USER MANUAL

Ultra Slim 70m (100m HD) 4K60 4:4:4, HDR HDBaseT Extender
Audio Extraction, EDID Management, Scaling & Ethernet

TABLE OF CONTENTS

AVPro Edge presents its first 18Gbps over copper extender. Using ICT (Invisible Compression Technology) we have achieved what was thought to be impossible. We can deliver a virtually lossless high bandwidth 4K HDR signal with support for all signals up to 18Gbps. Deep Color and HDR Metadata remain intact making the transmission free of artifacts like banding. Other similar devices will deliver a sub-par image that has very visible banding and color shifting.

Model Numbers:
- AC-EX70-444-T ~ HDBaseT Transmitter w/IR and RS-2
- AC-EX70-444-R ~ HDBaseT Receiver w/ IR and RS-232

Features
- HDMI 2.0(a/b)
- 18Gbps Bandwidth Support (Using ICT)
- Ultra Slim (.47 inch/12mm)
- Up to 4K60 4:4:4 Support
- Full HDR Support (HDR 10 & 12 Bit)
- HDR, HDR10+ and HLG Support
- 4K --> 1080P Down-scaling for mixed systems
- EDID Management and EDID emulate
- 4K & HD Test Patterns built into Tx and Rx for troubleshooting
- Ethernet Hub Capability
- L/R Audio Extraction on Tx and Rx
- HDCP 2.2 (and all earlier versions supported)
- CEC Pass Through
- 3D Support
- 100M (330ft) on 1080P (Cat6a)
- Up to 70m (230ft) on 4K (up to 4K60 4:4:4, HDR) (Cat6a)
- Bi-directional 48v PoH (Power Over HDBaseT, only one Power Supply Needed)
- I-Pass Feature for control system "pass-through"
- 3-20v protection circuit built in for safe IR transport
- Bi Directional RS232 Transport
- LED Status, Link, Power indication lights
- Use single UTP/STP LAN cable (CAT-5E/6A) with substitute HDMI cable to achieve long distance transmission.
- Supports uncompressed PCM 2- Ch., LPCM 5.1 & 7.1, Dolby Digital, DTS, Dolby TrueHD, DTS HD-Master Audio, Atmos on HDMI
- ESD protection circuitry (Inputs & Outputs) to 7KV
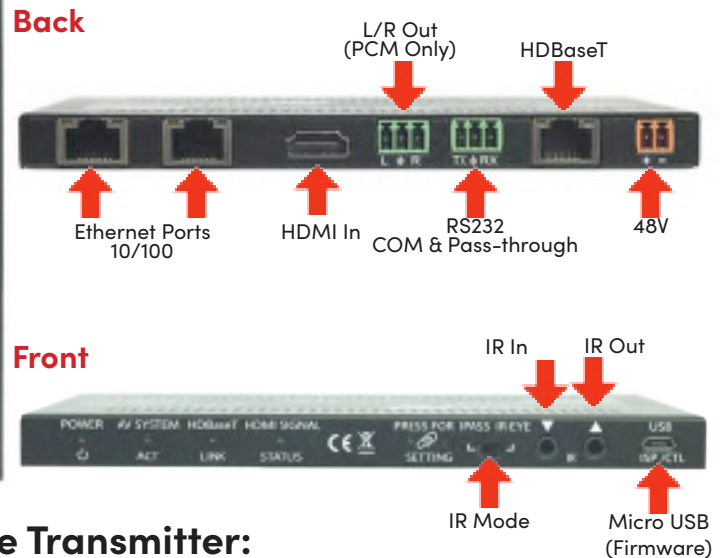- Can Cascade

Whats in the box
- AC-EX70-444-T (Transmitter)
- AC-EX70-444-R (Receiver)
- 48V Power Supply (One supplied)
- 1 x IR Tx Unit
- 1 x IR Rx Unit
- 4x 3 Pin Terminal blocks for Audio and RS232 Ports
- Mounting Brackets

*NOTE: Optional 3PIN to STEREO Audio Cables available for purchase "AC-CABLE-3PIN-2CH"

Video:	
Video Resolutions	Up to 4K 60Hz 4:4:4
VESA Resolutions	Up to DCI 4K (4096x2160)
HDR Formats/Resolutions	420, 422, 444 (10 and 12 Deep Color) HDR10, HDR10+, Dolby Vision (24/30 Frames), HLG, Dolby Vision
Color Space	YUV (Component), RGB (CSC: Rec. 601, Rec. 709, BT2020, DCI, P3 D6500)
Chroma Subsampling	4:4:4, 4:2:2, 4:2:0 Supported
Deep Color	Up to 16 bit (1080), Up to 12 bit (4K)
Down Scaling	4k (and HDR) down to 1080p
Audio:	
Audio Formats Supported HDMI	PCM 2.0 Ch, LPCM 5.1 & 7.1, Dolby Digital, DTS 5.1, Dolby Digital Plus, Dolby TrueHD, DTS-HD Master Audio, DTS-X, Dolby Atmos
Audio Formats Supported Extracted (2CH Port)	PCM 2 Ch (No Downmix)
Distance:	
HDBaseT (CAT) Distance (4K)	70 Meters / 230 Feet (Cat 6a)
HDBaseT (CAT) Distance (Full HD)	100 Meters / 330 Feet (Cat 6a)
HDMI Lead In/Out (4K60 4:4:4)	Up to 50 Feet (using Bullet Train HDMI)
HDMI Lead In/Out (w/ AOC Cable) (4K60 4:4:4)	Up to 130 Feet (using Bullet Train AOC)
Other:	
Bandwidth	18 Gbps (Uses ICT above 10.2 Gbps signals)
HDCP	HDCP 2.2 and Earlier (HDCP 2.3 support with this firmware)
Ports:	
HDMI (TX & RX)	Type A
HDBaseT	RJ45 w/ PoH for HDBaseT Receivers
Audio (Extracted Analog) (TX & RX)	3 pin terminal block (Unbalanced) Each
IR TX (TX & RX)	3.5MM Mono (2 Conductor) Each
IR RX (TX & RX)	3.5mm Stereo (3 Conductor) Each
rs232 (TX & RX)	3 Pin Terminal Block Each
power (TX & RX)	2 Pin Terminal Block Each
Ethernet (TX & RX)	2x RJ45 Connections Each (10/100)
Environmental:	
Operating Temperature	23 to 125°F (-5 to 51°C)
Storage Temperature	-4 to 140°F (-20 to 60°C)
Humidity Range	5-90% RH (No Condensation)
Power:	
Power Consumption (Total)	12 Watts Max
Power Supply - Matrix	Input: AC 100-240V ~ 50/60Hz Output: DC 48V 0.5A
Dimensions:	
Dimensions (Unit Only Height/Depth/Width)	mm: 157 x 103 x 12 inch: 6.18 x 4.04 x 0.47
Dimensions (Packaged Height/Depth/Width)	mm: 203 x 165 x 91 inch: 8 x 6.5 x 3.6
Weight (Unit)	0.4 lbs/0.13 kg
Weight (Packaged)	2 lbs/0.90 kg

*Specifications subject to change without notice. Mass & dimensions are approximate

THE TRANSMITTER

Back

Front

L/R Out (PCM Only)   HDBaseT

Ethernet Ports 10/100   HDMI In   RS232 COM & Pass-through   48V

IR In   IR Out

IR Mode   Micro USB (Firmware)

Indicator Troubleshooting Lights on the Transmitter:

POWER – On the front:
(Red) This is an indicator that the power is connected. There are only two states for light:
- Light Is On = Power supply is connected and functioning.
- Light Is Off = Power supply is not connected or there is no power present. (In order to have power: check the power supply, USP, Outlet, etc...)

AV SYSTEM ACT – On the front:
- (Blue) This is an indicator of activity on the link – this light will blink randomly as data is sent/received.

HDBaseT LINK – On the front:
- (Blue) This is an indicator that that the RJ45 HDBaseT Link is stable. This light should always be SOLID.

HDMI SIGNAL STATUS – On the front:
- (Blue) This indicator shows that the HDMI source is connected.

The states are:
- Light Is On (Solid) = Sync w/ HDMI source is correct and solid.
- Light Is Flashing = The light flashes during the sync process. If it is flashing continuously, a picture may not be present.

If the BLUE HDMI SIGNAL STATUS LIGHT is flashing, check the following:
1. The source. Plug it directly into the display to be sure it's functioning properly.
2. Try a longer HDMI cable. Some HDMI cables do not sync well at shorter lengths.
3. Set the EDID to state #1 (See below).
4. If these suggestions do not work, enable the "Test Pattern" (See Below). If you see the pattern, the problem is between the source and the transmitter, please try a different source.
5. Contact AVProEdge if these suggestions do not work.

Indicator Troubleshooting Lights on the Transmitter Cont.

LINK - Above RJ45 (HDBT) Port:

(Green) This indicator shows that the AV HDBT link between the Tx and Rx is in tact. This light should ALWAYS be solid.

If this light is flashing or not present attempt following:

1. Check the length. The maximum distances are 70m (230ft) on 4K and 100m (330ft) on 1080P.
2. Remove any coils of cable and make sure that there is not excess cabling.
3. Bypass all patch panels and punch-down blocks.
4. Re-terminate connectors. Sometimes, even if a cable tester indicates the run is valid, something may be slightly off.
    a. Standard RJ45 ends are recommended. Pass through style types can cause interference/crosstalk
5. Contact AVProEdge if these suggestions do not work.

STATUS- Above RJ45 (HDBT) Port:

(Amber) This is an indicator showing that the power is present between the Transmitter and Receiver. This light ALWAYS BLINKS steadily indicating everything is OK. If you do not see this light, attempt the following:

1. Check the length. The maximum distances are 70m (230ft) on 4K and 100m (330ft) on 1080P.
2. Remove any coils of cable and make sure that there is not excess cabling.
3. Bypass all patch panels and punch-down blocks.
4. Re-terminate connectors. Sometimes, even if a cable tester indicates the run is valid, something may be just slightly off.
    a. Standard RJ45 ends are recommended. Pass through style types can cause interference/crosstalk
5. Try powering from the Receiver instead of the Transmitter (See Receiver page for more about PoE direction).
6. Contact AVProEdge if these steps do not work.

ETHERNET LIGHTS & USAGE:

Ethernet usage is very straight-forward. It is used for driving network communication over the HDbaseT link. The purpose of these ports is to act as a "Hub", if you plug one port into a router all the other ports on both the Tx & Rx now have access to the network.
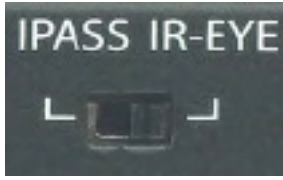
Usage Examples:
- Supplying a hardwire Ethernet connection to video zones for on-device streaming and/or local gaming devices and players.
- Supplying server based content from a server to a remote display.
- Supplying a zone with a hardwired Ethernet connection for a Wi-Fi access-point in remote zones.

Usage is plug-&-play - the ports are always active and so long as ONE of the FOUR combined ports between the Tx and Rx is connected to the network the other three have access.

Ethernet Indicator Lights:

- AMBER – This indicates and Ethernet connection is made, and the connection is stable. This should be SOLID.
- GREEN – This indicates that there is activity on the line. This light flashes randomly as data is transmitted. If this light is steady OFF there is no data coming through or you may need to reset the Ethernet router.

Functions & Setup of the Transmitter:

IR Mode Slide Switch: (On Front) This is used to select a preferred IR Mode – There are two modes:

- **IR-EYE** – The IR Input will be configured to operate with an IR Receiver Eye.
- **I-PASS** – The IR Input will be configured to safely operate with a direct connection from a control system using a mono or stereo 3.5mm cable. It's protected @ 3v–20v. Default mode is IR-EYE.

Using the Setting Button:

(On Front) The setting button can be pressed in different combinations based on what is needed. The status light on the front will flash based on the selection. The selections are in series, meaning, for example, if you are on selection 5 (listed below), you can come back later and press it again to move you to 6, 7, 8, 1, 2, etc... Using an ink pen is best to press the button.

The SETTING BUTTON is located just to the right of the to the left of the symbol. symbol, and the SETTING INDICATOR LED is just

EDID Management: GEN1

Quick press to select EDID

LED ← PRESS FOR SETTING → BUTTON
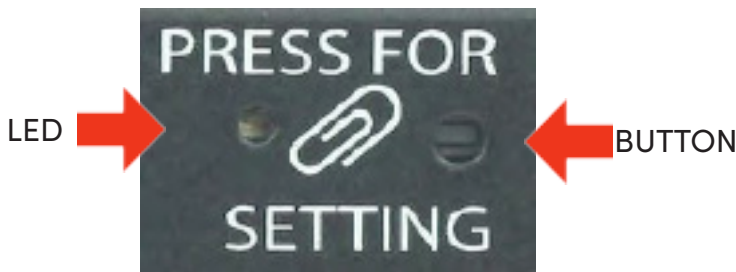
EDID	LED FLASHES
EDID BYPASS	1 TIME
1080P 2CH	2 TIMES
1080P 8CH	3 TIMES
4K 60 4:2:0 3D 2CH	4 TIMES
4K 60 4:2:0 3D 8CH	5 TIMES
4K 60 3D 2CH HDR	6 TIMES
4K 60 3D 8CH HDR	7 TIMES
USER EDID	8 TIMES

EDID Management: GEN2

(Indicated by part number AC-EX70-444-T-2)

4 LED lights on the board inside the chassis (see below) Corresponding light will be solid, the others will flash
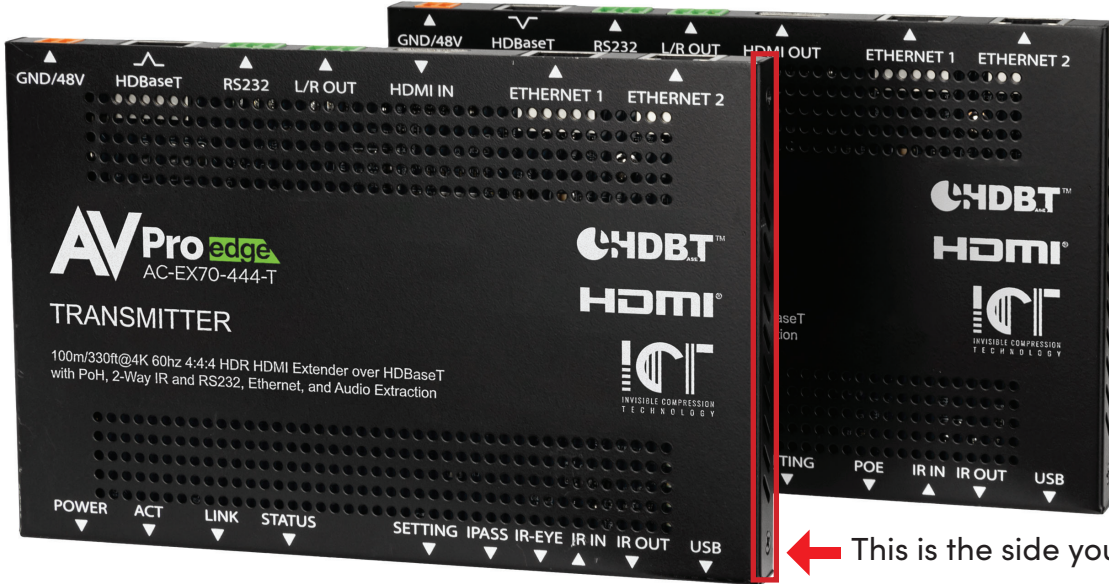
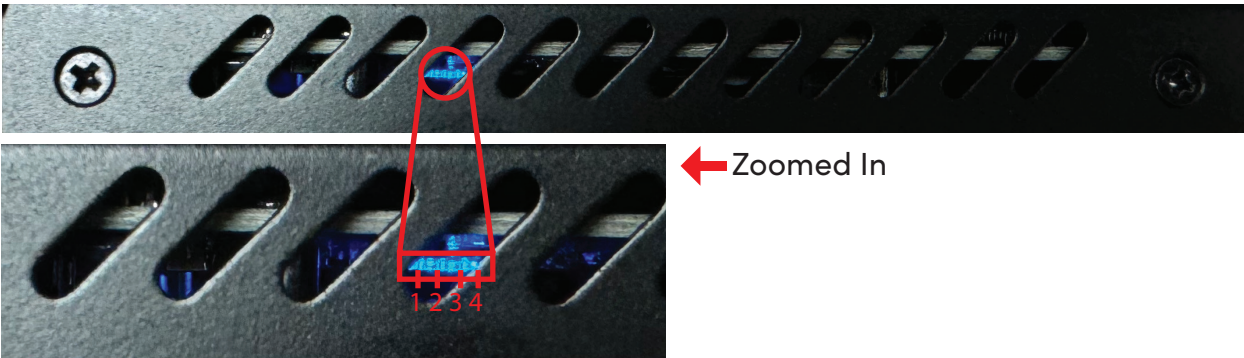| EDID SETTINGS	
LED STATUS	1 - ON 0 - OFF
1080P 2CH	1 0 0 0
1080P 8CH	0 1 0 0
4K 60 4:2:0 3D 2CH	1 1 0 0
4K 60 4:2:0 3D 8CH	1 0 1 0
4K 60 3D 2CH HDR	0 1 1 0
4K 60 3D 8CH HDR	1 1 1 0
USER EDID	0 0 0 1

EDID Management: GEN3

(If Purchased after April 2024)

← This is the side you can view EDID LED lights

4th vent hole decal side up: You can see it in multiple vent holes, just depends on the angle.

← Zoomed In

1 2 3 4

EDID	LED FLASHES
LED STATUS	1234
0:EDID_BYPASS	0001
1:1080P_2CH	0010
2:1080P_8CH	0011
3:4K60HzY420_3D_2CH	0100
4:4K60HzY420_3D_8CH	0101
5:4K60HZ_3D_2CH_HDR	0110
6:4K60HZ_3D_8CH_HDR	0111
7:User_EDID	1000

COPY DEVICE EDID

While in the USER EDID state (8), press and hold the setting button (for 4 seconds) in order to copy the EDID from the connected display or downstream device to the user EDID and it will apply automatically.
Why do this?

This is commonly used when there is a need for a specific, known EDID that the installer may prefer. It can also be used if you want to bypass an EDID of an AVR or another connected device. (IE, plug the extender kit directly into a display and COPY the EDID. Plug it back into an AVR that may not have a current/good EDID).

Scaler Setting:
While in ANY state besides the USER EDID state, press and hold the setting button (for 4 seconds) to toggle the scaler mode.
The options are:
1. Normal Mode(ICT Mode) --- LED Flashes 1 Time
2. Down Scaler Mode (4K->2K) --- LED Flashes 2 Times

Functions & Setup of the Transmitter Cont:
Test Pattern Generator:
Press and hold the setting button (for 4 seconds) while powering up the transmitter. You should see the color bar pattern to the right on screen. When in this mode, you can quick press to toggle the resolution.

Quick press the setting button---Select the test pattern timing.
- 1080P --- LED Flashes 1 Time (3 sets of color bars, example to the right)
- 4K --- LED Flashes 2 Times (5 sets of color bars)
  - * NOTE: This can be useful for checking your cabling and for troubleshooting. You can also ensure you have sufficient distance based on the resolution as well.
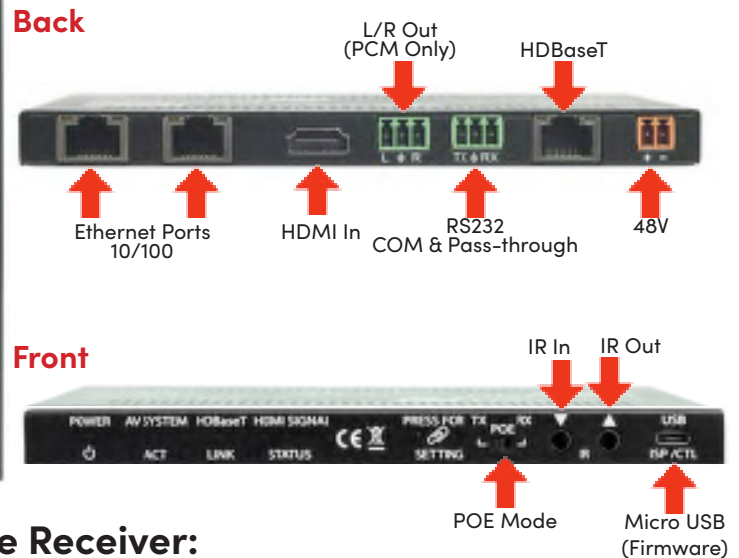

Long Range Mode:
150m (500ft) on up to 1080P 8-BIT
1. Enable Test Pattern Mode - Press and hold settings button for 4 seconds while powering up the transmitter.
2. In Test Pattern Mode - Press and hold the settings button for 4 seconds to enable/disable Long Range Mode
    a. Flash Once - Disabled
    b. Flash Twice - Enabled
3. Reboot the extender, Long Range Mode is now active.

THE RECEIVER

Back

L/R Out (PCM Only)
HDBaseT
Ethernet Ports 10/100
HDMI In
RS232 COM & Pass–through
48V

Front

IR In IR Out
POE Mode
Micro USB (Firmware)

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1. The source. Plug it directly into the display to be sure it's functioning properly.
2. Try a longer HDMI cable. Some HDMI cables do not sync well at shorter lengths.
3. Set the EDID to state #1 (See below).
4. If these suggestions do not work, enable the "Test Pattern" (See Below). If you see the pattern, the problem is between the source and the transmitter, please try a different source.
5. Contact AVProEdge if these suggestions do not work.

Indicator Troubleshooting Lights on the Receivercont

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Ethernet Lights & Usage:

Ethernet usage is very straight-forward. It is used for driving network communication over the HDbaseT link. The purpose of these ports is to act as a "Hub", if you plug one port into a router all the other ports on both the Tx & Rx now have access to the network.

Usage Examples:

- Supplying a hardwire Ethernet connection to video zones for on-device streaming and/or local gaming devices and players.
- Supplying server based content from a server to a remote display.
- Supplying a zone with a hardwired Ethernet connection for a Wi-Fi access-point in remote zones.

Usage is plug-&-play – the ports are always active and so long as ONE of the FOUR combined ports between the Tx and Rx is connected to the network the other three have access.
Ethernet Indicator Lights:

- AMBER – This indicates and Ethernet connection is made, and the connection is stable. This should be SOLID.
- GREEN – This indicates that there is activity on the line. This light flashes randomly as data is transmitted. If this light is steady OFF there is no data coming through or you may need to reset the Ethernet router.

Functions & Setup of the Receiver:

POE Slide Switch
(On Front)
This is used to select how you want to PoE is to be directed. There are two options (you are choosing where the power is ORIGINATING from):

- TX (Default)= You will need to power the TRANSMITTER, the receiver will be powered over the CAT Cable (Default).
- RX = You will need to power the RECEIVER, the transmitter will be powered over the CAT Cable from the receiver (This is called "Reverse Power").

Using the Setting Button:
(On Front) The SETTING BUTTON is located just to the left of the POE switch. This button can be used to enable/disable the built in Test Pattern Generator.

Test Pattern Generator:
Press and hold the setting button (for 4 seconds) while powering up the receiver. If you are powering from the transmitter side, to power cycle the receiver unplug the HDBaseT Category cable. You should see the color bar pattern appear the right on screen. When in this mode, you can quick press the settings button to toggle the two resolutions. To Disable, power cycle the receiver.

Quick press the setting button---Select the test pattern timing.
- 080P --- LED Flashes 1 Time (3 sets of color bars, example below)
- 4K --- LED Flashes 2 Times (5 sets of color bars, example below)
  - * NOTE: This can be useful for checking your cabling and for troubleshooting. You can also ensure you have sufficient distance based on the resolution as well.

Test Pattern Generator (GEN-2):
Quick press the Setting button to cycle through test patterns of 1080p, 4k, and OFF. The test patterns can be used for stand-alone testing as long as the Receiver is powered. If the Receiver is powered off while the test pattern is enabled, it will still generate a test pattern once it is powered on again. Be sure to disable the test pattern on the Receiver before powering it off.

1080P Test Pattern

4K Test Pattern

RS-232 CONFIGURATION

RS-232 can be used to pass control signals bi-directionally to & from any RS-232 compatible device. This is commonly used to route control signals in the following way:

1. Control System --> Display/Projector (ie, Power On/Off)
2. Display/Projector --> Control System (ie, Display Status, Volume Status etc...)
3. When ultra long-range serial communication is needed (think concerts, live events). Use the extender.

The unit comes with 3 pin connectors to allow for any wire an integrator would like. The pin out configuration Left=TX, Center=Ground, Right=RX and looks like this:

This is how the cable should look. If using the AC-CABLE-3.5-DB9F (Female) or AC-CABLE-3.5-DB9M (Male), the colors will be the same. With any other cable, please follow Tx, G, Rx as shown below.

See RS-232 cable preparation diagram on the next page.
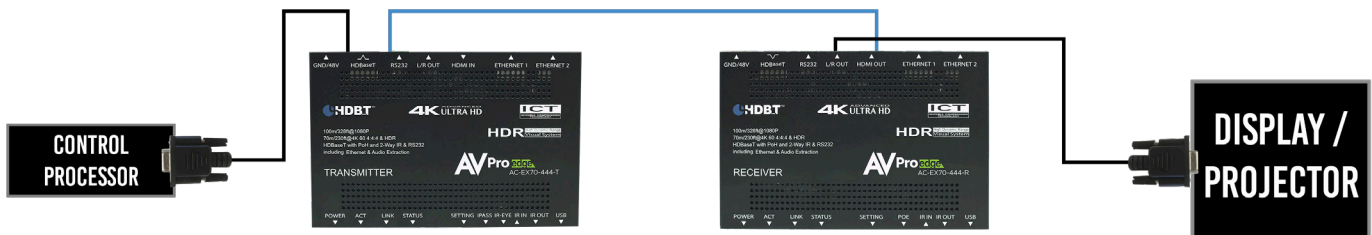
RS-232 CABLE FOR AVPRO EDGE

IN ORDER TO CONNECT YOUR COMPTER TO THE SWITCH BY RS-232 YOU NEED TO MAKE YOUR OWN CABLE WITH ONE END A PHOENIX CONNECTOR ANI THE OTHER END A RS-232 PORT. YOUR COMPUTER DOESN'T HAVE A RS-232 INPUT, GET A USB CONVERTER (AS SHOWN BELOW), AND PLUG THE USB END TO ANY COMPUTER
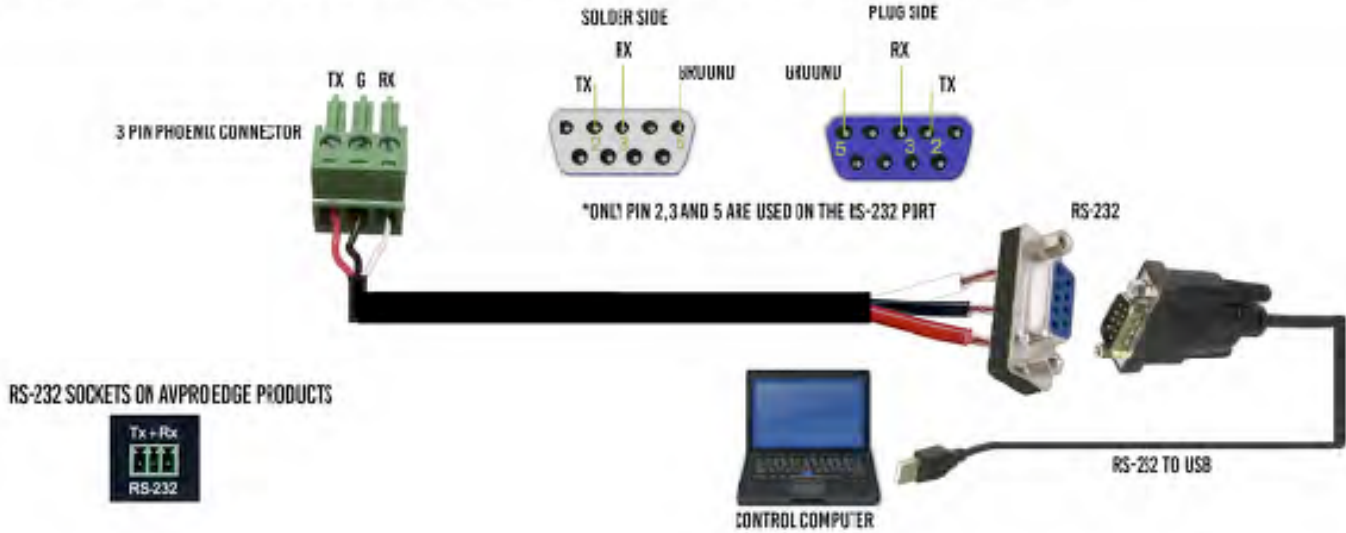
RS–232 Sample Application

RS-232 CONTROL IS BI-DIRECTIONAL SO YOU ARE ABLE TO RECEIVE FEEDBACK

IR CONFIGURATION

IR can be used in three ways:
1. **From Rack (Control System Direct)**
   - Plug a MONO 3.5mm cable into an emitter port of any control system directly into the "IR IN" port on the AC-EX40-444 Transmitter to pass IR signals directly to the remote end.
      - NOTE – Be sure the IR MODE Slide Switch is set to "I-PASS" on the Transmitter
2. **From Rack (Using IR-EYE)**
   - Plug an IR-Receiver Eye into the "IR IN" of the AC-EX40-444 Transmitter in order to pass infrared signals generated from a device or IR Remote.
      - NOTE – Be sure the IR MODE Slide Switch is set to "IR-EYE" on the Transmitter.
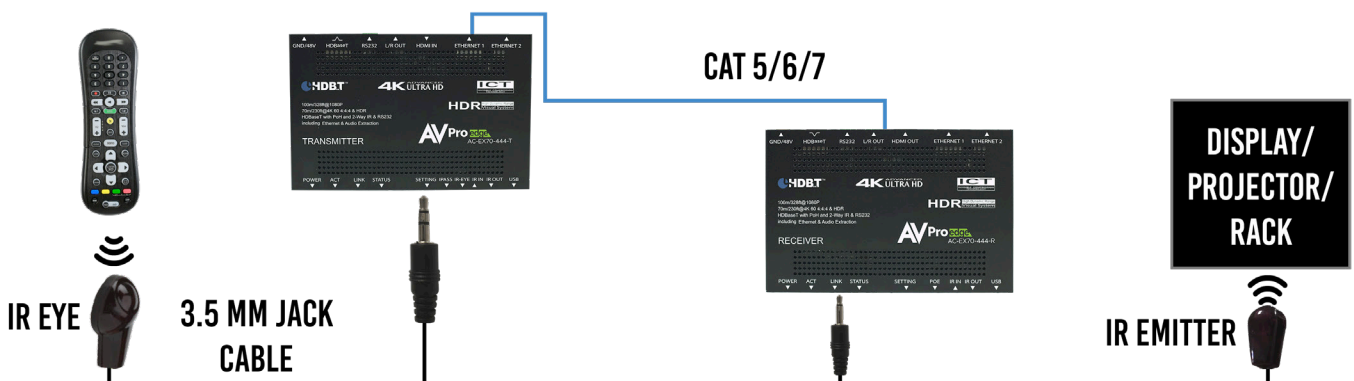3. **From Remote End**
   - Use an IR-Receiver Eye on the AC-EX40-444 Receiver (IR In Port) in order to send IR signals BACK to the rack and out of the TRANSMITTER IR Out Port with an emitter.
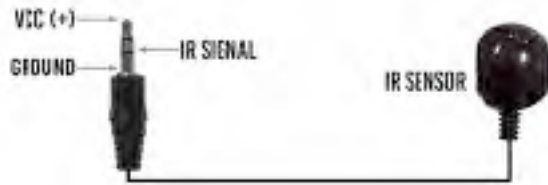

444 EXTENDER I-PASS IR CONTROL
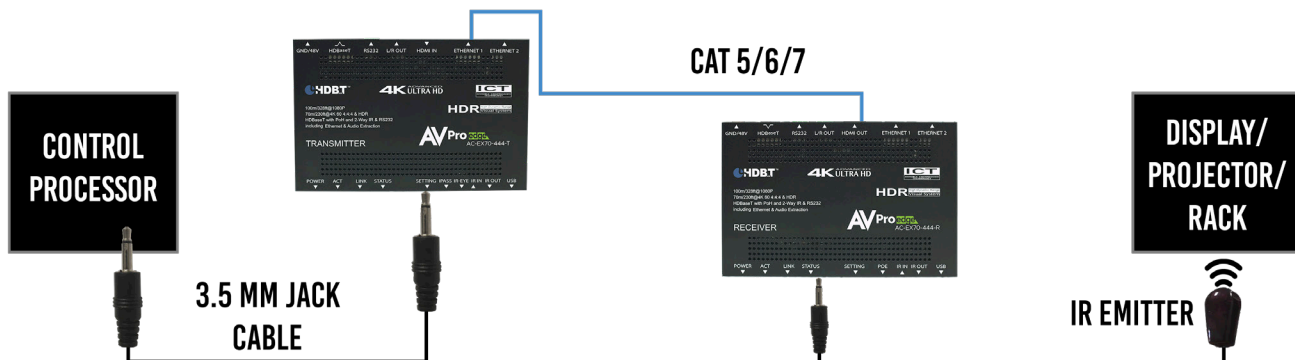
444 EXTENDER IR CONTROL

IR Connections to AC-EX70-444-T (Transmitter)

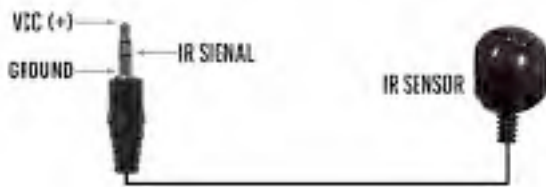
IR INPUT
(Receiver Eye)

IR OUTPUT
(IR Emitter)

IR Connections to AC-EX70-444-R (Receiver)

IR INPUT
(Receiver Eye)

IR OUTPUT
(IR Emitter)

*NOTE: For best results, only use the provided IR EYE's and Emitters

Audio Extraction on AC-EX70-444

A feature that is always active on the AC-EX70-444 (Tx and Rx) is Audio Extraction. This feature extracts PCM Audio (2ch) from the source device in order to be run to a separate amplifier or AVR. BOTH of the audio ports are always active (on Tx & Rx). NOTE - These ports ONLY work if the source is 2ch. If downmixing is needed, check out AC-AVDM-AUHD or AC-ADM-COTO.

To use the ports:
1. Simply plug a 3 pin terminal block into the port on the Tx or Rx (both are always active) and make your own cable assembly.
2. There is an option to buy pre-made unbalanced 3-pin to RCA Female cables from www.avprostore.com

NOTE: The source device needs to output PCM audio in order for the feature to work. This can be done by using the on-board EDID management or setting the source as such.
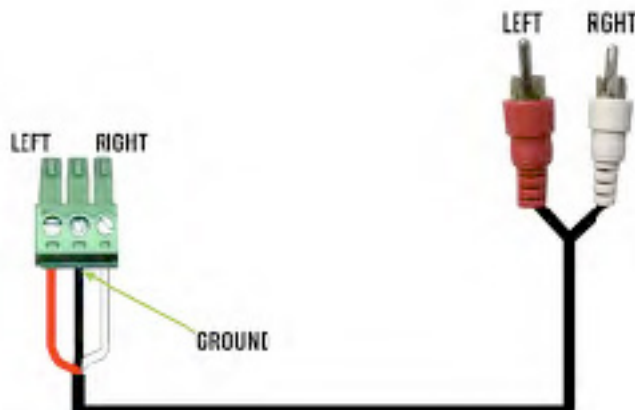
Audio Extraction Routing Diagram

AVPro edge
AC-EX70-444-KIT

4K60 70M EXTENDER AUDIO EXTRACTION
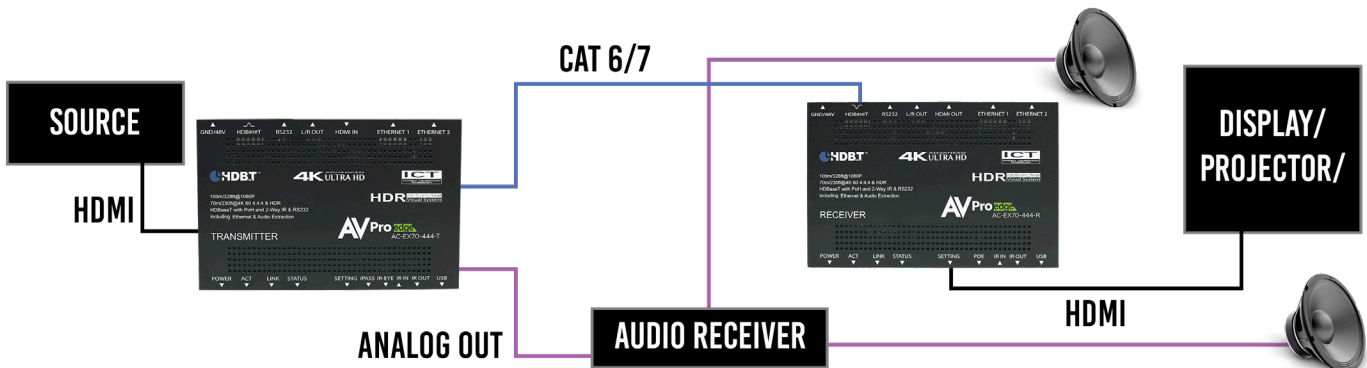
STEREO CABLE PREPARATION

NOTE:
Pre-made audio cables can be purchased.
The part number is: AC-CABLE-3PIN-2CH.

Using Ethernet:

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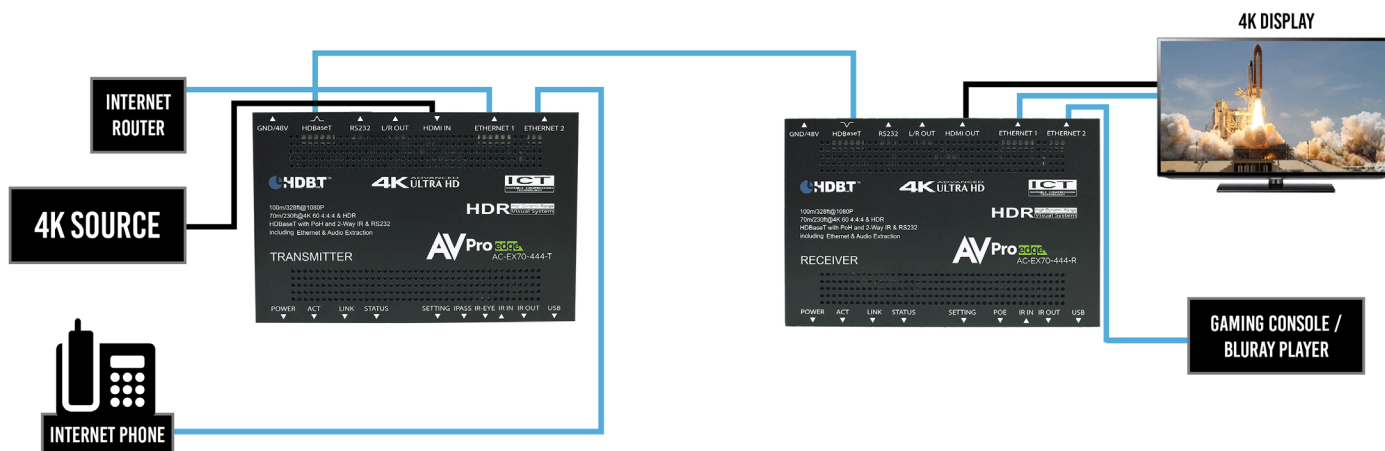
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• Supplying server based content from a server to a remote display.
• Supplying a zone with a hardwired Ethernet connection for a Wi-Fi access-point in remote zones.

Usage is plug-&-play - the ports are always active and so long as ONE of the FOUR combined ports between the Tx and Rx is connected to the network the other three have access.

Ethernet Indicator Lights:

• AMBER - This indicates and Ethernet connection is made, and the connection is stable. This should be SOLID.
• GREEN - This indicates that there is activity on the line. This light flashes randomly as data is transmitted. If this light is steady OFF there is no data coming through or you may need to reset the Ethernet router.

TROUBLESHOOTING

- Verify Power

  ○ Verify POE Switch is correct

- Verify Connections – Check that all cables are properly connected

  ○ TX Indicator Troubleshooting Lights

  ○ RX Indicator Troubleshooting Lights

- Not passing video, this may be an EDID issue. Out of the box the default is EDID BYPASS. Try a canned EDID or copy the connected displays EDID

- IR Issues – Verify correct connections

  ○ Visibly flashing Emitters may not function properly, try the IR Cables that come in the box

- Extracted Audio Issues

- Verify Source is set to output 2ch PCM

  ◊ Note: This unit does NOT downmix

- Still having issues, contact us

  ○ Support Direct

    ◊ +1–605–977–3477

    ◊ + 1–605–274–6055

  ○ Submit a support request ticket

    ◊ https://support.avproedge.com/hc/en–us/requests/new

MAINTENANCE

To ensure the reliable operation of this product and protect the safety of any person using or handling this device while powered, please follow the following instructions.

- Use the power supply provided. If a replacement is required, check voltage, polarity, and verify it has sufficient power to supply this device.
- Do not operate this product outside the specified temperature and humidity range in the above specifications.
- Ensure there is adequate ventilation to allow this product to operate efficiently.
- Repair of this device should only be carried out by qualified professionals as these products contain sensitive components that mishandling may damage.
- Use this device only in a dry environment. Do not allow liquids or harmful chemicals to come into contact with the device.
- Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner, or benzene to clean this unit.

DAMAGE REQUIRING SERVICE

The unit should be serviced by qualified service personnel if:

- The DC power supply cord or AC adapter has been damaged
- Objects or liquids have gotten into the unit
- The unit has been exposed to rain
- The unit does not operate normally or exhibits a marked change in performance
- The unit has been dropped, or the housing has been damaged

SUPPORT

If you experience any problems while using this product, refer to the Troubleshooting section of this manual before contacting Technical Support. When calling, the following information should be provided:

- Product name and model number
- Product serial number
- Details of the issue and any conditions under which the issue is occurring

WARRANTY

THE BASICS

AVPro Edge warranties its products when purchased from an Authorized AVPro Edge Reseller or directly purchased from AVPro Edge. Products are guaranteed free from manufacturing defects and in sound physical and electronic condition.

AVPro Edge has developed a warranty anyone can get behind. We wanted to remove all the "red tape" from a warranty and simplify it. Our 10-YEAR NO BS warranty hinges on three conditions.

1. If you are having trouble, call us. We will attempt to troubleshoot your issue over the phone.
2. If it's broken – We will advance-replace it on our dime. (We will cover return shipping, too.) Repair is also an option, but that is your decision.
3. We know that you know what you are doing. We will not make you go through unnecessary steps to troubleshoot a device that appears to have failed.

COVERAGE DETAILS

AVPro Edge will replace or repair a defective product (at the customer's choice). If the product is out of stock or on back order, it can be replaced with a comparable product of equal value/feature set (if available) or repaired.

Your warranty begins at receipt of the product (as confirmed by shipping firm tracking). If tracking information is unavailable, the warranty will commence 30 ARO (After Receipt of Order). The coverage continues for 10 YEARS.

RED TAPE

AVPro Edge is not responsible for untraceable purchases or those made outside an authorized channel.

If we conclude that a product or serial number has been tampered with as identified by the warranty seal or physical examination, the warranty will be void. Additionally, for excessive physical damage (beyond normal wear & tear), the warranty may be voided or pro-rated based on the extent of the damage as examined by an AVPro Edge representative.

Damage caused by what is conventionally termed an act of God is not covered. This may include natural disasters, power surges, storms, earthquakes, tornadoes, sinkholes, typhoons, tidal waves, hurricanes, or any other uncontrollable event related to nature.

Damage caused by incorrect installation will not be covered. Incorrect power supply, inadequate cooling, improper cabling, inadequate protection, and static discharge are examples.

The Authorized AVPro Edge Reseller will service products installed or sold by a third party to AVPro Edge.

This warranty does not include accessories (IR Cables, RS-232, Power Supplies, etc.). We will make an acceptable effort to source and supply replacements for defective accessories at a discounted rate as needed.

OBTAINING AN RMA

Dealers, Re-sellers, and Installers can request an RMA AVPro Edge Tech Support Rep or their Sales Engineer. Or you may email support@avproedge.com or fill out the general contact form at www.avproedge.com

End users may not request an RMA directly from AVPro Edge and will be referred back to the Dealer, Reseller, or Installer.

SHIPPING

For the USA (not including Alaska and Hawaii). Shipping is covered on advanced replacements for FedEx Ground (some expressed exceptions may apply). Defective product return shipping is covered by AVPro Edge using an emailed return label. Item must be returned within 30 days of receipt of replacement product; after 30 days, the customer will be billed. Other return shipping methods will not be covered.

The returnee will be responsible for international, Alaska, or Hawaii return shipping costs. Once the unit is scanned for return shipping, AVPro Edge will ship a new unit for replacement.

Legal Stuff

Limitation on Liability
The maximum liability of AVPro Global Holdings LLC under this limited warranty shall not exceed the actual purchase price paid for the product. AVPro Global Holdings LLC is not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition or under any other legal theory to the maximum extent permitted by law.

Taxes, Duties, VAT, and freight forwarding service charges are not covered or paid for by this warranty.

This warranty does not cover obsolescence or incompatibility with newly invented technologies (after the manufacture of the product).

Obsolescence is defined as:
"Peripherals are rendered obsolete when current technology does not support product repair or remanufacture. Obsolete products cannot be re-manufactured because advanced technologies supersede original product manufacturer capabilities. Product redevelopment is not an option because of performance, price, and functionality issues."

Discontinued or out-of-production items will be credited to a current product with equal or comparable capabilities and cost at fair market value. AVPro Edge determines fair market value.

Exclusive Remedy
This limited warranty and the remedies set forth above are exclusive to the maximum extent permitted by law. Instead of all other warranties, remedies, and conditions, whether oral or written, express or implied. To the maximum extent permitted by law, AVPro Global Holdings LLC expressly disclaims any implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If AVPro Global Holdings LLC cannot lawfully disclaim or exclude implied warranties under applicable law, all implied warranties covering this product, including merchantability and fitness for a particular purpose, shall apply to this product as provided under applicable law.

This warranty supersedes all other warranties, remedies, and conditions, whether oral or written, express or implied.

Thank you for choosing AVProEdge!

Please Contact us with any questions, we are happily at your service!

AVProEdge
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1-877-886-5112 ~ 274-6055
support@avproedge.com