



FREQUENTLY ASKED QUESTIONS

Where are ATS products manufactured? Where is your tech support located?

All Traffic Solutions was founded in State College, PA in 1999 with headquarters now in Herndon, VA. Our products are manufactured and shipped from State College, PA. We offer remote technical support and training out of our PA, VA, and CA offices.

How many customers do you have?

ATS has over 3,500 customers all over the country, with our strongest presence on the East Coast. We serve law enforcement, DOTs, municipalities, airports, higher education, corporate customers, and other industries.

Can your products withstand extreme temperatures and harsh weather?

Yes. ATS products are weatherproof in rain, snow, extreme temperatures and high winds. Our products withstand 150 mph winds and wind velocity pressure with zero damage. They have passed environmental testing and withstand the effects of frost, fog and condensation, shock and vibration.

Our products are approved for use by the Florida Department of Transportation for use on State and Federal Highways. The Florida Approved Product List requires the most stringent product testing in the nation and is honored by AASHTO and NTPEP.

How durable are your products and how long do they last?

ATS manufactures the most durable products in the market, engineered and manufactured in the USA from steel. We have over 10,000 signs deployed over the last 20 years and most ATS signs are still in use after 10 or even 15 years.

As part of the approval process for inclusion on the Florida Approved Product list, our signs passed the following tests:

- **Crash tested** against the impact of a vehicle going 90 mph with no damage to operation.
- **Radar Accuracy certification testing** concluded the sign measures and displays vehicle speeds with accuracy within one mile per hour.

- **Battery tested for 10 days** of continuous reliable operation without sunlight.

What power options do you offer?

We offer rechargeable batteries for portable units, solar for semi-permanent and permanent installations, and AC power.

How long does it take to ship products once they're ordered?

Our signs ship within two weeks from date of order and our trailers ship within four weeks – among the fastest turnaround times in the industry.

Are your signs MUTCD compliant?

Yes, our signs are MUTCD compliant, without the strobe option.

How do you differentiate ATS from competitors?

- Our patented TrafficCloud® software with Premier Care service plan include unparalleled remote management, data collection, ready-made reports, alerts for tampering, battery level, and high speed; as well as a perpetual warranty that provides exceptional technical support, discounted or free repairs, complimentary round-trip shipping for repairs, and discounts on batteries and accessories.
- Our products are engineered and manufactured in the USA in compliance with the Buy American Act and the Buy America Act. ATS signs and trailers are the most durable and long-lasting traffic hardware on the market, making them the best value for your investment.
- The InstAlert24 is the only folding message sign on the market, and stows fast in the trunk of a vehicle.
- Our signs are lightweight, portable and offer one-person deployment in minutes.
- ATS' reputation for quality and customer service are second to none in the industry. Our customers will attest to that – customer referrals are an important part of our business.

What is the battery life of your signs?

For portable signs, the rechargeable batteries last 5–10 days, depending on traffic flow.

What are the mounting options for your signs?

We offer portable pole mounting with a bracket, hitch-mount for a vehicle, mounting on a portable post (which we can provide), and trailer-mounting options.

How does the software subscription work?

TraffiCloud is a renewable software subscription providing remote management, data collection, ready-made reports, alerts, and the perpetual Premier Care warranty and service plan. This is an optional subscription that can be renewed annually or with a multi-year contract. If you choose not to renew the software, your sign still functions and data can be collected locally at the sign via our complimentary desktop software application.

What purchasing contract options do you offer?

ATS is included on nearly a dozen state contracts and national buying cooperatives. See our purchase page for updated information:

<https://www.alltrafficsolutions.com/purchase-options/>

How can we prevent theft and vandalism of the sign?

While there are no bullet-proof ways to avoid theft and vandalism, our signs do have welded aluminum enclosures, concealed mounting hardware protected with a key lock, shatterproof Lexan and graffiti-resistant powder coating to make the signs tough and resilient.

The tamper alert feature in TraffiCloud software uses a sensor to alert you or whom/whoever you designate if the sign is being tampered with. The sign will activate its internal camera and take pictures; you will receive images of what the sign is “seeing” during a tamper event, along with GPS coordinates of the sign. This helpful feature has led to many signs being recovered after theft and vandalism attempts.

How often do we have to calibrate the sign?

Our signs have an internal digital calibration so no external calibration is necessary. Third-party testing verified by Florida DOT for their Approved Product List concluded that our signs measure and display vehicle speeds with accuracy within one mile per hour.

How long is the warranty and what does it cover?

All ATS signs come with a standard 3-year warranty. If subscribed to TraffiCloud, we offer the enhanced Premier Care warranty for as long as you stay subscribed. The standard 3-year warranty covers manufacturer’s defects. Batteries, solar panels, and trailers are warrantied for one year from date of purchase.

How does technical support work?

We offer remote tech support from our PA, VA, and CA offices. Support hours are 8am to 6pm ET Monday through Friday.

Visit our support page at:

[https:// www.alltrafficsolutions.com/support.](https://www.alltrafficsolutions.com/support)

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