



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

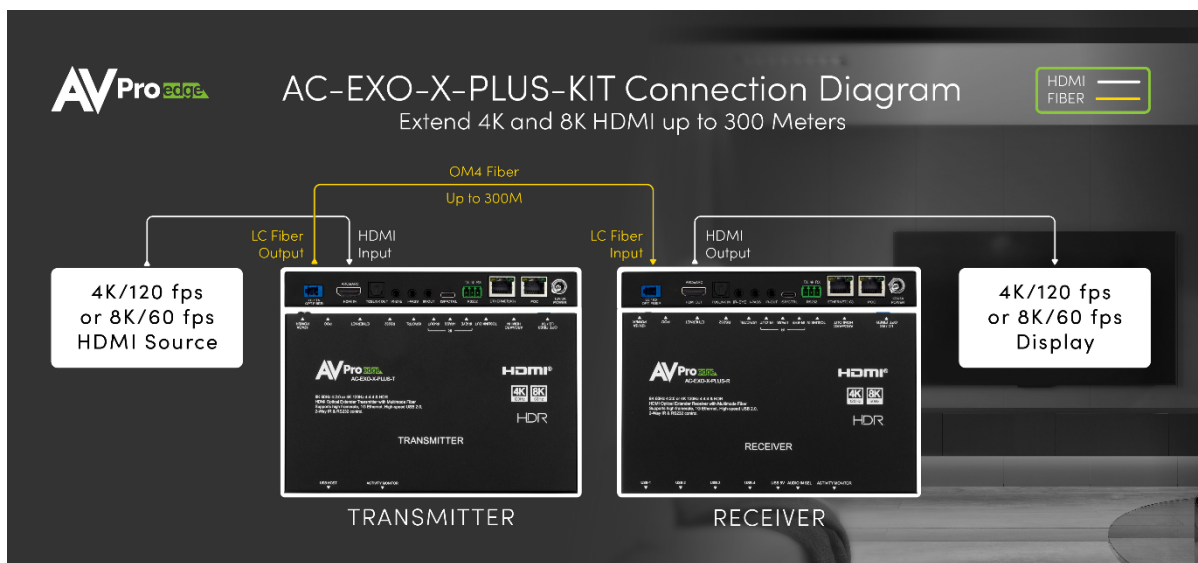
Follow all the safety instructions listed below and apply them accordingly. Additional safety information will be included where applicable.

- 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 is a pair of 48 Gbps transmitter and receiver modules that extend HDMI 2.1 video and audio signals over a single multimode fiber optic cable. The maximum supported video resolutions are up to 8K 60 Hz 4:2:0 or 4K 120 Hz 4:4:4 with 7.1 audio. Supported HDMI 2.1 features include Auto Low Latency and Variable Refresh Rate, along with 16 EDID presets and a built-in test pattern that can be enabled using the dipswitches on the transmitter. The AC-EXO-X-PLUS-KIT supports USB 2.0, eARC and Ethernet extension. USB extension adds KVM functionality, by extending USB signals like a keyboard and mouse to a remote PC. eARC can be used for audio extraction to AVR and surround sound systems. Ethernet extension acts as an ethernet hub, bringing LAN connectivity to a display or devices local to the display.

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



Features

- Multimode fiber grade OM2 / 3 / 4 compatible, up to 300 meters
- 8K 48 Gbps bandwidth (8K 60 Hz 4:2:0) / High Frame Rate 4K 120 Hz 4:4:4
- HDMI 2.1 support for Auto Low Latency and Variable Refresh Rate
- Supports HDR formats, including Dolby Vision, HDR10 & HDR10+, and HLG
- AVPro Edge's custom algorithm monitors Fixed Rate Link status and restrains 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

(1x) Fiber Optic Transmitter Module AC-EXO-X-PLUS-T

(1x) Fiber Optic Receiver Module AC-EXO-X-PLUS-R

(1x) 12v 3a Power Supply

(1x) Stereo IR Eye

(1x) Mono IR Emitter

(2x) 2-Pin Terminal Block Connector

(2x) 3-Pin Terminal Block Connector

(4x) Mounting Brackets

(8x) Mounting Bracket Screws



Technical Specifications

Video	
Video Resolutions	Up to 8K 60 Hz 4:2:0, 8K 30 Hz 4:4:4, 4K 120 Hz 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	4:4:4, 4:2:2, 4:2:0
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 Extension	
Version	USB 2.0
Ports	(1) USB HOST, USB Type-C (Transmitter) (4) USB DEVICE, USB Type-A (Receiver)
Ethernet Extension	
Bandwidth	1Gbps
Port	RJ45
Fiber	
Type	Multimode OM3
Connector	Simplex LC (Lucent Connector)
Recommended Fiber	OM3 Clearline SFF™ Fiber
Distance	

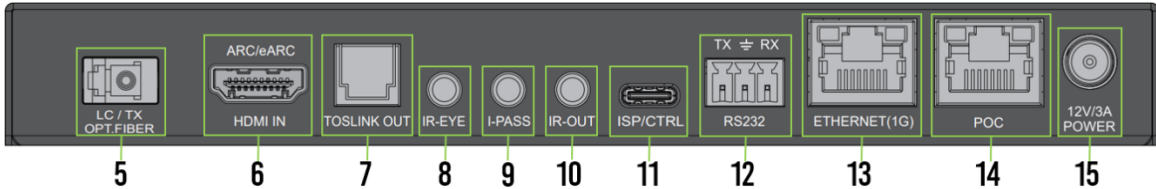
OM2	Up to 40 m
OM3	Up to 200 m
OM4	Up to 300 m
HDMI In/Out (4K/60 Hz 4:4:4)	Up to 50 ft. (using Bullet Train© HDMI)
HDMI In/Out (w/ with AOC Cable) (4K/60Hz 4:4:4)	Up to 130 ft. (using Bullet Train© AOC)
Other	
Bandwidth	48 Gbps (FRL6)
HDCP	HDCP 2.3 and earlier
Ports	
HDMI	HDMI Type-A 19-pin, female
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	5-90% RH (no condensation)
Power	
Total Power Consumption	12 W Maximum
Power Supply	Input: 12 VDC/3a Power Supply Output: 12v 3a
Physical / Dimensions	
Mounting	Mounting Brackets (screws included)
Dimensions (Unit Height x Width x Depth)	mm: 109.55 X 181.10 X 22.22 inches: 4.31 X 7.13 X .87
Dimensions (Packaged Height x Width x Depth)	mm: 314.45 x 184.15 x 77.98 inches: 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

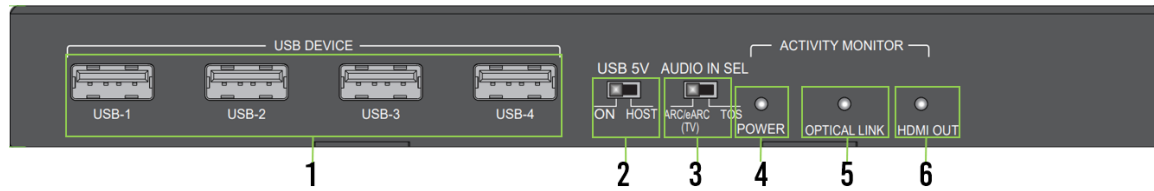


1	USB-C	• USB 2.0 Type-C HOST connector • USB output to devices or hub
2	Power Light	• Blue LED status indicator light • Solid blue indicates power is present on the transmitter
3	Optical Link Light	• Blue LED status indicator light has 3 states: ■ Off: There is no data connection or link established ⚡ 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	• Blue LED status indicator light • Solid blue indicates an active signal is present on the HDMI In port
5	LC / TX Opt. Fiber	• LC Simplex multimode fiber connector port • Connects to LC / RX port on the receiver (AC-EXO-X-PLUS-R)
6	HDMI In	• 19-pin HDMI Type-A female connector port • Source input with HDMI or ARC/eARC connection
7	TOSLINK Out	• TOSLINK output connector port • Output extracted audio to external audio processor
8	I-PASS	• 3.5mm 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)
9	IR-EYE	• 3.5mm stereo jack (TRS) IR receiver port • Supports an IR eye connection to capture IR signals from a control system processor or third-party remote to send IR signals to the IR output of the desired endpoint(s)
10	IR-Out	• 3.5mm mono jack (TS) IR transmitter port • Sends IR signals upstream to the output of the desired endpoint(s)

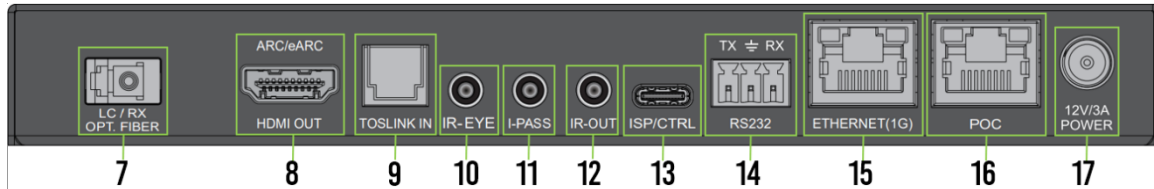
11	ISP / CTRL USB-C	• USB Type-C female connector port • Secondary power input to power the transmitter • Servicing port for AVPro Edge Technical Support
12	RS-232	• 3-pin terminal block connector port • Serial RS-232 control port
13	Ethernet	• 1GB RJ45 ethernet connection • Pass LAN connectivity between transmitter and receiver. Connecting to devices enables network and/or internet access.
14	POC	• Power over cable supports power delivery over RJ45 between transmitter and receivers POC ports.
15	Power In	• Power 12v 3a In 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	(4) USB 2.0 Type-A Device Ports
2	USB 5V Dipswitch	- Dipswitch to control 5V output on USB Device ports - Setting to ON outputs 5V when device is powered. - Setting to HOST output 5V when HOST device is active.
3	Audio In Selection Dipswitch	- Dipswitch to select audio input source - Setting to ARC/eARC (TV) sources audio signal from display (HDMI) - Setting to TOS sources audio signal from TOSLINK IN port
4	Power Light	- Blue LED status indicator light - Solid blue indicates power is present on the receiver
5	Optical Link Light	- Blue LED status indicator light has 3 states: - Off: There is no data connection or link 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	- Blue LED status indicator light - Solid blue indicates an active signal is present on the HDMI 1 port
7	LC / RX Opt. Fiber	- LC Simplex multimode fiber connector port - Connects to LC / TX port on the transmitter (AC-EXO-X-PLUS-T)
8	HDMI OUT	19-pin HDMI Type-A female connector port - HDMI output to display or ARC/eARC device
9	TOSLINK IN	- TOSLINK input connector port - Input extracted audio from external audio source

10	IR-EYE	3.5mm stereo jack (TRS) IR receiver port - Supports an IR eye connection to capture IR signals from a control system processor or third-party remote to send IR signals to the IR output of the desired endpoint(s)
11	I-PASS	3.5mm 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	3.5mm mono jack (TS) IR transmitter port - Sends IR signals upstream to the output of the desired endpoint(s)
13	ISP / CTRL USB-C	- USB Type-C female connector port - Secondary power input to power the receiver - Servicing port for AVPro Edge Technical Support
14	RS-232	3-pin terminal block connector port - Serial RS-232 control port
15	Ethernet	1GB RJ45 ethernet connection - Pass LAN connectivity between transmitter and receiver. Connecting to devices enables network and/or internet access.
16	POC	Power over cable supports power delivery over RJ45 between transmitter and receivers POC ports.
17	Power In	Power 12v 3a In 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 can support the signal being sent. For maximum performance, an Ultra-High Speed HDMI cable rated for 48 Gbps will be more than sufficient to satisfy signal transport if every device in the system can handle the signal.

Tip:

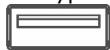
Ensure your HDMI cable is the correct length. The current HDMI specification calls for cables to be between 2 to 10 meters (6.6 to 33 feet). Smaller wire cables may be unable to transmit higher bandwidth signals like 4K 60 Hz over distances of even 5 meters (16 feet).

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 each have one USB Type-C port that functions as a servicing port for AVPro Edge technical assistance in the event of testing and troubleshooting.

USB Type-A

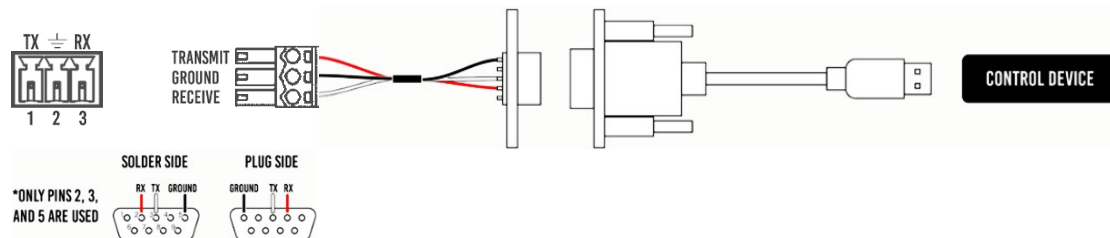


USB Type-C



RS-232 Wiring

Serial control connections are made using the provided 3-pin terminal block connector. The wire slips into the hole and locks with a screw located at the top of the connector.



Wiring for this port uses a 3-pin terminal block connector to DB9, 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).



IR can be used in three ways:

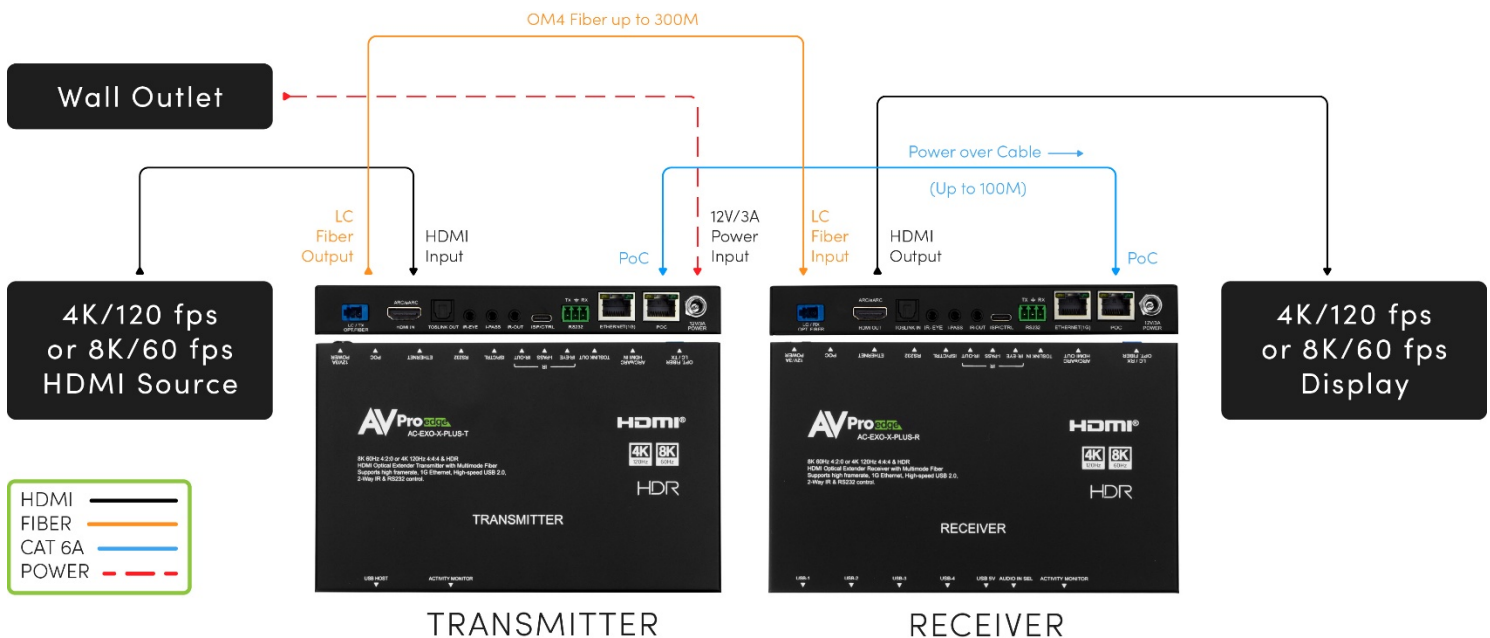
- 1 **From Rack (Control System Direct):** Connect a 3.5mm mono jack (TS) cable into an emitter port of any control system directly into the *I-PASS* port on the transmitter to pass IR signals directly to the remote end.
- 2 **From Rack (Using IR-Eye):** Connect the provided IR receiver eye cable into 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 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 therefore cannot be used to power connected devices. This kit includes one (1) 12V 3A power supply and features a PoC (Power over Cable) RJ45 port, allowing power to be sent over a single Cat6a cable (up to 100 meters) between units.

To power the system:

- Connect the included 12V 3A power supply to either the transmitter or the receiver.
- Use a Cat6a cable to link the PoC RJ45 ports on both units. Power will be delivered from the powered unit to the other over this connection.



Note: Using POC

- Connect Power Supply 12V 3A (TX or RX)
- Connect UPT cable recommended CAT6A RJ45 POC port TX – RX
- Connect Fiber

Without POC

- Connect Power Supply #1 Included 12V-3A
- Connect Power Supply #2 NOT Included (AVPro SKU - AC-PSU-12V-3A)
- Connect Fiber

Note: If **Power over Cable (POC)** is unused or unavailable to power the device at the opposite end, an additional power supply is required. We recommend using **AVPro Edge SKU: AC-PSU-12V-3A**.

Fiber Optic Cables

Single mode fiber is typically used for “long hauls”, or long distance buried cabling i.e., used by telecommunication companies for country-wide distribution. Single mode fiber should be used in applications over 1000 feet (300 meters).

Multimode fiber is commonly seen in the professional/custom electronics sector, with shorter runs of up to 1000 feet (300 meters). Multimode fiber is used in both residential and commercial applications for on-premises infrastructure.

Types of Fiber

Simplex	A single strand of fiber optic cable, comes in a single jacket.
Duplex	Two strands of fiber optic cable, comes in a dual, fused jacket.
6-Strain	Six strands of fiber, comes in a single jacket, individual strands are color coded.
12-Strain	12 strands of fiber, comes in a single jacket, individual strands are color coded.

OM Grades

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

OM2	500 MHz, typically comes in an orange jacket.
OM3	2000 MHz, typically comes in an aqua blue jacket. (Most common grade of fiber.)
OM4	4700 MHz, typically comes in a violet or aqua blue jacket.

 **Note:** For maximum performance, AVPro Edge recommends using OM3 Cleerline SFF™ fiber.

Connector Types

LC (Lucent Connector)

A universal connector, most commonly seen in networking. Can be terminated in the field, with some connectors able to support more than one strand.

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

Installation

General Application

- 1 Connect the 12v 3a power supply to *Power In* port on either the transmitter or receiver, then power the other using one of the options listed in the [Power Connections](#) section.
- 2 Connect the transmitter's *Opt. Fiber LC / TX* port to the receiver's *Opt. Fiber LC / RX* port with a simplex multimode fiber optic cable terminated with LC connectors.
- 3 Connect the HDMI source device to the *HDMI In* port on the transmitter with an HDMI cable.
- 4 Connect the HDMI output device to the *HDMI Out* port on the receiver with an HDMI cable.

Note: The AC-EXO-X-PLUS-KIT requires power to be supplied to both the transmitter and receiver units for full functionality.

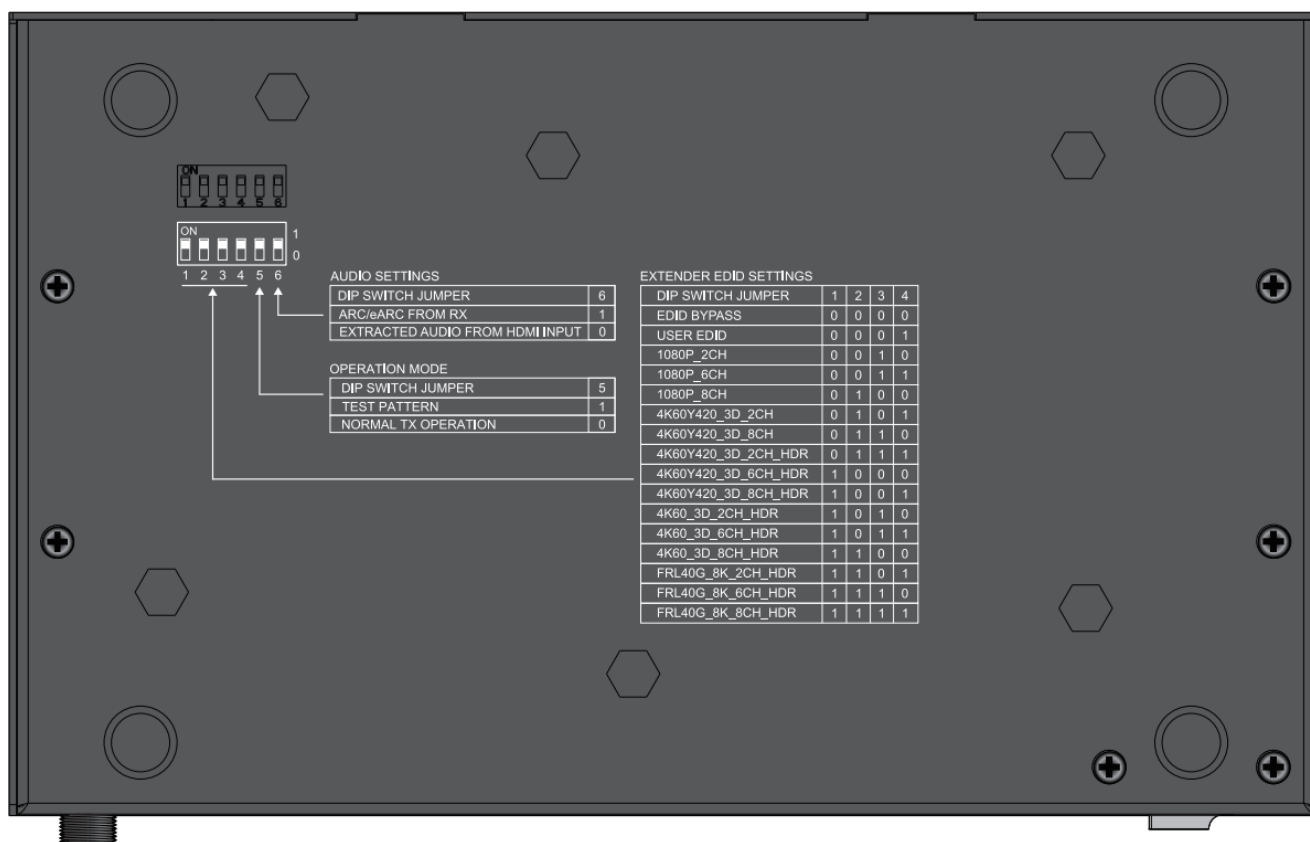
Settings and Functionalities

EDID Management (Transmitter)

The transmitter (AC-EXO-X-PLUS-T) comes equipped with dipswitches located underneath the device for selecting an EDID.

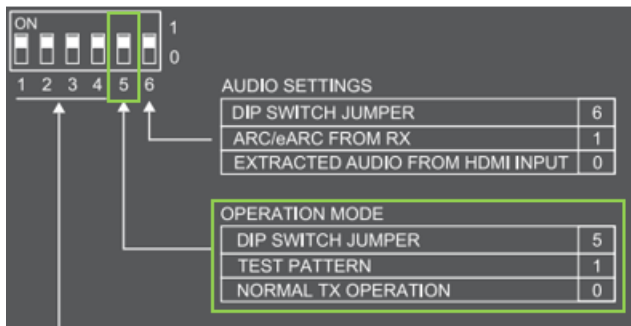
Dipswitches 1, 2, 3, and 4 correspond to the EDID jumper settings. Flip the dipswitches up ("on" or "1") or down ("off" or "0") to select the corresponding EDID setting.

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.

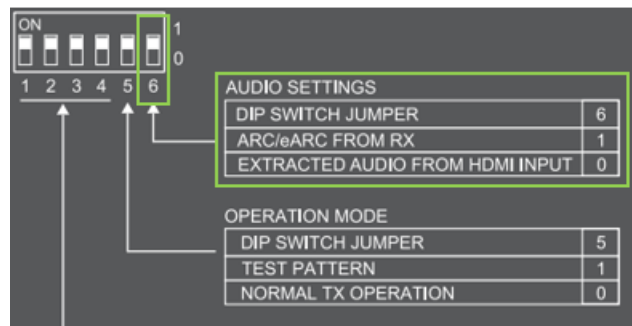


Audio Extraction/Extension

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

Note: You can extract audio at the Transmitter via the TOSLINK OUT port. The source of the audio can either be HDMI (ARC/eARC) or you can 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 Transmitters HDMI input port.

Extract Audio from Receiver (TOSLINK and ARC/eARC HDMI Output): If the audio is coming from the Receiver's HDMI OUT ARC/eARC port 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:

Both connected devices must support ARC/eARC. Ensure the port you are connecting to is labeled ARC/eARC. Some devices may require ARC/eARC functionality set to enabled. It is recommended to check the device's user manual to verify the ARC/eARC function is on or enabled.

Ethernet Extension

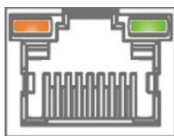
Ethernet usage is very straightforward; it is designed for driving network communication over a fiber connection. The purpose of these ports is to act as a "hub", meaning if one port is plugged into a router then the other port on either the Transmitter or Receiver will have access to the network.

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 there is online activity. This light flashes randomly as data is transmitted. If it is not illuminating, then there is no data 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
SET HP OUT 5V MODEx	Set HDMI Port Out 5V Mode {x=[1,2](1=5V Always High,2=5V Follows Transmitter 5V Input) (When Audio System Work In eARC/ARC Mode, HDMI Port Out 5V Will Be Forced to Follow Transmitter 5V Input.)
GET HP OUT 5V MODE	Get HDMI Port Out 5V Mode
GET IN1 SIG STA	Get Input1 Signal Status

Troubleshooting

- Verify Power – Check the POWER light is solid blue on the front panel 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. Check 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 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. Ensure 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 IR cables provided included with the device. Visible flashing IR emitters or other third-party IR cable functionality is not guaranteed.

Maintenance

To ensure reliable operation of these devices as well as protecting the safety of any person using or handling these devices while powered, please observe the following instructions:

- Use the power supplies provided by the manufacturer. If an alternate power supply is required, check the voltage and polarity for sufficient power to supply the device it is connected to.
- 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.
- Repair of the devices and other equipment should only be carried out by qualified professionals as these devices contain sensitive components that may be damaged by any mistreatment.
- Only use the devices in a dry environment. Do not allow any liquids or harmful chemicals to come into contact with these devices.
- Clean the devices with only a soft, dry cloth. Never use alcohol, paint thinner, or benzene.

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 the housing has been damaged

Support

Should you experience any problems while using the devices, first refer to the Troubleshooting section of this user manual before contacting AVPro Edge 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 that are purchased from all authorized AVPro Edge resellers or direct purchases. Products are guaranteed to be free from manufacturing defects and are of sound physical and electronic condition.

AVPro Edge has developed a warranty that anyone can get behind. We really wanted to take all the “red tape” out of a warranty and just make it simple. Our 10 Year No BS Warranty hinges on 3 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 we'll also cover the return shipping. Repair is an option too, but it's 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 customer choice) the defective product. If the product is out of stock or on backorder it can either be replaced with a comparable product of equal value/feature set (if available) or repaired.

Your warranty begins at receipt of product (as confirmed by shipping firm tracking). If tracking information is unavailable for any reason, the warranty will commence 30 days ARO (After Receipt of Order). The warranty 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 warranty seal or physical examination, the warranty will be void. Additionally, excessive physical damage (beyond normal wear & tear) the warranty may be voided or prorated based on the extent of the damage as examined by an AVPro Edge representative.

Damage caused by “acts of God” are not covered. They can include natural disasters, power surges, storms, earthquakes, tornadoes, sink holes, 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 of this.

Products installed or sold by a third party to AVPro Edge will be serviced by the authorized AVPro Edge reseller. Accessories (IR cables, RS-232, power supplies, etc.) are not included in the warranty. 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 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

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.

Obsolescence or incompatibility with newly invented technologies (after manufacture of 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 towards a current product of equal or comparable capabilities and cost. Fair market value is determined by AVPro Edge.

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.