

All products supplied by AV Supply Group Ltd are supplied with a limited manufacturer's warranty of which the terms may vary depending on the brand and/or product type. In all cases the limited manufacturer's warranty will only cover the product for any defects in materials and workmanship for the stated time period.

## AV Supply Group Warranty List

*Updated on 30 March 2026*

BRAND	WARRANTY	DESCRIPTION
AVS	1 year	TV & AV mount solutions; AV furniture; Audio, power & accessories products
	10 years	AVS cart & accessories
C2G	Lifetime (defined for as long as the original end-user purchaser owns the product)	Cable Assemblies (Passive Cables, HDMI Adapter Rings)
	5 years	AV & PC Active Electronic Devices
CHIEF	10 years	Non-electrical products
	1 year	Electrical mechanisms (such as lift products)
DA-LITE	5 Years	Electric, Fixed Frame, Fast-Fold Deluxe, Interactive, Rigid Rear Projection
	1 year	Manual, Portable, HD Fast-Fold Deluxe, Fast-Fold Truss, Easels

BRAND	WARRANTY	DESCRIPTION
ELITE SCREENS	2 years	All projection screens
FLEXSON	2 years	All Flexson products
LUXUL	3 years	Routers, Switches and Access Points
MIDDLE ATLANTIC	10 years	Sheet metal, aluminium, plastics
	7 years	Castors
	3 years	Lighting, lift systems, hinged products, products that rotate
	1 year	Wiremold
MAXHUB	3 years	All interactive panels, commercial displays and unified communication products
	2 years	LED Products
	1 year	Accessories
NEXUS 21	10 years	Residential use – all Nexus 21 motorised products except Apex
	7 years	Transcend manual over-mantel pull-down TV mount
	5 years	Residential use - Apex motorised wall mount; Commercial use - all Nexus 21 motorised products except Apex
	3 years	Commercial use – Apex motorised wall mount

BRAND	WARRANTY	DESCRIPTION
NUREVA	2 years	System hardware (microphone/speaker bar), one additional year (three years total) with enrolment
PERLESMITH	5 years	TV, monitor and AV mounting solutions
SANUS	10 years	Metal video monitor mounts; Racks and non-electrical rack accessories
	5 years	Plastic speaker mounts; Speaker stands; Furniture;
	1 year	Motorised and/or automated products
SONOROUS	2 years	Furniture and mounting solutions
VADDIO	2 years	All Vaddio manufactured products
VESTEL ** New Zealand Market Only	2 years	All VESTEL products

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