

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, FullVision, 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 SCREENS	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](mailto:info@avsupplygroup.com.au) or 03 9071 4585

