



17425 NE 70th St • Redmond, WA 98052
P.O. Box 2518 • Redmond, WA 98073
425-885-3204 • 800-939-3204
www.signpros.net

Sign Pros, Inc. Sprinkler/Utility Damage Policy

While we make great effort to avoid damaging underground sprinkler or utility lines, occasional damage may occur in the normal course of performing our sign installation service. We contact 811 (underground utility location services) prior to installing any sign that requires excavation, so it is unlikely a major utility line will be damaged. Underground sprinklers and landscape lights are not marked by this service, so these are the most common types of underground utility damage. Most of the time we are aware of damage when it happens and will initiate repairs immediately. Sometimes, however, we will damage a sprinkler or utility line without knowing it. In this case please follow the procedures below.

1. If there is immediate danger due to a broken gas or high voltage electric line, stay away and call the appropriate utility company. After calling the utility company, report the damage to Sign Pros.
2. For any other break (sprinkler, cable, telephone, landscape lighting, etc.) report the break directly to Sign Pros.
3. When reporting damage to Sign Pros, make sure to include your name, contact information, property address, and any relevant details. Damage can be reported by calling 425-885-3204 or sending an email to signs@signpros.net.

It is important to report damage to Sign Pros as soon as possible. We will promptly send someone to the location, and in many cases our employee can perform the repair while on site. **Do not** schedule repair with a third party contractor yourself. If you choose to do this you will be responsible for any charges incurred.

Preventing sprinkler and utility line damage is preferred, and Sign Pros is committed to making every prevention effort. We offer free sign location marker flags, and encourage brokers and homeowners to mark desired sign placement away from underground utilities. If you need sign location marker flags, contact Sign Pros' office.