) weeks prior to visiting the site. The Technician will also contact the Dealership 2-3 days prior to the site visit, providing notice to the Dealership to move vehicles from the areas around the signs scheduled to be serviced.
4. **Customer Access** - Permission must be obtained from a representative or official of the Dealership prior to starting work, and particularly prior to blocking any customer access. Every precaution will be exercised so that there is minimal interruption to Customer access to the Dealer's premises.



GENERAL INFORMATION, cont.

5. **Extended Operations** – If a maintenance operation is to be carried over to one or more additional days, the Service Technician should provide adequate safeguards to help prevent accident or injury to persons or vehicles in area; e.g., placing barricades around sign if in a hazardous condition.
6. **Hazards and Liabilities** – The Service Technician will exercise extreme caution to reduce property hazards and personal liability to both the Dealer and their Customer. The maintenance subcontractor will check all rubbish and debris to identify and segregate all potentially regulated materials, including, but not limited to, materials containing solvents, ballasts, and fluorescent lighting tubes. Such material will be handled in accordance with local requirements.
7. **Damage or Injury** - Any damage or injury will be reported immediately by the Service Technician to the Dealer upon whose premises such damage or injury occurred, as well as to AGI. Adequate records of compensation will be kept and made available to the AGI, the Dealer and VCUSA.

The Service Technician will exercise extra precaution during the spring thaw and wet seasons to prevent damage to lawns and grassy areas. If it is impractical to enter the site due to wet or unstable soil conditions, the Service Technician will obtain Dealer's consent to risk damaging the area, or reschedule the maintenance trip.

The Service Technician will take extreme care in the protection of vehicle inventory and other property at the Dealership, to avoid damage resulting from work performed. The cost to repair damage, which results from work performed by the Service Technician, will be born by the AGI subcontractor.

8. **Service Report Form** – A Dealer Sign-Off form will be completed by the Service Technician, and presented to the Dealer upon completion of all maintenance work at a location. The form defines work performed and will be dated and signed by the Service Technician and the Dealer's representative. The original will be mailed to AGI when the work is completed.



ANNUAL MAINTENANCE

A. DEFINITION OF SERVICES

During the course of the Volvo Sign Maintenance Program, AGI's subcontractor will perform an annual service visit, to perform preventive maintenance services. Those services include cleaning, inspection, and relamping in scheduled years. Timing of relamp services is determined by the installation date, or the last relamping service provided. Explanation of these services is further explained in the following scope of work.

B. TIMING OF SERVICES

Annual maintenance services will be performed between May and October each year. A sign will be added to the service schedule in the year following installation. For previously installed signs there will be a visit every year, throughout the program period.

Overall inspection and overall cleaning services will be performed each year, with re-lamping service provided every second year (excluding LED). Timing for a re-lamp of a sign is based on the original installation date, or the date of the last re-lamping service for existing signage.

C. SCOPE OF WORK

1. OVERALL INSPECTION

- Performed every year.
- Covers Volvo signage.
- Inspect all signage for any premature aging or damage.
- Inspect and tighten all mounting structures and fixings.
- Inspect base plate/anchor bolt connections.
- Inspect, repair and make good all electrical assets/fixtures within the sign, including lamps, ballasts, wiring and the like. LED failures will be communicated to AGI's Maintenance Specialist for follow-up.
- Inspect for fit, finish and alignment, and if necessary overhaul and/or tighten, and/or realign all elements.
- Inspect for any premature paint erosion. Touch up if necessary.
- Recommend to VCUSA any course of action necessary to fix, or prevent premature wear and tear, or any other remedial work that may be required to the signage.
- Notify VCUSA of any electrical failures which are not contained within the signage.
- Photograph overall site and each sign (both sides)



ANNUAL MAINTENANCE, cont.

2. OVERALL CLEANING

- Performed every year
- Covers Volvo signage.
- Wash down inside and out with an appropriate agent and thoroughly rinsing.
- Remove all dirt and foreign matter.
- Remove oil, grease and water from inside any light boxes.
- Check and clean cooling vents and drain holes.
- Clean all lamps.
- Clean off any surface corrosion. If necessary touch up to prevent any subsequent corrosion.

3. RE-LAMPING

- Performed every third year.
- Covers illuminated Volvo signage.
- Full replacement of fluorescent or HID lamps every second year.
- LED lamps are excluded. Upon identification, LED failures will be communicated to AGI's Maintenance Specialist for follow-up and repair.

INTERIM DEALER CLEANINGS

If the need arises to spot clean any Volvo signs, between scheduled annual cleanings, please use the following guidelines, to ensure that the signs are protected against damage or premature deterioration of the materials.

- Use only mild liquid soaps, such as Dawn or Joy, and warm water.
- Use only soft cloths when cleaning. Do not use any type of cleaning pads or abrasives which would scratch the paint or mar the stainless steel trim.
- Do not use power washers, any concentrations of alcohol, Petroleum or benzene based products, or any compounds or agents which would induce crazing (cracking) or paint deterioration.
- Thoroughly rinse the panels removing all traces of soap and wipe dry using a clean, damp chamois cloth.
- If stubborn spots cannot be removed with soap and water an anti-static cleaning solution should be used on the exterior of the faces only.
- Exterior metal portions of the sign, including columns, and other structural members, sign support structure, if applicable, shall be cleaned with soap and water, flushed with clean water until all traces of soap film and residue are removed, and wiped dry.



ON-CALL MAINTENANCE

A. DEFINITION OF SERVICES

During the course of the Volvo Sign Maintenance Program, AGI will perform on-call services, as required, to restore lighting to an VCUSA program sign. Those services include replacement of failed sign electrical components, such as lamps, LED, power supplies, secondary wiring, and sockets. All primary electrical repairs are the responsibility of the Dealer to contract with a local Electrician. Explanation of these services is further explained in the following scope of work:

All primary electrical repairs are the responsibility of the Dealer to contract with a local Electrician. Examples of primary electrical components are:

- Adequate power to the Dealership and all signage
- Adequate time clocks and/or photo electric cells
- Circuit breaker panels,
- Wiring and conduit inside the building and to the sign base, or point of wall attachment

B. SCOPE OF WORK

Upon receiving notification from a Dealer or a Volvo representative of the need to restore lighting to a sign, AGI will complete the following scope of service:

1. Inspection

Confirm that the problem does not appear to relate to wiring from the sign base through the breaker box inside the building. If it does, the Dealer is responsible for employing an electrician, to make the repairs.

2. Repairs

A service crew will be dispatched, and an initial site visit will be made within three (3) working days (Mon-Fri) of notification receipt, to repair lighting problems in a sign or in wiring from sign to base of sign. Every effort will be made to complete the repair on the first visit, however LED repairs may require multiple trips to complete.

LED replacement is limited to complete component failures. Only those individual LED lamps that have failed will be replaced. “Dim” LEDs, which have not failed, will not be replaced as part of standard maintenance coverage. Light output from LEDs reduces gradually over time, which is a normal part of the LED life cycle.



ON-CALL MAINTENANCE, cont.

C. COST

All labor and replacement part costs, as described above, are covered in the maintenance fees included in the signage leases.

D. CUSTOMER SERVICE

Need for on-call maintenance service should be reported to AGI, via toll-free number **1-800-877-7868** or by email at VolvoMaint@agisign.com. A Maintenance Specialist will gather the information necessary to troubleshoot the problem, and schedule the service call.

On-Call Maintenance provides coverage for lighting failures inside the sign(s) that prevent proper illumination. In the event that your sign(s) are completely out, we ask that you please check the following items prior to placing a service request:

1. Time Switch & Photo Cells
 - Proper on/off time switch
 - Try the manual override
 - Confirm no obstructions by foreign objects
2. All Circuit Breakers
 - Trip and reset
 - Confirm primary electrical supply to the sign(s)

When placing a request for service, please be prepared to provide the following information in order to expedite your request.

1. Dealer ID Number, Name and Address
2. Contact Name and Phone Number
3. Description of sign that needs repair, and location on the site/bldg. (Volvo Letters, Dealer Name Letters, ID Sign, Wall Sign, etc.)
5. If the sign is a set of building letters, include the specific letters that are affected.
6. Description of problem (completely out, partially out, flickering, dim, etc.)



DEALER DIRECT REPAIRS

A. DEFINITION OF SERVICES

Dealer Direct service is defined as a sign repair (structural or lighting) that is not covered by either the standard maintenance program, or the sign warranty coverage. Sign warranties differ in length and scope of coverage, depending on the sign type. The cost for these repairs is the Dealer's responsibility. In most cases, a sign survey will be required, to determine the extent of the damage and the repair needed.

B. DEALER DIRECT REPAIRS

1. Storm Damage (lightning, tornado, hurricane) or other Acts of God
2. Direct damage caused by an outside force – Vehicle or equipment damage, vandalism, power surges, fire, trees or other vegetation.
3. Replacement of dim LEDs that have not failed.

C. COSTS

All costs involved in repairs described above, are the responsibility of the Dealer. A quote, including all costs associated with the repair, will be provided to the Dealer for approval. Upon receipt of the signed quote the required deposit, an AGI representative will commence with the sign repair.

D. CUSTOMER SERVICE

Need for Dealer Direct service should be reported to AGI, via toll-free number **1-800-877-7868**. An AGI representative will gather the information necessary to troubleshoot the problem, and determine the next steps required to complete the repair.

When reporting damage or placing a request for other Dealer direct service, please be prepared to provide the following information in order to expedite your request.

1. Dealer ID Number, Name and Address
2. Contact Name and Phone Number
3. Description of sign that needs repair, and location on the site/bldg.
(Volvo Letters, Dealer Name Letters, ID Sign, Wall Sign, etc.)
5. If the sign is a set of building letters, include the specific letters that are affected.
6. Incident date and description of the event that led to the sign damage.
7. Description of the specific problem (Structural damage, lighting failures, etc.)