

FAQ:

### **How does the Fiber-Frame attach to the ground?**

Via (2) 1" steel ground rods. Uprights slip over the steel, and bolts connect the crossmembers to the uprights, linking the frame to the ground rods. Tamper-resistant bolts are an option if theft is an issue.

### **How does the banner attach to the frame?**

You do not have to change any of your finishing methods. All banners attach using standard taped or heat sealed edges, grommets, and cable ties. Templates with all production and finishing specifications are provided with each frame, or downloadable from this site.

### **How do I guarantee proper installation?**

Complete, simple to follow installation instructions are included with every frame.

### **Can I display back-to-back banners?**

This is a standard feature of the Fiber-Frame. Each banner can be installed and changed out independently of the other.

### **What is the maximum wind load?**

The Fiber-Frame has been tested in the field for over 1-1/2 years in all types of weather conditions, with no failures of any sort. The design of the unit aids in its ability to withstand wind.

### **What sort of maintenance can be expected?**

Periodically wipe off any dust or dirt that may accumulate. The frame materials will not corrode under normal conditions, and the moulded-in color will not chip or peel.

### **Are there any screws to pull out?**

No. Other than the four bolts used to connect the frame members, all connections are riveted.

### **Can the Fiber-Frame be relocated once installed?**

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The unit breaks down completely in less than 10 minutes and can be relocated at any time.

### **How long does it take to properly install a banner in the Fiber-Frame?**

About 5 minutes.

### **Does the frame accommodate sloping ground?**

An optional extension is available to allow up to 6" of slope over the width of the frame.

### **Does the frame accommodate soft or sandy soil?**

The Fiber-Frame ground rod usually requires no additional support, but for special circumstances of really loose or muddy soil, or deep sand, and optional support is available.

### **Is this considered a "permanent" sign that requires a special permit?**

Individual ordinances differ, but generally, this is an area where the Fiber-Frame really shines. The appearance is that of a permanent installation, but the sign can be installed in about 15 minutes, and removed in about 10 minutes, with no evidence it was ever there. Since this is a temporary sign, only conformance with local temporary sign ordinances is generally required.

### **What about sign height restrictions?**

In these situations, the Fiber-Frame is available in a 4' tall model with 3' of vertical display area, which should meet most municipal sign height restrictions.

### **What if the sign is temporarily removed but the ground rods are left in place?**

The portion of the ground rods above the ground contain a reflective, making the rod highly visible under almost all conditions.

### **Can I buy the component parts from Fiber-Frame so I can build my own custom size frames?**

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Generally speaking, we do not supply any component parts individually for fabrication outside our factory, as this would not allow us to assure the quality of the finished product, offer any guarantee, or control our product liability.

### **How does the frame ship?**

The entire frame knocks down and ships in a box about 5" square x the width of the frame. All frames are UPS and FedEx compliant.

### **What is structural fiberglass, and why is this better than the light duty glass fiber poles offered elsewhere?**

Lesser products are moulded. Structural fiberglass is made using the pultrusion process, which uses heat and pressure to guarantee the optimal glass-to-resin ratio, with no voids or air pockets. Though expensive, it is the strongest possible construction, and the combination of glass fiber with polyester thermoset resins results in a high-performance composite that is pound for pound stronger than steel, lighter than aluminum, and impervious to weather. Buildings, man-safe walkways, industrial handrails and gratings, cooling towers, and beam and girder structures are manufactured every day from this material, and they last for decades.

### **Is the product warranted?**

The Fiber-Frame is warranted against manufacturing defects for 12 months. We reserve the right to replace the frame or supply replacement parts at our option.

### **How do you offer competitive pricing while manufacturing domestically?**

We are committed to manufacturing our product in America, and in using domestic raw materials wherever possible. To do this, we rely on patented designs, lean manufacturing methods, low overhead, production automation, and economies of scale. We are also committed to manufacturing the finest banner frame in the world at any price, but at prices that compete favorably with any other product. We think that when the total cost of ownership is considered, there is no finer banner display product manufactured anywhere in the world.

FAQ:

**I need a special size or have a special application.**