



AC-EXO-X-PLUS-KIT

User Manual

48 Gbps 8K Fiber Optic Extender Kit with USB, eARC & Ethernet

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Important Safety Instructions



Before installing, configuring, and operating the devices and other vendor equipment, AVPro Edge strongly recommends that each dealer, integrator, installer, and all other necessary personnel access and read all the required technical documentation, which can be located by visiting AVProEdge.com.

Read and understand all safety instructions, cautions, and warnings in this document and the labels on the equipment.


Safety Classifications in this Document

 Note:	Provides special information for installing, configuring, and operating the devices and equipment.
 Tip:	Provides suggestions and considerations for installing, configuring, and operating the devices and equipment.
 Important:	Provides special information that is critical for installing, configuring, and operating the devices and equipment.
 Caution:	Provides special information for avoiding situations that may cause damage to the devices and equipment.
 Warning:	Provides special information for avoiding situations that may cause physical danger to the installer, end user, etc.

Electrical Shock Prevention

 Electric Shock:	Provides special information that is critical for installing, configuring, and operating the devices and equipment.
 Electrical Disconnect:	Provides special information for avoiding situations that may cause damage to the devices and equipment.

Weight Injury Prevention

 Weight Injury:	Installing some of the devices and equipment requires two installers to ensure safe handling during installation. Failure to use two installers may result in injury.
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Safety Statements

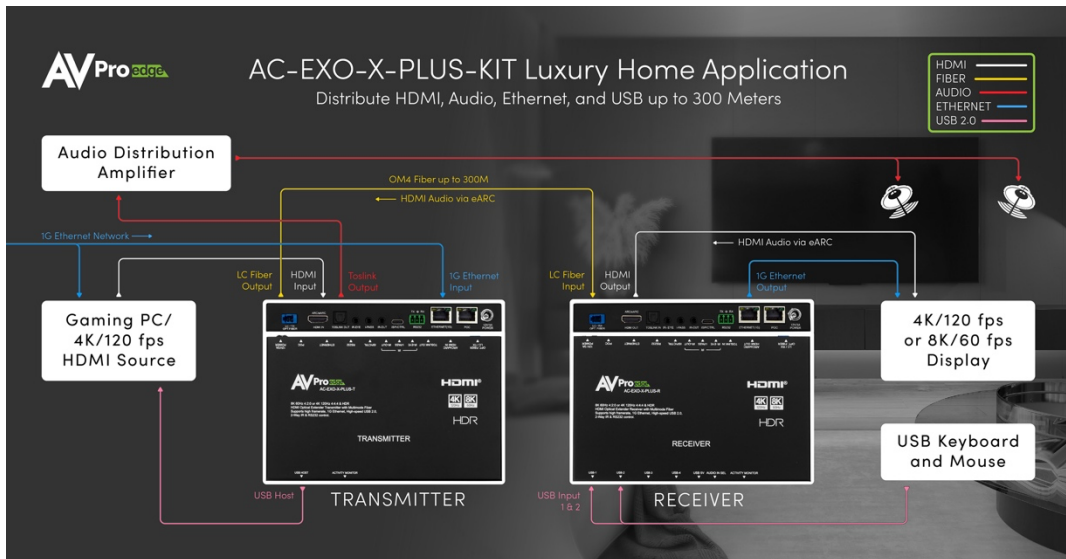
Follow all the safety instructions listed below and apply them accordingly. Additional safety information will be included where applicable.

- 1 Read and keep these instructions.
- 2 Heed and follow all warnings.
- 3 Clean devices and equipment only with a dry cloth.
- 4 Do not use the devices near water or expose them to rain and moisture.
- 5 Do not block any ventilation openings.
- 6 The devices and their accessories should never be exposed to open flames or excessive heat.
- 7 Only use attachments and accessories specified by the manufacturer.
- 8 Install in accordance with the manufacturer's instructions.
- 9 Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus that produce heat.
- 10 Do not defeat the safety purpose of the polarized / grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade, or third prong, are provided for your safety.
- 11 Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the devices.
- 12 Unplug the devices during lightning storms or when unused for long periods of time.
- 13 To reduce the risk of electrical shock or damage to the devices and their operators, never handle or touch the devices and power cord with damp or wet hands.
- 14 To reduce the risk of injury, some of the devices and equipment may require two installers to ensure safe handling during installation. Failure to use two installers may result in injury.
- 15 Refer all servicing to qualified service personnel. Servicing is required when the devices have been damaged in any way, such as the power cord or plug is damaged, liquid has been spilled, objects have fallen into the devices, the devices have been exposed to rain or moisture, do not operate normally, or have been dropped.

Introduction

The AC-EXO-X-PLUS-KIT contains 48 Gbps transmitter and receiver modules designed for extending HDMI 2.1 audio and video signals at resolutions up to 8K/60 fps, 4:2:0 or 4K 120/ fps, 4:4:4 with 7.1 over single multimode fiber optic cabling. Supported HDMI 2.1 features include Auto Low Latency, Variable Refresh Rate, and eARC. Built-in are 16 EDID presets, an Ethernet extension, and a dipswitch-enabled test pattern generator on the transmitter module. The AC-EXO-X-PLUS-KIT supports USB 2.0, with USB extension adding KVM functionality to extend signaling from USB peripherals like a keyboard or mouse to remote PCs. eARC provides audio extraction to AVRs and surround sound systems. Ethernet extension functions as an ethernet hub, bringing LAN connectivity to displays or nearby streaming devices.

The diagram below shows the basic application of the AC-EXO-X-PLUS-KIT.



Features

- Multimode fiber grades OM2, OM3, and OM4 compatibility (300 meter distance is with OM4)
- Full 8K Ultra HD 48 Gbps bandwidth (8K/60 fps, 4:2:0) / High Frame Rate 4K/120 fps, 4:4:4
- HDMI 2.1 support for Auto Low Latency, Variable Refresh Rate, eARC
- Supports Dolby Vision, HDR10, HDR10+, and HLG
- A custom AVPro Edge algorithm monitors Fixed Rate Link status to restrain Link Training bandwidth reductions
- Comprehensive EDID management for mixed-resolution, next-gen systems
- USB 2.0, eARC, and Ethernet extension for KVM, audio extraction, and LAN connectivity.
- RS-232 and IR bidirectional passthrough

Product Overview

Box Contents

AC-EXO-X-PLUS-T (Transmitter)
AC-EXO-X-PLUS-R (Receiver)
1 x 12 VDC/3 A Power Supply
1 x IR Tx Unit
1 x IR Rx Unit
2 x 3-pin Euroblock for RS-232 Ports
4 x Mounting Brackets
8 x Screws for Mounting Brackets

Technical Specifications

Video	
Video Resolutions	Up to 8K/60 fps, 4:2:0; 8K/30 fps, 4:4:4; 4K/120 fps, 4:4:4
HDR Formats	Dolby Vision, HDR10, HDR10+, HLG
Color Space	YUV (Component), RGB (CSC: ITU-R BT.601, ITU-R BT.709, ITU-R BT.2020, DCI-P3 D65)
Chroma Subsampling	4:2:0, 4:2:2, 4:4:4
Color Bit Depth	Up to 16-bit
Downscaling	8K/4K to 1080p
Audio	
Audio Formats Supported (HDMI)	PCM 2.0-Ch, LPCM 5.1 & 7.1, Dolby Digital, Dolby Digital Plus, Dolby TrueHD, Dolby Atmos, DTS 5.1, DTS-HD Master Audio, DTS:X
Audio Formats Supported Extracted (TOSLINK)	LPCM up to 5.1, 96 kHz 24-bit, Dolby Digital 5.1, DTS High Resolution Audio
ARC / eARC	
Formats Supported (HDMI)	PCM 2.0-Ch, LPCM 5.1 & 7.1, Dolby Digital, Dolby Digital Plus, Dolby TrueHD, Dolby Atmos, DTS 5.1, DTS-HD Master Audio, DTS:X
Formats Supported (TOSLINK)	PCM 2.0-Ch, LPCM 5.1 & 7.1, Dolby Digital, DTS 5.1, Dolby Digital Plus, Dolby TrueHD
USB	
Version	USB 2.0
Ports	(1) USB HOST, USB Type-C (Transmitter) (4) USB DEVICE, USB Type-A (Receiver)
Fiber	
Type	Multimode OM2, OM3, or OM4 (OM4 Recommended)
Connector	Simplex LC (Lucent Connector)
Recommended Fiber	Cleerline SFF™ Fiber
OM2	Up to 40 m
OM3	Up to 200 m
OM4	Up to 300 m
HDMI In/Out (4K/60 Hz 4:4:4)	Up to 50 ft. (using Bullet Train© HDMI)
HDMI In/Out (w/ with AOC Cable) (4K/60Hz 4:4:4)	Up to 130 ft. (using Bullet Train© AOC)
Other	

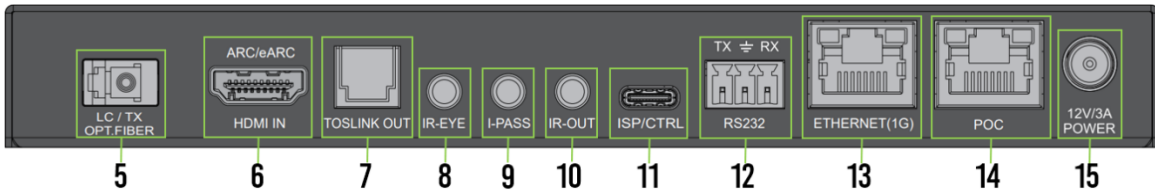
Bandwidth	48 Gbps (FRL6)
HDCP	HDCP 2.3 and earlier
Ports	
HDMI	HDMI Type-A 19-pin, female
Audio (Extracted Digital)	TOSLINK
USB	(1) USB Type-C (Transmitter) (4) USB Type-A (Receiver)
Ethernet	RJ45
IR TX	3.5 mm Mono (2-conductor)
IR RX	3.5 mm Stereo (3-conductor)
RS-232	3-pin Euroblock
Firmware	USB-C
POC	RJ45
Power In	Barrel connector
Environmental	
Operating Temperature	23° to 125° F (-5° to 51° C)
Storage Temperature	-4° to 140° F (-20° to 60° C)
Humidity Range	5% to 90% RH (No condensation)
Power	
Total Power Consumption	12 W Maximum
Power Supply	Input: 100-240 VAC ~ 50/60 Hz Output: 48 VDC, 0.5 A
Physical / Dimensions	
Mounting	Mounting Brackets (screws included)
Dimensions (Unit Height x Width x Depth)	mm: 109.55 X 181.10 X 22.22 in: 4.31 X 7.13 X .87
Dimensions (Packaged Height x Width x Depth)	mm: 314.45 x 184.15 x 77.98 in: 12.38 x 7.25 x 3.07
Weight (Unit)	1.144 lbs. (0.52 kg)
Weight (Packaged)	3.8 lbs. (1.7 kg)
Regulatory	CE/FCC
Product Warranty	10 Years
*Specifications are subject to change without notice. Mass and dimensions are approximate.	

Transmitter Front and Rear Panel Overview

AC-EXO-X-PLUS-T Front Panel



AC-EXO-X-PLUS-T Rear Panel

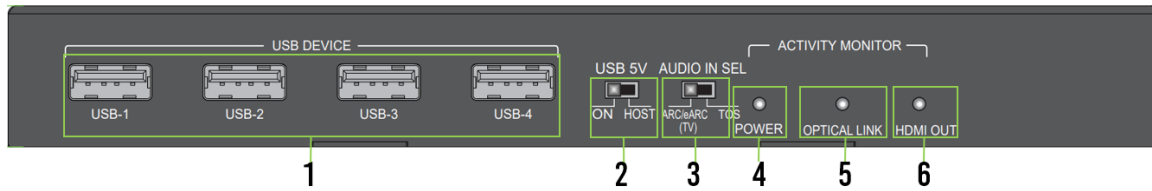


1	USB-C	<ul style="list-style-type: none"> • USB 2.0 Type-C HOST connector • USB output to devices or hub
2	Power Light	<ul style="list-style-type: none"> • Blue LED status indicator light • Solid blue indicates power is present on the transmitter
3	Optical Link Light	<ul style="list-style-type: none"> • The Blue LED status indicator light has 3 states: <ul style="list-style-type: none"> ■ Off: No data connection or link has been established ⚡ Flashing: Data connection and link are established, but no video ● Solid On: Data connection and link are established, video is present
4	HDMI In Light	<ul style="list-style-type: none"> • Blue LED status indicator light • Solid blue indicates an active signal is present on the HDMI In port
5	LC / TX Opt. Fiber	<ul style="list-style-type: none"> • LC Simplex multimode fiber connector port • Connects to LC/RX port on the receiver (AC-EXO-X-PLUS-R)
6	HDMI In	<ul style="list-style-type: none"> • 19-pin HDMI Type-A female connector port • Source input with HDMI or ARC/eARC connection
7	TOSLINK Out	<ul style="list-style-type: none"> • TOSLINK output connector port • Output extracted audio to an external audio processor
8	I-PASS	<ul style="list-style-type: none"> • 3.5 mm stereo jack (TRS) IR receiver port • Sends IR signals via direct connection from a control system processor to the IR output of the desired endpoint(s)
9	IR-EYE	<ul style="list-style-type: none"> • 3.5 mm stereo jack (TRS) IR receiver port • Supports an IR receiving eye to capture IR signals from a control system processor IR emitter or a third-party remote to send IR signals to the IR output of the desired endpoint(s)
10	IR-Out	<ul style="list-style-type: none"> • 3.5 mm mono jack (TS) IR transmitter port • Sends IR signals upstream to the output of the desired endpoint(s)

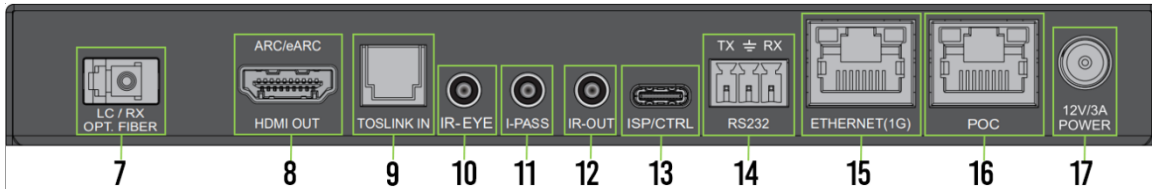
11	ISP / CTRL USB-C	<ul style="list-style-type: none">• USB Type-C female connector port• Secondary power input to power the transmitter• Servicing port for AVPro Edge Technical Support
12	RS-232	<ul style="list-style-type: none">• 3-pin Euroblock connector port• Serial RS-232 control port
13	Ethernet	<ul style="list-style-type: none">• 1 GB, RJ45 Ethernet connection• Pass LAN connectivity between transmitter and receiver modules. Connect to devices for network and/or internet access.
14	POC	<ul style="list-style-type: none">• Power-over-Cable supports power delivery over RJ45 between transmitter and receiver POC ports.
15	Power In	<ul style="list-style-type: none">• Power 48 VDC input port (supports local power to the transmitter)

Receiver Front and Rear Panel Overview

AC-EXO-X-PLUS-R Front Panel



AC-EXO-X-PLUS-R Rear Panel



1	USB Device Ports	<ul style="list-style-type: none"> • USB 1-4, USB 2.0 Type-A Device Ports
2	USB 5 VDC Dipswitch	<ul style="list-style-type: none"> • Dipswitch to control 5 VDC output on USB Device ports • When set to ON and the device is powered, USB ports 1-4 output 5 VDC • When set to HOST and the HOST device is powered, USB ports 1-4 output 5 VDC
3	Audio In Selection Dipswitch	<ul style="list-style-type: none"> • Dipswitch for Audio Input port selection • When set to ARC/eARC (TV), audio sources are output from the connected display's HDMI ARC/eARC port • When set to TOS, audio sources pass through the TOSLINK IN port
4	Power Light	<ul style="list-style-type: none"> • Blue LED status indicator light • Solid blue indicates power is present on the receiver
5	Optical Link Light	<ul style="list-style-type: none"> • The Blue LED status indicator light has 3 states: <ul style="list-style-type: none"> ■ Off: No data connection or link has been established ⚡ Flashing: Data connection and link are established, but no video ● Solid On: Data connection and link are established, video is present
6	HDMI Out Light	<ul style="list-style-type: none"> • Blue LED status indicator light • Solid blue indicates an active signal is present on the HDMI 1 port
7	LC / RX Opt. Fiber	<ul style="list-style-type: none"> • LC Simplex multimode fiber connector port • Connects to LC / TX port on the transmitter (AC-EXO-X-PLUS-T)
8	HDMI OUT	<ul style="list-style-type: none"> • 19-pin HDMI Type-A female connector port • HDMI output to display or ARC/eARC device
9	TOSLINK IN	<ul style="list-style-type: none"> • TOSLINK input connector port • Inputs extracted audio from an external audio source

10	IR-EYE	<ul style="list-style-type: none"> • 3.5 mm stereo jack (TRS) IR receiver port • Supports an IR receiving eye to capture IR signals from a control system processor IR emitter or a third-party remote to send IR signals to the IR output of the desired endpoint(s)
11	I-PASS	<ul style="list-style-type: none"> • 3.5 mm stereo jack (TRS) IR receiver port • Sends IR signals via a direct connection from a control system processor to the IR output of the desired endpoint(s)
12	IR-Out	<ul style="list-style-type: none"> • 3.5 mm mono jack (TS) IR transmitter port • Sends IR signals upstream to the output of the desired endpoint(s)
13	ISP / CTRL USB-C	<ul style="list-style-type: none"> • USB Type-C female connector port • Secondary-power input to power the receiver • Servicing port for AVPro Edge Technical Support
14	RS-232	<ul style="list-style-type: none"> • 3-pin Euroblock connector port • Serial RS-232 control port
15	Ethernet	<ul style="list-style-type: none"> • 1 GB, RJ45 Ethernet connection • Bidirectionally passes LAN connectivity between transmitter and receiver. Provides connected devices with network and/or internet access.
16	POC	<ul style="list-style-type: none"> • Power-over-Cable supports power delivery over RJ45 between the transmitter and receiver POC ports.
17	Power In	<ul style="list-style-type: none"> • Power 48 VDC Input port supports local power to the receiver

Wiring and Connections

HDMI Cables

The AC-EXO-X-PLUS-KIT uses the standard 19-pin HDMI female connector ports for the inputs and outputs.



Note:

Ensure all HDMI cables and devices support the input. With 8K sources, ultra-high bandwidth/Ultra High Speed HDMI cables rated for 48 Gbps are recommended. For 4K and lower resolutions, High-Speed HDMI cables with Ethernet rated for 18 Gbps are sufficient if all connected devices are rated to handle the signal.

Tip:

Ensure HDMI cables are the correct length. AVPro engineers have determined that HDMI cables 2 meters and longer help eliminate EDID and HDCP issues associated with shorter HDMI cable lengths.

USB Ports

The Receiver has four USB 2.0 Type-A ports that can be connected to devices such as a mouse and keyboard for KVM functionality. The Transmitter has a USB 2.0 Type-C port that can be connected to a hub or directly to a PC or gaming console to extend the USB devices from the Transmitter.

Both the transmitter and receiver have one USB Type-C port that functions as both a secondary power input as well as a servicing port for AVPro Edge Technical Support assistance in the event of testing and troubleshooting.



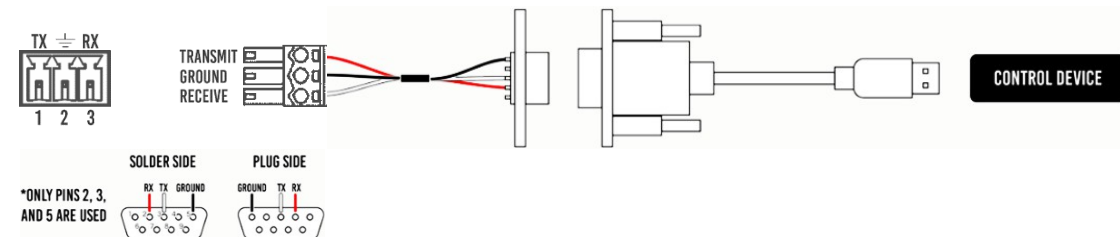
USB Type-A



USB Type-C

RS-232 Wiring

Serial control connections are made using the provided 3-pin Euroblock connector. Insert the wire into the appropriate hole, then secure it by tightening the screw located at the top of the connector.



Wiring for this port uses a 3-pin Euroblock-to-DB9 connector, where only pins 2, 3, and 5 are used. If the control devices do not have a DB9 port, a USB-to-DB9 adapter may be required.

For RS-232 control, use a null modem serial cable adapter and set the serial communications to:
Baud: 57600, no parity, 8 data bits, 1 stop bit, no handshaking.

Add a carriage return (Enter key) after each command when using direct commands. The unified ASCII command list can be located [here](#).

IR Wiring

IR connections are made using the provided 3.5mm IR Emitter and IR Eye (receiver).



There are three ways in which IR may be used:

- 1 From Rack (Control System Direct): Connect a 3.5 mm mono jack (TS) cable from an emitter port of any control system directly into the *I-PASS* port on the transmitter to pass IR signals directly to the remote end.
- 2 From Rack (Using IR-Eye): Connect the provided IR receiver eye cable into the *IR-EYE* port of the transmitter to pass infrared signals generated from a device or IR remote.
- 3 From Remote End: Connect the provided IR receiver eye cable into the *IR OUT* port on the receiver in order to send IR signals back to the rack and out of the transmitter's *IR OUT* port with an emitter.

Power Connections

Fiber optic cables do not carry electrical current and will not supply power between modules.

The following are recommended solutions to power both units:

Power one unit with the provided 48 VDC power supply. Then, power the other unit using one of these options:

- 1 USB charger brick to USB-C input
- 2 POC (Power-over-Cable) from transmitter module to receiver module over UTP cable
- 3 Sink (TV or AVR) USB-A port to USB-C input

Note: The AC-EXO-X-PLUS-KIT must be powered from both units for complete operation.

Fiber Optic Cables

Telecommunication companies use single-mode fiber for long-distance, country-wide distribution. It is typically a single-mode direct burial fiber and is used in applications over 1000 feet (300 meters).

Multimode fiber, commonly used in the professional/custom electronics sector, is for shorter runs in both residential and commercial applications for on-premise infrastructure, culminating at 1000 feet (300 meters).

Types of Fiber

Simplex:	A single strand of fiber optic cable in a single jacket.
Duplex:	Two strands of fiber optic cable in a dual, fused jacket.
6-Strand:	Six strands of fiber in a single jacket with color-coded individual strands.
12-Strand:	Twelve strands of fiber in a single jacket with color-coded individual strands.

OM Grades

OM (Optical Multimode) grades only apply to multimode fiber, with the grade determined by the clarity of the glass.

OM2	500 MHz, typically in an orange jacket.
OM3	2000 MHz, typically in an aqua blue jacket; the most common fiber grade.
OM4	4700 MHz, typically in a violet or aqua blue jacket.

 **Note:** For maximum performance, AVPro Edge recommends using Cleerline SFF™ fiber.

Connector Types

LC (Lucent Connector)

This universal connector is most commonly seen in networking and is field-terminable. Some connectors are able to support more than one strand.

 **Note :** Ensure the fiber is terminated with LC connectors.

Installation

General Application

- 1 Connect the 48 VDC power supply to the Power input port on either the transmitter module or receiver module. The unpowered module is to use one of the options listed in the **Power Connections** section.

Note: *The AC-EXO-X-PLUS-KIT must be powered from both units for complete operation.*

- 2 Connect the Opt. Fiber LC / TX port on the Transmitter to the Opt. Fiber LC / RX port on the Receiver using a simplex multimode fiber optic cable terminated with LC connectors.
- 3 Connect the HDMI signal source to the HDMI Input port on the transmitter with an HDMI cable.
- 4 Connect the HDMI output device to the HDMI Output port on the receiver with an HDMI cable.

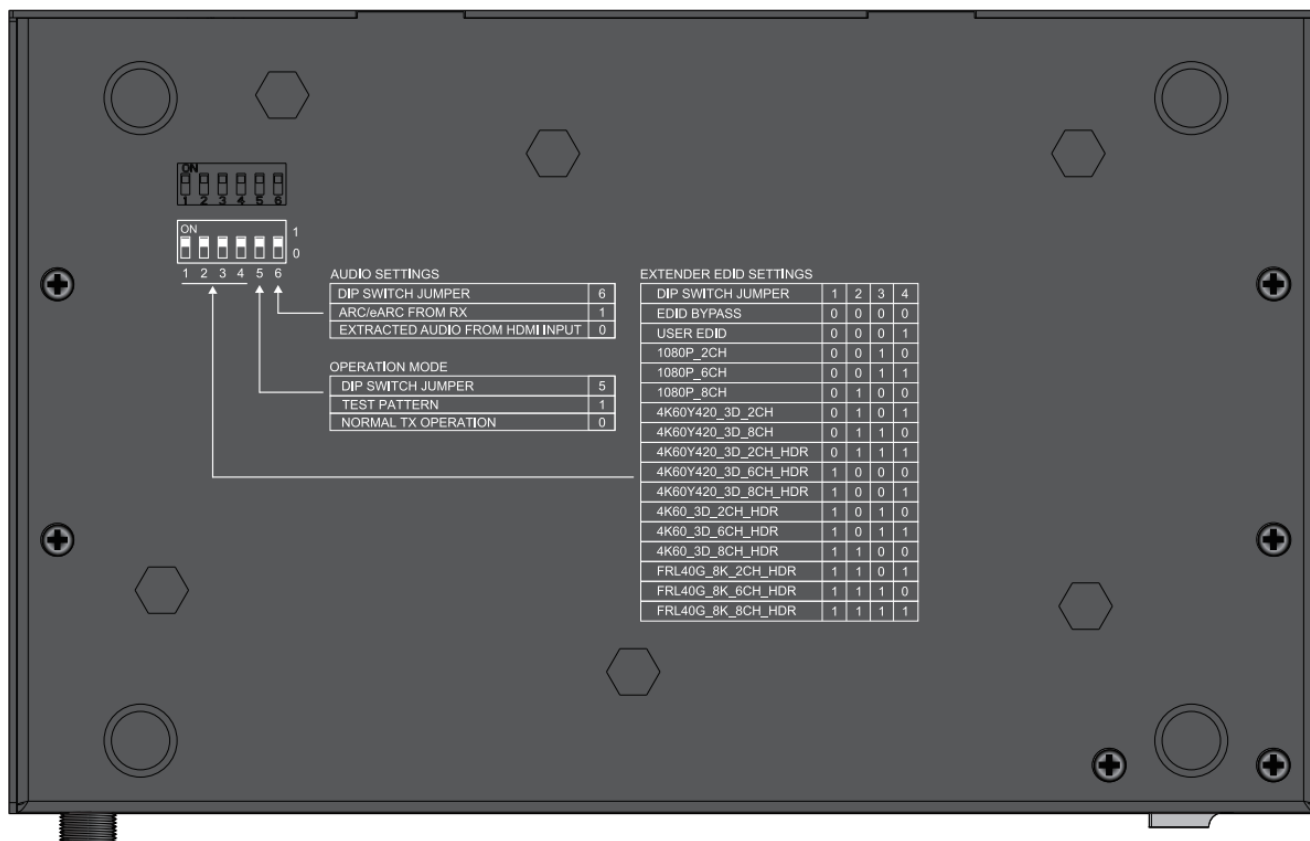
Settings and Functionalities

EDID Management (Transmitter)

Located on the bottom of the transmitter module (AC-EXO-X-PLUS-T) are dipswitches for selecting EDID settings.

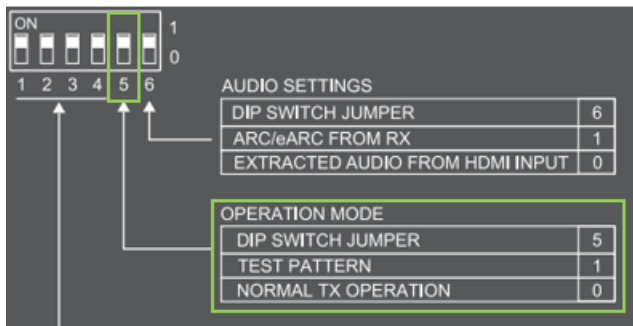
Dipswitches 1, 2, 3, and 4 correspond to the EDID jumper settings. Flip the dipswitches up ("on" or "1") or down ("off" or "0") to select the corresponding EDID setting.

AC-EXO-X-PLUS-T Bottom Panel



Test Pattern

The transmitter can generate a color bar test pattern using dipswitch 5. Flip the dipswitch up ("on" or "1") to generate a color bar test pattern.



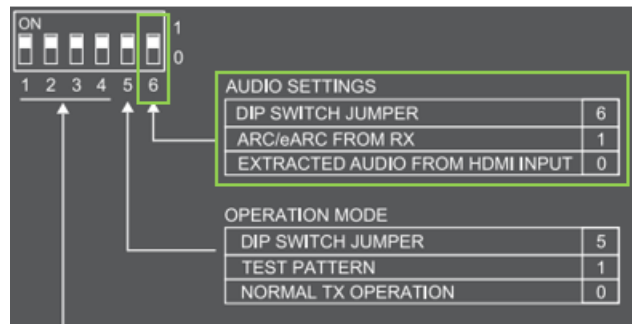
Audio Extraction/Extension

This feature extracts up to 8 channels of audio from the source device and sends it to a separate amplifier or AVR. The transmitter can be changed using a dipswitch on the unit's button, while the receiver can be changed using a front-panel toggle switch.

Note:

You can extract audio from the Transmitter via the TOSLINK OUT port. The source of the audio can either be HDMI (ARC/eARC) or input via the TOSLINK IN port on the Receiver.

Transmitter Audio Settings



Extract Audio from HDMI Input (TOSLINK Output Only): The default for the transmitter is to source audio from the HDMI IN port. The dipswitch position of 0 will source the audio from the HDMI input port of the Transmitter.

Extract Audio from Receiver (TOSLINK and ARC/eARC HDMI Output): If the audio is coming from the HDMI OUT ARC/eARC port of the Receiver set the dip switch position to 1 on the Transmitter. If the Receiver does not have an active ARC/eARC or digital audio input, no audio will be played.

Receiver Audio Settings



Send Audio to Transmitter from Receiver's HDMI ARC/eARC: If the audio is coming from the Receiver's HDMI OUT ARC/eARC port, set the slider switch to the ARC/eARC (TV) position. An active ARC/eARC signal must be received by the HDMI Output connection from the display's ARC/eARC port.

Extract Audio from Receiver (TOSLINK and ARC/eARC HDMI Output): If the audio is coming from the Receiver's TOSLINK port, set the slider switch to the TOS position.

Note: All connected devices must support ARC/eARC. Ensure the port you are connecting to is labeled ARC/eARC. Some devices may require ARC/eARC functionality to be set to **Enabled**. Check the device's user manual to verify the ARC/eARC function is on or enabled.

Ethernet Extension

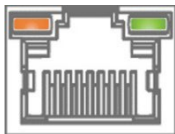
Ethernet usage is very straightforward. It is designed for driving network communication over the fiber connection. The purpose of these ports is to act as a "hub," meaning if one port is plugged into a router, then the other port on either the Transmitter or Receiver will have access to the network.

Other examples of Ethernet usage include:

- Supplying a hardwired Ethernet connection to video zones for on-device streaming and/or local gaming devices and players.
- Providing 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.

The ports are always active so long as one of the Ethernet ports on either the Transmitter or Receiver is connected to the network—the other port will also have access.

Ethernet Indicator Lights



Left LED (Amber)

Indicates a stable Ethernet connection is made. This light should always be a solid amber.

Right LED (Green)

Indicates online activity. This light flashes randomly as data is transmitted. If it is not illuminating, then no data is coming through or the router may need to be reset.


Command-List

For RS-232 control, use a null modem serial cable adapter and set the serial communications to: Baud: 57600, no parity, 8 data bits, 1 stop bit, no handshaking. Add a carriage return (Enter key) after each command when using direct commands. All commands start with the System Address prefix A00.


Command:	Action:
H	Help
STA	Show global system status
SET ADDR xx	Set System Address to xx {xx=[00-99](00=single)}
GET ADDR	Get System Address
GET IN1 SIG STA	Get Input1 Signal Status
GET OUT1 TP CAB LEN	Get HDBT Output1 CableLength(Unit: m)

Troubleshooting

- Verify Power – Verify the POWER light is solid blue on the front panels of both the transmitter and receiver. This indicates there is power connected and present on the devices.

 **Note :** The AC-EXO-X-PLUS-KIT must be powered from both units for complete operation. See [Power Connections](#)

- Verify Connections—Check that all cables are properly connected and can support 48 Gbps (or the resolution you are sending). Also, check that the LINK light is solid blue on the front panel of both the transmitter and receiver.
- Issues with One Output – Swap HDMI outputs to see if the issue follows. Try copying EDID from the display. See [EDID Management](#)
- Issues with Legacy HDMI Device when Scaling—Ensure the legacy device supports the input source’s frame rate. Also, ensure the Variable Refresh Rate is disabled and supports meta-data.
- Not Passing Video – Use the built-in test pattern on the transmitter.
- IR Issues – Verify correct connections and settings.

 **Note :** Use the provided IR cables included with the device. Visible flashing IR emitters or other third-party IR cable functionality is not guaranteed.

Maintenance

Please observe the following instructions to ensure the reliable operation of this product and protect the safety of any person using or handling this device while powered.

- Use the provided power supply. If an alternate supply is required, check its voltage and polarity to ensure that it has sufficient power to supply the device.
- Do not operate the devices outside of the specified temperature and humidity range given in the technical specifications.
- Ensure there is adequate ventilation to allow the devices to operate efficiently.
- Equipment repair should only be carried out by qualified professionals, as these products contain sensitive components easily damaged by mistreatment.
- Only use these devices in a dry environment. Do not allow any liquids or harmful chemicals to come into contact with these products.
- Clean the devices with only a soft, dry cloth. Never use alcohol, paint thinner, or benzene for cleaning.

Damage Requiring Service

The devices 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 devices
- The devices do not operate normally as intended or exhibit a marked change in performance
- The devices have been dropped, or the housings have 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:

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

Warranty

The Basics

AVPro Edge warrants its products purchased from Authorized AVPro Edge Resellers or direct purchases. Products are guaranteed free from manufacturing defects and in sound physical and electronic condition.

AVPro Edge has developed a warranty that anyone can support. We wanted to remove all the “red tape” from a warranty and make it simple. Our 10-year NO-BS warranty hinges on three elements:

If you are having trouble, call us. We will attempt to troubleshoot your issue over the phone.

If it's broken, we will replace it in advance on our dime and cover the return shipping. Repair is an option, too, but that is YOUR call.

We know you know what you are doing. We will not make you go through unnecessary steps to troubleshoot an extender...

Coverage Details

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

Your warranty begins upon receipt of the product (as confirmed by the shipping firm's 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 that were made outside of 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, excessive physical damage (beyond normal wear and tear) may result in the warranty being voided or prorated based on the extent of the damage as examined by an AVPro Edge representative.

Damage caused by “acts of God” is not covered. These can 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. Examples include an incorrect power supply, inadequate cooling, improper cabling, inadequate protection, and static discharge.

The Authorized AVPro Edge Reseller will service products installed or sold by a third party to AVPro Edge. The warranty does not include accessories (IR Cables, RS-232, Power Supplies, etc.). We will make acceptable efforts to source and supply replacements for defective accessories at a discounted rate as needed.

Obtaining an RMA

Dealers, resellers, and installers can request an RMA from an AVPro Edge Technical Support Representative or their Sales Engineer.

You may also email support@avproedge.com or fill out the general contact form at avproedge.com/contact.

End users may not request an RMA directly from AVPro Edge and will be referred back to their 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. Items must be returned within 30 days of receipt of the replacement product, after 30 days, the customer will be billed. Other return shipping methods will not be covered. For international (including Alaska and Hawaii), return shipping costs will be the responsibility of the returnee. Once the unit is scanned for return shipping, AVPro Edge will ship the new unit for replacement.

Limitation on Liability

AVPro Global Holdings LLC's maximum liability 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.

Obsolescence or incompatibility with newly invented technologies (after the manufacture of the product) is not covered by this warranty. Obsolescence is defined as: "Peripherals are rendered obsolete when current technology does not support product repair or re-manufacture. Obsolete products cannot be re-manufactured because advanced technologies supersede original product manufacturer capabilities. Because of performance, price, and functionality issues, product redevelopment is not an option." Discontinued or out-of-production items will be credited at fair market value toward a current product of equal or comparable capabilities and cost. AVPro Edge determines fair market value.

Exclusive Remedy

To the maximum extent permitted by law, this limited warranty and the remedies set forth above are exclusive and in lieu 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 specifically disclaims any and all 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, then all implied warranties covering this product, including warranties of 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.