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# Signs Now UK

## SIGN BUYERS MAINTENANCE AND INSPECTION OBLIGATIONS

Please read this guidance document carefully. It sets out your obligations for maintaining and inspecting signs that you purchase from us. This guidance is in addition to our standard terms and conditions (“Conditions”), which are available on our website or by request.

You will be deemed to have read and understood the guidance should you place or confirm an order with us after having received the guidance.

References in this guidance to “you” or “yours” are to the sign buyer and references to “us” “we” or “our” are to Signs Now UK.

### Introduction

It is your responsibility to maintain and inspect the sign you have purchased.

The need for sign maintenance and inspection is a legal requirement in three different statutory regulations, with the potential for criminal proceedings if you do not comply with these requirements. A very brief summary of the key parts of the relevant legislation is set out below:

The Health & Safety at Work Act requires “Maintenance of it in a condition that is safe and without risks to health”.

Building regulations require “The inspection and maintenance of any services, fittings or equipment so provided”.

Town & Country Planning regulations requires “The advertisement (sign) must not endanger any person” and “Any structure or hoarding used must be maintained in a safe condition”.

### Installation

We do not provide installation services as standard. We may provide quotes and services for installing signs on a case-by-case basis. Installation services are covered by our Conditions if we carry them out.

You are responsible for all pre-installation maintenance, inspection and necessary repair of the structure, surface or area that the sign is to be fixed to, including when we install the sign. We do not inspect or advise on the structure, surface, area or its suitability.

You must carry out such surveys or inspections to determine the suitability of the installation structure, surface and area as may be desirable or necessary before the sign is installed. It is imperative that you do not allow the installation of a sign if it is apparent that the structure, surface or area to which the sign is being fixed to is inadequate.

We reserve the right to refuse to install if it is found on installation of the signage that the structure, surface or area to which the sign is being fixed is inadequate. The buyer will remain liable for the cost of manufacturing the signage, which shall be payable in accordance with our Conditions, irrespective of the date actual installation takes place.

### Maintenance and Inspection

We are not obliged to provide you with a maintenance and inspection programme after we have supplied the sign to you. However, we will provide you with advice on how to maintain and inspect signs. Please ensure that you follow these instructions entitled “Visual and Manual Inspection of Signs and Structures”. Please be aware that you are legally required to follow (or use a third party to provide) a maintenance and inspection programme for the sign.

Where practically possible, we will design the sign so that the safety critical components can be accessed for maintenance and inspection.

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## VISUAL AND MANUAL INSPECTION OF SIGNS AND STRUCTURES

During the life of a sign, it is possible that the performance of the sign and the fixings/fasteners used to secure a sign to a structure will deteriorate and may require replacement, maintenance and/or repair. It is the sign buyer's responsibility to carry out regular visual inspections to identify if the sign or fixings are failing causing the sign to move from the original installed position. If movement of the sign is identified, it is necessary to take immediate action, and contact your preferred professional sign manufacturer/installer or a suitable contractor to inspect the sign and carry out necessary work to make the sign safe again.

As a precautionary measure, it is also necessary to carry out regular routine maintenance of a sign; this is subject to the type of sign and the installation method used to secure the sign to a structure.

This guide on visual inspection and maintenance is a general guide only and you should refer any queries or concerns that relate to your specific circumstances to a suitable professional.

### Visual Inspection

Signs fixed to structures:

- Visually inspect the sign and/or structure to identify failure such as movement from the original fixed position • Where possible, identify the fixing points and confirm all fixings are in place
- If practical, carry out a manual pull test to identify any unintended movement in sign and fixings – only competent persons should carry out this process and a risk assessment may be necessary prior to doing so
- If the sign and/or fixings appear to be failing, contact your preferred sign or maintenance company immediately to carry out a survey and risk assessment.

### Post mounted signs:

- If the sign is mounted to posts installed below ground level, check ground conditions around the base of the posts to confirm suitable solid support at the base of the post is provided
- Check for subsidence; this may be identified if the sign and/or posts appear not to be level and/or the ground appears to have dropped around the base of the post
- Weather conditions, such as wind, can apply additional loading to the face of the sign that may affect the sign and post fixings and the stability of the posts in the ground. Heavy rain can also affect post mounted signs by softening the ground. After heavy rain, ground conditions around the base of the posts should be checked. If the sign has been affected by adverse weather, it may be necessary to reinforce the post support below ground and replace fixings where appropriate.

### Electrical connection:

- Only qualified electrical engineers should attempt any inspection testing, maintenance or repair work to the electrical components supplied with the sign
- If the sign has illumination, it is likely the lighting is powered by either a 240v or 12v supply via a 240v transformer
- If the sign has illumination supplied by Fluorescent lighting and it is necessary to replace defective tubes, disposal of such tubes must be carried out in accordance with WEEE Regulations (Waste Electrical and Electronic Equipment recycling). Further information can be found using the following link: <http://www.hse.gov.uk/waste/waste-electrical.htm>
- If there is any doubt about the safety of any electrical supply to the sign, the power supply must be isolated immediately. The isolation point should be clearly identifiable for any person to isolate the power when required.

### Maintenance

- Due to the bespoke requirements of signs and sign systems and the tailored manufacturing processes, the maintenance requirements of a sign must be carried out in accordance with the sign manufacturers recommendations
- If it is necessary to replace some or all fixings/fasteners, the supporting structure must be considered to ensure fixings/fasteners chosen are suitable for the structure and sign. It may be necessary to review the fixings/fasteners used during the life of the sign to ensure the most appropriate fixings/fasteners are used for both the sign and structure.

### Cleaning:

- Cleaning of a sign should be based on the recommendations of the sign manufacturer and the material manufacturer's guidance. Before cleaning the sign, it is advisable to carry out a small test using the cleaning materials and methods recommended on a small discrete area. Prior to cleaning the entire sign, allow it to dry and visually inspect the area for any damage that may have been caused prior to cleaning the entire sign.

### Note:

- Do not add any additional signs or structures to the original sign installed, this will increase the stress on the fixings/fasteners used at the time of the installation. Your new sign has been installed with fixings only suitable to support the weight of the sign and any additional signs or structures fixed to the sign will invalidate the sign manufacturer's warranty
- Do not add additional sign panels to posts installed to support the original sign. Doing so will increase the wind loading on the surface area of the sign resulting in applying added stress to the sign, sign/ post fixings, posts and the post foundations. The surface area of the sign, the material and diameter of the posts and the foundation depth and supporting material have been specified based on a wind load calculation report

