

All products supplied by AV Supply Group Pty 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 22 July 2020

BRAND	WARRANTY	DESCRIPTION
CHIEF	10 years	Non-electrical products
	1 year	Electrical mechanisms (such as lift products)
AURORA	3 years	Audio visual components
	1 year	Motorised mechanical parts (Hard Drives, DVD, etc); Mechanical parts (buttons, doors, etc); Remotes and cables; Touch screen displays
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
DA-LITE	5 years	Wireline Advantage®, Tensioned Advantage Series, Advantage Series, Tensioned DescenderPro, DescenderPro, Tensioned Conference, Tensioned Professional, Professional, Da-Lift Projector Lifts, Tensioned Contour®, Contour, Tensioned Cosmopolitan® Series, Cosmopolitan Series, Designer Contour, Slimline, Studio, Arena, Motorized Scenic Roller, Ascender, Parallax®, Parallax Thin, FullIVision, UTB Contour, Cinema Contour, Da-Snap, Perm-Wall, Imager, IDEA™ Screen, IDEA Panoramic, Fast-Fold® Deluxe, Fast-Fold Deluxe Drapery Kits, Flex Plex, Da-Glas, Da-Plex Rear Projection Mirror System, and Holo Screen
	1 year	Cut-to-Size Screen Surface, Lace & Grommet Screen Surface, Series 200 Lace & Grommet Frame, Series 300 Lace & Grommet Frame, Advantage Manual with CSR, Model C, Model C with CSR, Floor Model C, Carpeted Floor Model C, Designer Contour Manual with CSR, Model B®, Model B with CSR, Scenic Roller, Heavy Duty-Fast-Fold Deluxe, Heavy Duty-Fast-Fold Deluxe Drapery Kits, Fast-Fold Truss, Fast-Fold Truss Drapery Kits, Pipe & Drapery Background System, Picture King®, Carpeted Picture King, Versatol®, Deluxe Insta-Theater®, Concord Lectern, Lexington Lectern, Equipment Rack Cart, PixMate Plastic Cart, Confident Monitor Stand, Project-O-Stand, Paper Pad Easel, A-Frame Easel, Designer Easel, and Display Easel

VADDIO	2 years	All Vaddio manufactured products
VESTEL	2 years	All VESTEL products
AVS	1 year	TV & AV mount solutions; AV furniture; Audio, power & accessories products
	10 years	AVS cart & accessories
THOR	6 years	All Thor products
ELITE SREENS	2 years	All projection screens
LUXUL	3 years	Routers, Switches and Access Points
PERLESMITH	5 years	TV, monitor and AV mounting solutions
	1 year	Cables
HUANUO	1 year	TV, monitor and AV mounting solutions; Cables
UTELOGY	2 years	From the date of completion of go-live in production environment at the end-user site
MIDDLE ATLANTIC	10 years	Sheet metal, aluminium, plastics
	7 years	Castors
	3 years	Lighting, lift systems, hinged products, products that rotate
	1 year	Wiremold

For further information please contact us on info@avsupplygroup.com.au or 03 9071 4585

