

**MadisonAV**  
**Support, Repair &**  
**Warranty Guide.**

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## 1. OVERVIEW

This guide is provided to assist MadisonAV customers requiring technical assistance, product repairs and returns and warranty information for products distributed by MadisonAV. The information in this document is provided as a guide and may change under certain circumstances so please contact us if you require further clarification. It is also subject to change without notice due to changes in manufacturer and MadisonAV policies and obligations under distribution agreements.

## 2. REQUESTING SUPPORT AND ACCESS TO THE MADISONAV PARTNER PORTAL

MadisonAV provide technical support and repair services to our authorized partners and resellers on the products we distribute. If a partner or reseller is unable to resolve an issue for an end user through their first response support channels, they can raise a support case or product return request via the MadisonAV Partner Portal.

Support is also available by calling **1800 00 77 80** or if you are unable to use the Partner Portal you can email [support@madisonav.com.au](mailto:support@madisonav.com.au). Requests raised via the Partner Portal will be prioritized over email requests.

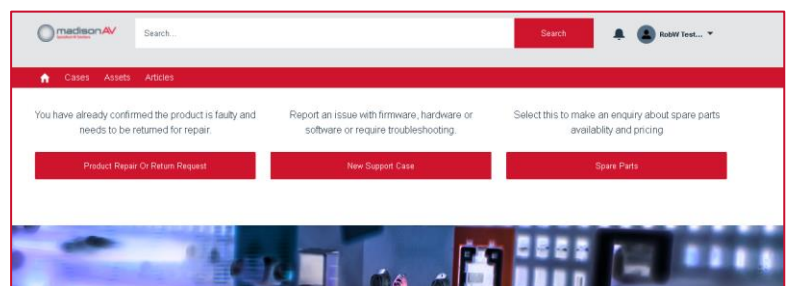
To request access to the MadisonAV Partner Portal go to:

<https://madisonav.com.au/support>

Once you have been verified as an authorized partner or reseller, you will receive an email invitation to set up your account and login to the Partner Portal.

## 3. HOW TO RAISE A SUPPORT REQUEST

After logging in you will be on the Home page. Click on **'New Support Case'** and you will be provided with a simple form to fill out.



Please include as much information as possible to ensure our team can understand or reproduce the problem you are reporting. Include photos, videos, drawings, or other documents that may help. Serial numbers, software and firmware versions are also very useful. Articles will also be suggested which may solve your problem.

Click **'Submit'** to raise the case.

The screenshot shows the 'Contact Customer Support' form. It has a search bar at the top with the MadisonAV logo. Below the search bar are navigation tabs for 'Cases', 'Assets', and 'Articles'. The main form area has two input fields: '\*Subject' and '\*Description'. There is an 'Upload File' button with a red icon and a 'Submit' button. To the right, under the heading 'Need Answers Fast? Find What You Need Here.', there is a list of articles:

- AMX 5 year limited lifetime warranty and how to interpret what it means. 10/08/2020
- Getting Manufacturer support for Philips Displays 21/08/2020
- Using Emulate a Device in Netlrx Studio 11/08/2020
- Identifying DGX power supplies 10/08/2020
- Acendo Vibe ACV-200 & ACV-5100 microphone performance 25/06/2020
- How to Set the SSH password on Acendo Book 24/07/2020

#### 4. HOW TO RAISE A PRODUCT REPAIR / RETURN OR SPARE PART REQUEST

Once you have logged in to the Partner Portal, click on **'Product Repair or Return Request'** or **'Spare Parts'** button on the Home page. These forms can be used to request a repair, exchange, return for credit or spare part request for products distributed by MadisonAV.

The screenshot shows the Home page of the Partner Portal. At the top, there is a search bar and a user profile dropdown for 'Robert Wh...'. Below the navigation tabs, there are three columns of text:

- You have already confirmed the product is faulty and needs to be returned for repair.
- Report an issue with firmware, hardware or software or require troubleshooting.
- Select this to make an enquiry about spare parts availability and pricing.

Below the text are three red buttons: 'Product Repair Or Return Request', 'New Support Case', and 'Spare Parts'. At the bottom of the page, there is a banner image showing a control room with multiple monitors.

Each request must include a serial number along with other mandatory information such as a detailed fault description. Faults of "DOA" or "Dead" will not be accepted and steps performed to diagnose the fault should be included. Only one request per device can be raised unless otherwise approved.

Click **'Confirm'** to raise your request

The screenshot shows the 'Product Return Request' form. It has a search bar at the top with the MadisonAV logo. Below the search bar are navigation tabs for 'Cases', 'Assets', and 'Articles'. The main form area has several fields:

- \*Request Type: A dropdown menu with '--None--' selected.
- \*Brand: A dropdown menu with '--None--' selected.
- \*Serial Number: An input field.
- \*Product Name or Model: An input field.
- Job Number: An input field with a red icon.
- Site: An input field.
- \*Description: A large text area with a red icon.
- Alternate Address: A large text area with a red icon.

At the bottom center, there is a red 'Confirm' button.

Product repair and return requests will be reviewed by our Repair Team for approval. Once approved you will receive RMA documentation and instructions on returning the product(s).

## 5. PRODUCT REPAIR AND RETURN POLICIES

Philips Professional displays are sold with a 3-year onsite warranty. All other products are covered by a back-to-base warranty meaning it is at the Partner or resellers expense to have the goods returned to the nominated repair centre for assessment.

RMA POLICY TYPE	DESCRIPTION
<b>Exchange</b>	If an exchange request is approved for a product, a new or refurbished unit will be provided depending on the circumstance the RMA was raised under. A purchase order may be required before items can be dispatched. Several factors are considered before an exchange is approved including date of purchase, age, condition, warranty status and manufacturer support for an exchange. Units being returned for exchange will require original packaging and all accessories to qualify for a full credit of the purchase order. If the unit being exchanged arrives with physical or user damage, the exchange RMA will be cancelled, and the damaged unit will be treated as a non-warranty repair.
<b>Warranty Repair</b>	Products deemed to be under warranty (see section 8 Warranty periods by brand) will be eligible for repair at no cost. Physical damage, incorrect configuration, failure to follow documentation such as installation guides and user error are <u>not</u> covered under warranty.
<b>Non-warranty Repair</b>	Products that do not qualify for exchange or warranty repair will be assessed on arrival to our Repair Centre and a quote will be provided to repair the unit. <ul style="list-style-type: none"> <li>• If the quote is accepted, the unit will be repaired, and you will be invoiced on dispatch.</li> <li>• If a quote is rejected and you would like the goods returned, a minimum service fee will apply.</li> <li>• If a quote is rejected and the goods are not required to be returned, they will be scrapped responsibly at no cost to you.</li> </ul>
<b>Return for Credit</b>	Requests for items to be returned for credit will be processed by our Customer Service Team. No credits will apply to spare part orders. Re-stocking fees may apply depending on age, condition, packaging and included accessories. If items being returned have physical or user damage, the credit request will be cancelled.
<b>NOTE:</b> If an item has not been received within one (1) month of the RMA being raised, the RMA may be cancelled unless otherwise communicated. A new RMA request will need to be raised and warranty status or other qualifying factors may no longer apply.	

**6. SERVICE COSTS**

Minimum Repair Service Fee	\$155.00 ex GST
Repair Labour Charge	\$110.00 per hour ex GST + spare parts

**7. WARRANTY ON REPAIRS**

Non-warranty repairs performed on products carry a three (3) month warranty on the work performed on a specific fault during the repair and NOT the whole product. This warranty period starts from the date of shipment of the repaired item back to the customer who raised the initial RMA request.

## 8. WARRANTY PERIODS BY BRAND

Only products that have been sold and distributed legally in Australia will be covered under warranty. Products purchased overseas or through a grey import will not be considered for a warranty repair/replacement however may be considered for a non-warranty repair.

Brand	Product Range	Warranty	Notes
<b>Acoustic Magic</b>	All Products	1 year	
<b>AKG</b>	C-451-B, C-480-B, C-12-VR, C-414, C-214	3 years	
	B-ULS and all ULS capsules	3 years	
	All other models	2 years	
<b>Amphenol Audio</b>	All Products	90 days	
<b>AMX</b>	Software and Firmware provided with the product	90 days	
	Enova DGX 100 Series (DGX800/1600/3200/6400)	Limited Lifetime Warranty	Warranty expires 5 years after product discontinuation.
	Batteries, incandescent lamps and LEDs	None	
	Power supplies	1 year	
	Display and touch overlay components (of LCD and LED touch panels)	Varia 3 Years, All other models 1 Year	
	All other AMX products	3 years*	*A 5 year extended warranty is available for Australian Government end users. Refer to "10. Extended Warranty" on page 11.
<b>AUDIOropa</b>	Loop Amplifiers	5 years	
	All other products	2 years	
<b>Belden</b>	Cable	10 years	

	Active Products	1 year	
<b>Bittree</b>	Patch bays & patch panels	5 years	
	Patch cords, connectors, tools and accessories	1 year	
<b>BSS</b>	BLU16, 32, 50, 80, 100, 101, 102, 120, 160, 320, 325, 326, 800, 805, 806	5 years	Warranty excludes failure of electro mechanicals or electrolytic capacitors.
	All other models and accessories including keypads	1 year	
<b>Crown</b>	140MAx PACK Xli Soundgrabber	1 year	*Special Promotion: Crown Amplifiers purchased between 1/1/2020 and 31/12/2022 all receive a 6-year warranty.
	I-Tech HD Series CTs Series Macro-Tech i	5 years*	
	All other models including microphones	3 years*	
<b>DBX</b>	Zone Controllers (1260V, 1260MV, 1261V, 1261MV, 640V, 640MV, 641V, 641MV) Zone Controller Interfaces (ZCxxx) DBX accessories	2 years	MadisonAV distribute a limited number of products from the DBX range. Contact us for more information.
	DB10V & DB12V Direct Boxes	4 years	
<b>Energy Transformation Systems (ETS)</b>	All Products	5 years	
<b>Garland Cables</b>	All Products	1 year	
<b>HuddleCamHD</b>	Camera Mount(s)	10 years	
	HuddleCamHD Pro & HC-WEBCAM Series	3 years / 5 years	Conditional of manufacture date.
	Wireless Chatpod(s) / Speakerphone(s) / HuddlePOD-AIR	3 years	
	HuddleCamHD USB PTZ Camera(s)	2 years	



	Joystick Controller(s)	2 years	
	HuddleCamHD HuddleView & SimplTrack2	3 years	
<b>Humantechnik</b>	All Products	2 years	
<b>Icron</b>	All Products	2 years	
<b>JBL</b>	Professional amplifiers	3 years	
	EON ONE Compact, EON ONE MK2, EON700 Series, PRX900 Series & PRX ONE	7 Years*	*Excludes batteries which are 3 Years.
	All other Professional loudspeaker internal driver component	5 years	
	All other Professional loudspeaker enclosures, accessories and all other internal components	2 years	
<b>Kings Electronics</b>	All Products	NA	
<b>Neutrik</b>	All Products	-	Contact us.
<b>Neomounts (formerly Newstar)</b>	All Products	5 Years	
<b>Nureva</b>	All Conferencing Products	2 Years	
<b>Paladin Tools</b>	All Products	Lifetime	
<b>Philips</b>	Commercial/Professional Displays	3 years	On site repair or replacement by 3 <sup>rd</sup> party service agent. Costs may be incurred if no fault found with display.
<b>Phoenix Audio Technologies</b>	All Products	2 years	
<b>Platinum Tools</b>	All Products	1 year	
<b>PTZ Optics</b>	PTZ Cameras, Zooms & Webcams	3 / 5 years	Units manufactured from 1/1/2020 have a 5-year warranty. Units manufactured prior to this have a 3-year warranty.
	Joysticks	2 years	

	Camera mounts	10 years	
<b>R&amp;M</b>	All Products	Options up to 20 years	Contact us.
<b>Roadworx</b>	All Products	1 year	
<b>Roadworx Sound Masking</b>		5 years	
<b>Ruslyn Holdings</b>	All Products	-	Contact us.
<b>SpinetiX</b>	All hardware	3 years	
<b>Studio Technologies</b>	All Products	3 years	
<b>Touch Panel Control</b>	Software Licences	Contact Touch Panel Control	<a href="https://touchpanelcontrol.com">https://touchpanelcontrol.com</a>
<b>Voscom</b>	All Products	3 years	
<b>Whirlwind USA</b>	Medusa / Custom Cables / Snakes	5 years	
	US Audio / Digital Products All AC-powered equipment	5 years	
	IMP Interface Boxes Passive & active boxes	3 years	
	EDB1 and MCT-7	90 days	
	Power Link All Power Link products	5 years	
	Cords Instrument, microphone cables and Speaker cables	Lifetime	
	Imported instrument, mic, and speaker cables	90 days	
<b>Yealink</b>	Microsoft & Zoom Video Products	3 years	
	Headsets and USB Products	2 years	
	All other voice and video accessories	1 year	

## 9. WARRANTY START DATE

The warranty start date for all MadisonAV distributed brands is equal to the MadisonAV invoice date to the purchaser which in most cases will be a MadisonAV Partner or reseller. Customers may be requested to provide proof of purchase particularly in the case where a warranty claim is being made for a product not previously sold by MadisonAV. Acceptable proof of purchase must include date of purchase and the matching serial number of the item being returned for a warranty repair. Failure to provide matching serial numbers may result in the warranty claim being rejected and the RMA being treated as a non-warranty repair.

The warranty start date and period for end users is an agreement between the reseller and the end user as set out in Australian Consumer Law.

An alternate or deferred warranty start date from MadisonAV can be requested prior to purchasing products which will be approved or rejected at MadisonAV's discretion.

Some manufacturers may extend the warranty start date to the resellers date of sale to the original end user. Acceptable proof of sale including serial numbers must be provided and approvals are at the discretion of the manufacturer.

## 10. EXTENDED WARRANTY

Extended warranty periods may be available for purchase on certain product lines. A MadisonAV provided extended warranty may not be recognized by the manufacturer. Extended warranties are an extension of the standard warranty period only and do not apply to parts that are excluded under the standard warranty.

### **AMX 5 Year Extended Warranty for Australian Government Departments and Agencies:**

Starting March 1<sup>st</sup> 2023, AMX offer an extended warranty on new products purchased for local, state and federal government departments, agencies and organisations bound by the following terms and conditions;

Terms and Conditions:

1. The standard 3 year warranty will be extended by 2 years to provide a total 5 year warranty.
2. Australian Government departments, agencies and organisations must have a ".gov.au" email or website address to be eligible.
3. A quote for new products must be requested from MadisonAV clearly communicating who the End User is in order to qualify for the Extended Warranty.
4. The End User and Quote Number must be clearly stated on your Purchase Order to ensure the Warranty is applied at time of order.
5. Warranty start date is the date of invoice from MadisonAV.
6. Extended Warranty cannot be back dated and does not apply to orders received prior to 1 March 2023.
7. Standard exceptions and limitations will apply eg. Limited one-year warranty for touch panel displays still applies.

## 11. PRODUCTS DAMAGED IN TRANSIT

When receiving deliveries from MadisonAV, any items with obvious damage to the external packaging should not be accepted from the courier or freight company. It should be returned to their depot for an investigation to take place.

If an item is discovered to be damaged inside undamaged external packaging, please contact the MadisonAV Support Team within seven (7) days of receiving the item. Failure to do so may result in a claim being rejected.

You may also be required to present photographs or video from all sides of the external and internal packaging as well as the damaged item.

MadisonAV work closely with our logistic partners to minimize damage between our distribution facilities and your nominated shipping address. Once items are accepted, the purchaser holds all responsibility for the item(s).

**For more information please contact the MadisonAV Support Team  
on 1800 00 77 80.**