

Frequently Asked Questions

General Questions

Q. What is the advantage of buying from LeaDer LED?

A. We are a Canadian company that specializes in the design of LED display technology. The advantages of buying from LeaDer LED include:

Manufacturing

LeaDer LED is integrated with the manufacturing process. All our products are manufactured by our sister company Q-Color in Shenzhen China under a pre-defined procedure in the ERP system. This means we have control over the entire process from quality control, shipping, to sales, service and support.

Customization

LeaDer offers our customers the flexibility to custom build their LED to fit their specific needs, whether it be a retro-fit or a new display.

Local Support

LeaDer offers local support in Canada with service available across Canada through our Channel Partners.

Cloud Services

LeaDer offers our customers Cloud technology for sign management control from anywhere there is an internet connection thereby removing the need to be on premise. It also eliminates the hassle of costly IT infrastructure with the added bonus of network security.

Q. Do you offer financing?

A. Yes, we can offer you leasing options that fit your operating budget. Our leasing offering ranges from 24 months to 48 months. Our leasing is 100% Financing, in most cases with leasing, your first payment is all that is required at the time of signing. You can lease 100% of the cost, including hardware, software and services.

Q. What is delivery turnaround time?

A. The turnaround time depends on whether you have ordered our standard products or customized products. The ocean shipping or airfreight. Typically, the delivery time after we receive your order ranges from 4 weeks to 8 weeks.

Product Questions

Q. How much do your LED products cost?

A. LeaDer offers a number of different LED products. The price of these will vary based on the application needs, i.e. Outdoor/Indoor, panel size, pixel pitch, single side or double sided, quantity, etc. We are happy to provide you with a pricing quote once you give us your requirements.

Q. What sizes do you offer?

A. We offer a variety of different sizes to fit your requirements. There is no limit ** on the sizes of a LED display product, but there are some restrictions when you are asking for a very specific size. Contact us to verify.

Q. How much do they weigh?

A. The weight of each individual display will vary based on size, application, and type.

Q. How much power to they use?

A. Depending on the size of your display combined with the type of display you are using a power consumption usage analysis can be provided. Typically LED display power consumption is lower than other illuminated light sources.

Service Questions

Q. What is the Warranty on your LED Products?

A. LeaDer offers a 3 year limited warranty for all our product lines. Expedited warranty can be arranged. Contact our service for details.

Q. What safety standards do your products have?

A. Our products are  certified.

Q. How do you do control your LED Display?

A. You can control your LED signs either through local network with a PC or using LeaDer Cloud based management portal. By using Cloud, your LED displays run content that is uploaded to the sign by an Internet connection or through the use of our Cloud Management program.

Q. Do you provide installation service for LED Display?

A. We rely on our partners (sign companies) to provide sign installation services. We will provide all necessary technical support to sign companies who work as a channel partner for us.

** The size of the LED panel can be as small as a single LED module or as big as thousands of LED modules. All LED modules on a display are connected and controlled by LED controllers (receiving) and media players (sending). The LED module is the smallest unit and can not be further cut in pieces. The dimension of the LED panel needs to be integer multiple of the LED module size.

For all other information, please visit www.leaderled.ca

Or call LeaDer LED at (604) 285-5010

