

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 SUPPORT PORTAL

MadisonAV provides 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, the partner or reseller can raise a support case or product return request via the MadisonAV Technical Support Portal.

Support is also available by calling **1800 00 77 80** or if you are unable to use the Technical Support Portal, you can email support@madisonav.com.au. Requests raised via the Portal will be prioritized over email and phone requests.

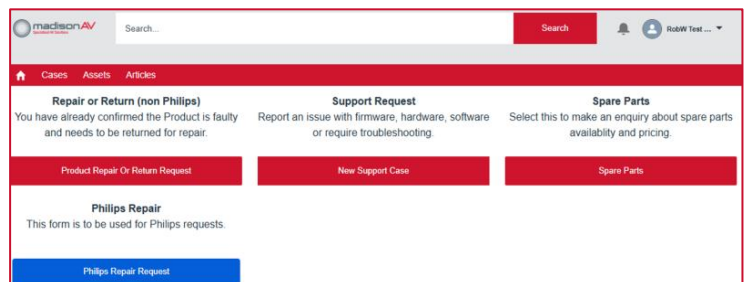
To request access to the MadisonAV Support Portal, go to:

<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 Technical Support 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' page on the madisonAV portal. At the top, there's a search bar and navigation tabs for 'Cases', 'Assets', and 'Articles'. The main heading is 'Contact Customer Support' with the subtext 'Tell Us How We Can Help.' Below this, there are input fields for '*Subject' and '*Description', an 'Upload File' button, and a red 'Submit' button. On the right sidebar, under 'Need Answers Fast?', there are several article links with dates, such as 'AMX 5 year limited lifetime warranty and how to interpret what it means. 10/08/2020'.

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

Once you have logged in to the Portal, click on **'Product Repair or Return Request'** or **'Spare Parts'** or **'Philips Repair Request'** 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.

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 top screenshot shows the madisonAV home page after login. It features a search bar, navigation tabs, and three main action buttons: 'Product Repair or Return Request', 'New Support Case', and 'Spare Parts'. Below these, there's a 'Philips Repair' section with a 'Philips Repair Request' button. The bottom screenshot shows the 'Product Return Request' form. It includes dropdowns for '*Request Type' and '*Brand', input fields for '*Serial Number', 'Job Number', '*Description', and 'Alternate Address', and a red 'Confirm' button at the bottom.

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).

For Philips displays, the information you provide will be passed on to Philips for review. They will then determine if the unit will be repaired or replaced onsite and an authorized service agent will be engaged

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. Unauthorized returns may incur additional freight charges for redirection.

RMA POLICY TYPE	DESCRIPTION
Exchange	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.
Warranty Repair	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. Fees may be charged for items found not to be faulty.
Non-warranty Repair	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. • If the quote is accepted, the unit will be repaired, and you will be invoiced on dispatch. • If a quote is rejected and you would like the goods returned, a minimum service fee will apply. • If a quote is rejected and the goods are not required to be returned, they will be scrapped responsibly at no cost to you.
Return for Credit	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.
NOTE: 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

If an item being returned is not delivered to the nominated Repair facility, additional freight charges may be applied for its redirection and handling.

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
Acoustic Magic	All Products	1 year	
AKG	451 B (all models); C480 B, C480 B-ULS, and all ULS Capsules; C12 VR; C414 (all models); C214 (all models)	3 years	
	Crown Microphones: CM311 (all models); MB3; MB4; PCC130; PCC130SW; PCC160; PCC170; PCC170SW; PCC170SWO; PZM10; PZM10LL; PZM11; PZM11LL; PZM11LLWR; PZM185; PZM30D; PZM6D; SOUNDGRABBER2	3 years	
	B-ULS and all ULS capsules	3 years	
	D5, D7, D5C and D7C	2 years	
	All other models	2 years	
Amphenol Audio	All Products	90 days	
AMX	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.
Audinate	Dante AVIO	1 year	
AUDIOropa	Loop Amplifiers	5 years	
	HT A-4026-0, HT A-4082-0, HT A-4037-0, HT A-4043-0	2 / 5 years*	*Units purchased after 15/7/2026 have a 5 year warranty. All previous purchases have a 2 year warranty.
	All other products	2 years	
Belden	Cable	10 years	
	Active Products	1 year	
Bettear	All products	2 years	
Bittree	Patch bays & patch panels	5 years	
	Patch cords, connectors, tools and accessories	1 year	
BSS	Soundweb London family of products: 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	
Crown	140MAx PACK XLi	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, Vrack	5 years*	

	All other models including microphones	3 years*	
DBX	120A; 286A; 376; 386; 480P; 480T; 482T; 640; 640M; 641; 641M; 704X; 786; 1046; 1066; 1074; 1215; 1231; 1260; 1260M; 1261; 1261M; 2031; 2215; 2231; iEQ15; iEQ31; Mini Pre; PA; PB-48; ProVocal; Quantum II; RTA-M; SC 32/64; Studio; Zone Controllers.	2 years	
	DB10V & DB12V Direct Boxes	4 years	
	442; 480; 480R; 481; 482; DriveRack 4800; 4800TI; 4800TIO; 4800TO; 4820; 4820TI; 4820TIO; 4800TO	5 years	
	PS6	1 year	
	All other models	2 years	
Energy Transformation Systems (ETS)	All Products	5 years	
Garland Cables	All Products	1 year	
HuddleCamHD	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 & SimpliTrack2	3 years	
Humantechnik	All Products	2 years	
Humly Solutions	All Products	2 years*	*Extended warranties available at time of purchase.
Icron	Raven 3301, Arbutus 63301	3 years	5 year extended warranty available to

			Government users at time of purchase.
	All other products	2 years	
JBL	Professional amplifiers	3 years	
	BANDBOX Solo, BANDBOX Trio	1 year	
	EON ONE Compact, EON ONE MK2, EON700 Series, PRX900 Series & PRX ONE	7 Years*	*Excludes batteries which are 3 Years.
	BRX, SRX, VRX, VTX, AE, AWC, CWT & PD	5 years	Manufacturing defects on all components.
	All other Professional loudspeaker transducers	5 years	
	IRX Series Speakers	3 years	
	Duran, Intellivox, and Axys products	2 years	
	JBL Bags by Gator Cases	1 year	Manufacturing defects only.
	All other Professional loudspeaker enclosures, accessories and all other internal components	2 years	
Kings Electronics	All Products	NA	
Lexicon	All Products	1 year	
Neomounts (formerly Newstar)	All Products	5 Years	
Netgear	M Series Network Switches & cards	Limited Lifetime*	*Limited Lifetime Warranty applies to the original end user who purchased the product and is not transferrable.
	SFP Modules & Cables	5 years	
	Power Supply Modules for M Series Switches	5 years	
	All other products & accessories	-	Contact us
Neutrik	All Products	-	Contact us.
Nureva	All Conferencing Products	2 Years	

Paladin Tools	All Products	Lifetime	
Philips	Commercial/Professional Displays	3 years	On site repair or replacement by 3 rd party service agent.
Phoenix Audio Technologies	All Products	2 years	
Platinum Tools	All Products	1 year	
PTZ Optics	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	
R&M	All Products	Options up to 20 years	Contact us.
Roadworx	All Products	1 year	
Roadworx Sound Masking		5 years	
Ruslyn Holdings	All Products	-	Contact us.
Soundcraft	All Professional Mixers	3 years	
SpinetiX	All hardware	3 years	
Studio Technologies	All Products	3 years	
Touch Panel Control	Software Licences	Contact Touch Panel Control	https://touchpanelcontrol.com
Voscom	All Products	3 years	
Whirlwind USA	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	
Yealink	Microsoft & Zoom Video Products	2 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.

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 and MadisonAV.

MadisonAV may extend warranties by up to 6 months from purchase date to cover the sell through period for the reseller, however all effort should be made to not hold stock for excessive lengths of time as claims may be rejected. Warranties are not available for an infinite amount of time.

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 1st 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. We will then investigate to see what (if any) support can be provided. Failure to provide sufficient information immediately as requested, will result in a request being rejected.

Information you will be required to present includes photographs or video from all sides of the external and internal packaging as well as the damaged item.

MadisonAV works 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.**