



## Standard Lead Times

### APPLICATIONS

Custom IES Files 24-48 Hours\*

\*Application requests normally take 24-48 hours, but for more complicated requests, please allow for up to 5 business days.

### QUOTES

Standard Product 24-48 hours

Cross Overs 2-3 Days

Custom Products\* 3-5 days

Modifications\* 3-5 days

\*Custom or Modifications to standard Pinnacle Lighting products must be reviewed by the Engineering Department. If approved, it takes approximately 3 to 5 days for Engineering to provide pricing, lead-times and drawings/specification sheets. Pinnacle Lighting requires the following information with all custom requests: job name, estimated quantity, projected ship date.

### ORDER ENTRY

Quick Ship Products Top Priority

Parts Orders Top Priority

Standard Product 1-2 days to Enter Order and Submit to Production

Standard Product with

Factory Drawings 24 hours

Custom Product\* 24 hours to Submit to Engineering

Modifications\* 24 hours to Submit to Engineering

\*Custom or Modifications to standard Pinnacle Lighting products must be reviewed and by the Engineering Department. Typically, this is done at the quote stage (Please see above procedure if this is not the case). Final Factory Drawings are required with all Custom or Modification Orders. These are provided in approximately 3 to 5 days from receipt of purchase order. Estimated lead-time from quote will hold unless otherwise advised.

### FACTORY DRAWINGS

Standard Product with

Factory Drawings Available immediately with any Quote from Pinnacle

SERVICE AND WARRANTY Top Priority

Email [postsalesresolution@pinnacle.com](mailto:postsalesresolution@pinnacle.com) for Service and Warranty issues.



#### LEAD-TIME FOR STANDARD PRODUCT

|                    |         |
|--------------------|---------|
| Standard Product   | 4 weeks |
| Quick Ship Product | 10 Days |

\*Lead-times based on receipt of released complete purchase order or approval of Pinnacle Lighting factory drawings. Some adders may require longer lead-times. Consult factory.

#### CUSTOM COLOR

|                       |                      |
|-----------------------|----------------------|
| Cardinal or RAL Color | Minimum of 8 weeks*  |
| Color Chip Match      | Minimum of 10 weeks* |

\*Lead-times based on receipt of released purchase order or approval of Pinnacle Lighting factory drawings. Color Chip Matches requires customer approval of Pinnacle Lighting chip. Once approved, shipment is a minimum of 8 weeks from approval date of chip by customer. Consult factory if you have specific timeline requirements that need to be met or for a more specific ESD.

#### CUSTOM PRODUCT

|                |                     |
|----------------|---------------------|
| Custom Product | Minimum of 6 weeks* |
|----------------|---------------------|

\*Lead-times based on receipt of released purchase order or approval of Pinnacle Lighting factory drawings. Custom products may require customer approval of Pinnacle Lighting engineering drawing. Once approved, shipment is a minimum of 6 weeks from approval date of drawing by customer.

All lead-times are approximate and are subject to change without notice.