

Repair or Replace Decision Matrix

Use this matrix to decide whether a sign issue should be evaluated as a repair, planned maintenance item, retrofit, face replacement, or full replacement. The matrix is not a safety, structural, electrical, or code determination.

Repair or Replace Decision Framework

Condition	Repair May Fit When	Retrofit or Replacement May Be Considered When
Sign age	The sign remains serviceable and parts are available.	The sign is old, obsolete, repeatedly failing, or difficult to support.
Lighting	One module, power supply, tube, or isolated component appears serviceable.	System-wide lighting failures keep recurring, components are outdated, or color consistency is poor.
Face condition	One face, panel, tenant insert, or graphic is damaged and the frame remains usable.	Faces are brittle, faded, warped, unavailable, mismatched, or no longer fit brand standards.
Cabinet condition	Frame, retainers, gaskets, and access points remain usable.	Cabinet corrosion, water intrusion, poor access, or repeated failures make repair less practical.
Electrical condition	The issue appears isolated and can be reviewed by qualified professionals where required.	Components are outdated, unreliable, difficult to access, or no longer aligned with service needs.
Brand needs	Minor repair maintains presentable brand standards.	Rebrand, tenant change, logo update, or store refresh makes full replacement logical.
Repair frequency	The sign rarely needs service.	Repeat service calls increase cumulative cost.
Safety or structural status	Structural, mounting, and enclosure components remain sound.	Corrosion, wind damage, vehicle impact, or structural fatigue requires broader review.

Scope Modifiers to Keep in Mind

Scope Modifier	Why It Matters
Is qualified review needed?	Electrical, structural, or site-specific review where required.
Is the sign elevated or hard to access?	Access equipment can affect service planning and total scope.
Is there water intrusion or corrosion?	Visible symptoms may return if the underlying condition is not addressed.
Could the work trigger permit review?	Replacement, relocation, retrofit, structural changes, or illumination changes may require local review.
Is this a single site or multi-location pattern?	A recurring issue across sites may need program-level planning.

Recommended Next-Step Category

☐ Review as targeted repair	☐ Review as planned maintenance item
☐ Review as LED retrofit candidate	☐ Review as face or panel replacement
☐ Review as full sign replacement	☐ Review as multi-location maintenance pattern
☐ Review permit requirements where applicable	☐ Request qualified electrical or structural review where required

Notes

Public Disclaimer: This matrix is for buyer planning only. It does not replace site-specific review, electrical review, structural review, permit review where required, landlord review, safety review, warranty review, or a confirmed project quote. Do not use this matrix as DIY repair guidance. Final recommendations depend on sign type, sign age, damage type, access, replacement parts, electrical components, weather exposure, site conditions, brand requirements, local review where applicable, and approved specifications.