AVPro edge AC-MV-41 4K 4×1 Multi Viewer User Manual

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Contents

INTRODUCTION

From a single HDMI 2.0 output, the AVPro Edge AC-MV-41 Multi-view video processor simultaneously displays as many as four separate sources on any size monitor, television, or projector. This versatile Multi-viewer/Tiler may be used stand-alone, enabling four directly connected sources to be viewed as a composite image, video wall style, or independently full-size, with input switching controlled by most third-party overcontrol systems. Recallable presets may feature all inputs equally in a traditional quad view or customized to highlight one source in a larger window, with others tiled in an endless variety of patterned layouts.

FEATURES

- HDMI 2.0 (a/b)
- Preset layouts
- Customizable layouts
- 1 to 4 sources on screen at the same time
- AVPro Edge User Interface
- 18 Gbps Bandwidth Support
- 4K/60 4:4:4 Support
- Full HDR Support (HDR 10- & 12-Bit)
- Dolby Vision, HDR10+ and HLG Support

- HDCP 2.3 (and earlier versions supported)
- Advanced EDID Management
- RS-232 and LAN Control Options
- Digital TOSLINK Out (7-CH PCM, DD, DTS)
- Balanced Analog Out (2-CH PCM)

WHAT'S IN THE BOX

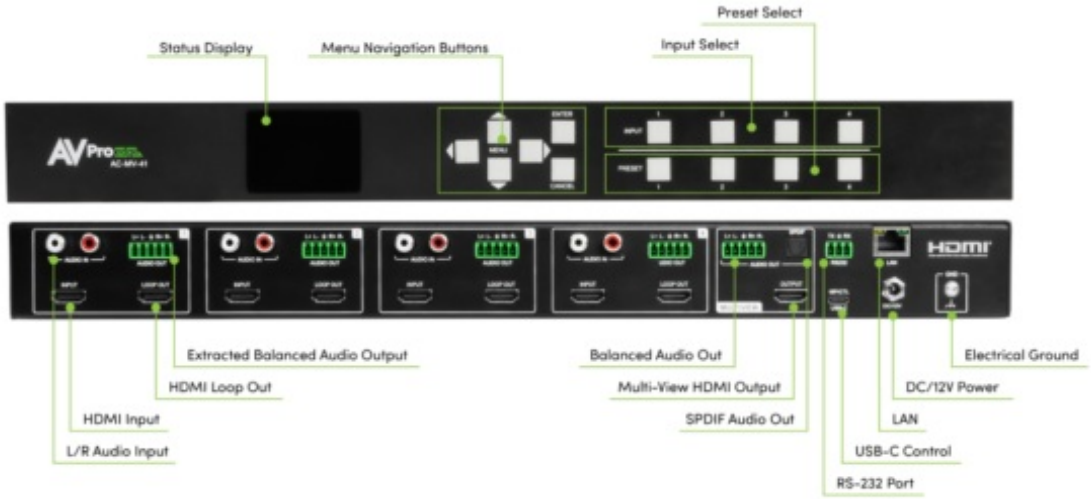
- AC-MV-41 Multiview
- 5 x 5-Pin to 2-ch Audio Extraction Cable
- Grounding wire
- 4 x Rubber Feet
- 3-Pin Terminal Block
- 12 VDC 5A Power Supply
- Rack Mount Ears

SPECIFICATIONS

Video:	
Video Resolutions	Up to 4K/60 fps
HDR Formats/Resolutions	420, 422, 444 (10 AND 12 DEEP COLOR) HDR10, HDR 10+, DOLBY VISION, HLG
Color Space	YUV (Component), RGB (CSC: Rec 601, Rec 709, BT 2020, DCI P3 D6500)
Chroma Subsampling	4:4:4, 4:2:2, 4:2:0 Supported
Deep Color	Up to 16-bit
Audio	
Audio Formats Supported by HDMI	PCM 2 0-Ch, LPCM 5 1 & 7 1, Dolby Digital, DTS 5 1, Do l- by Digital Plus, Dolby TrueHD, DTS-HD Master Audio, DTS:X, Dolby Atmos
Analog Input Voltage	0 8 Vrms; 2 3 Vp-p
Audio Formats Supported Extracted (2CH Port)	PCM 2 CH
Analog Output Peak Voltage	1 39 Vrms; 3 94 Vp-p
Distance	
HDMI In/Out (4K/60 4:4:4)	Up To 50 Feet (Using Bullet Train HDMI)
HDMI In/Out (W/ AOC Cable) (4K/60 4:4:4)	Up To 130 Feet (Using Bullet Train AOC HDMI)
Other	
Bandwidth	18 Gbps (TMDS)
HDCP	HDCP 2 3 and Earlier

Control	
Control	Lan, RS-232
Drivers	Control4
AVPro WebUI	Yes
Ports	
HDMI	Type A
LAN	RJ45 w/ Web Interface/ Control
Audio (Analog Input)	RCA
Audio (Extracted Analog)	5-Pin Terminal Block (Balanced)
RS232	3-Pin Terminal Block
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	
Power Consumption (Total)	23 04W (12V 1 92A)
Power Supply	Input: AC 100-240V~ 50/60HZ Output: DC 12V 5A
Dimensions	
Dimensions (Unit Only Length/Width/Height)	mm: 225 55 X 439 67 X 44 45 in: 8 88 X 17 31 X 1 75
Dimensions (Packaged Length/Width/Height)	mm: 374 65 X 569 98 X 123 95 in: 14 75 X 22 44 X 4 88
Weight (Unit)	7 Lbs (3 18 Kg)
Weight (Packaged)	9 6 Lbs (4 35Kg)

FRONT AND REAR PANEL OVERVIEW



CONNECTING

The AC-MV-41 can be controlled using the USB-C port, 3-pin RS-232, or over TCP/IP using the LAN connection. For initial setup, it is recommended to connect the matrix to a local area network (LAN) and use a computer on the same network in conjunction with the built-in WebUI. After making all physical connections, the first step will be to check for Firmware Updates. The below steps are an example of this setup. Other control options are covered in separate sections of this user manual.

1. Grounding – Attach the included yellow ground strap to the back of the AC-MV-41 chassis and secure the other end to a grounded object for safety.
2. HDMI Input Sources – Connect your source devices to the AC-MV-41 HDMI input ports.
3. HDMI Output Device – Connect your sink/display device to the AC-MV-41 HDMI output port.
4. Network LAN Connection – Use a LAN cable to connect the AC-MV-41 to your local network via the LAN port.
5. Powering on Input Sources – Power on input devices connected to the AC-MV-41.
6. Powering on Output Devices/Displays – Power on output devices connected to the AC-MV-41.
7. Powering on the Multiview – Secure the 12VDC 5A power supply to the AC-MV-41, then connect to an AC mains power outlet.

   Note: All devices and power supply connections must be secure for correct operation.

CONTROLLING

The AC-MV-41 may be controlled using the USB-C port, 3-pin RS-232, or over TCP/IP using the LAN connection.

1. USB-C Port
   - Connect a USB-C cable from the AC-MV-41 to a computer or tablet for direct control.
   - This method allows for easy setup and control via a physical connection.
2. 3-pin RS-232
   - Use a standard RS-232 cable with null modem wiring to link the AC-MV-41 to a control device, such as a computer or control system.
3. LAN Connection (TCP/IP)
   - Connect the AC-MV-41 to a network using an Ethernet cable. This method facilitates remote access and integrated control systems.

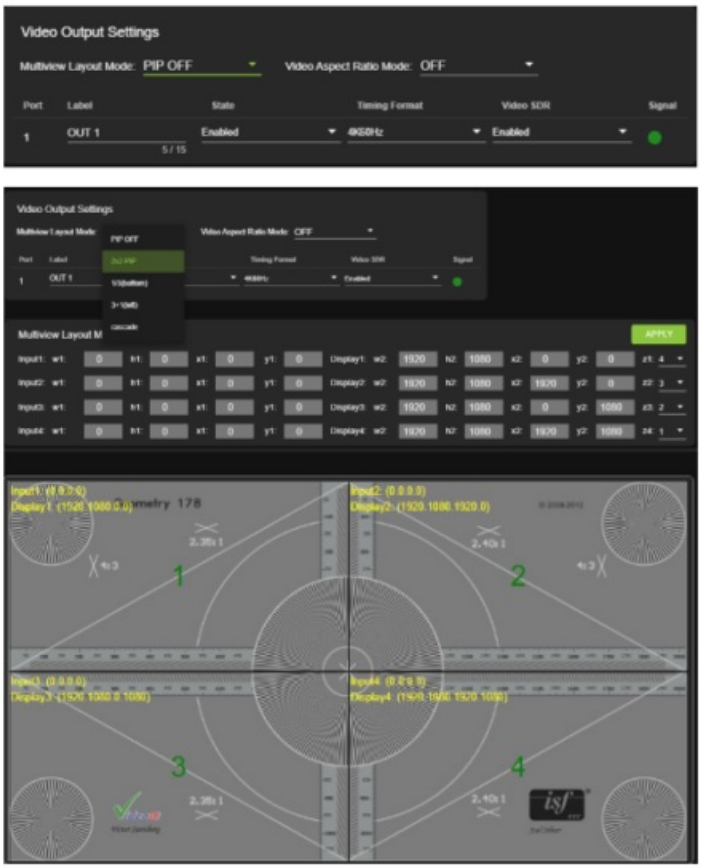
Note: Each method provides different levels of convenience and functionality, catering to various user preferences and system setups.

CHANGING PRESETS

Multiview presets can be changed using the web GUI, front panel buttons and API commands sent over serial or IP. (This requires that the Aspect Ratio mode be disabled).

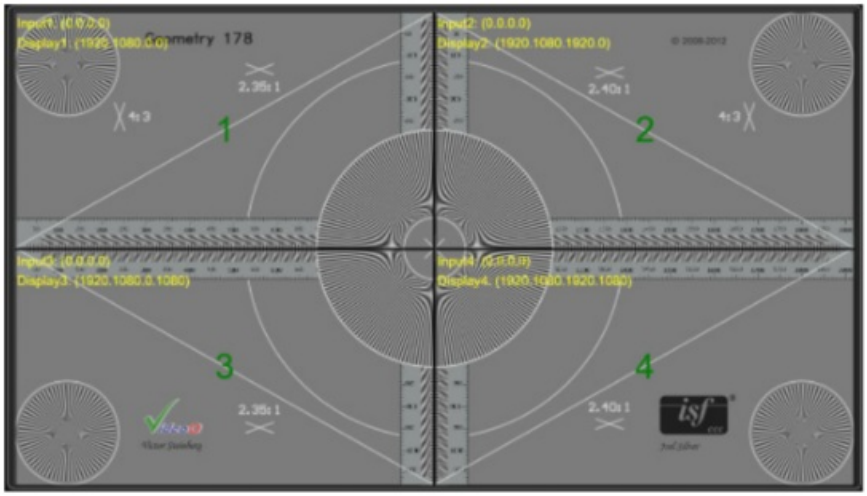
Web GUI

Access Multiview presets through the I/O Config tab of the GUI.

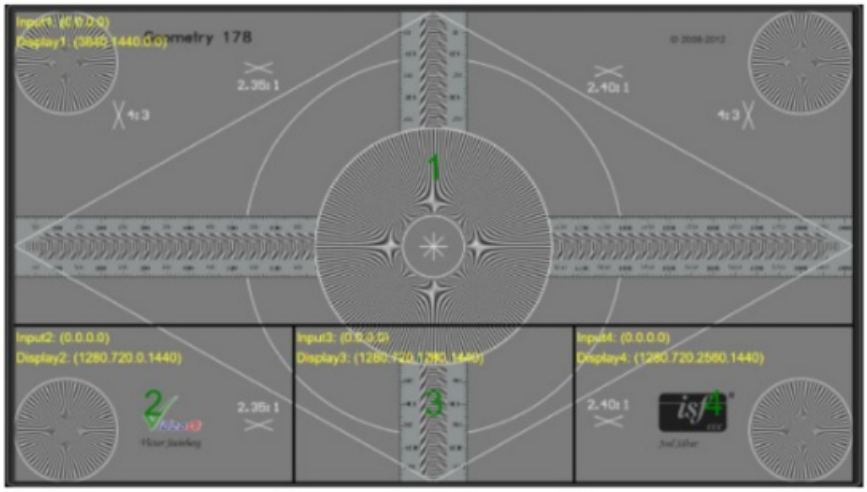


Front Panel Buttons

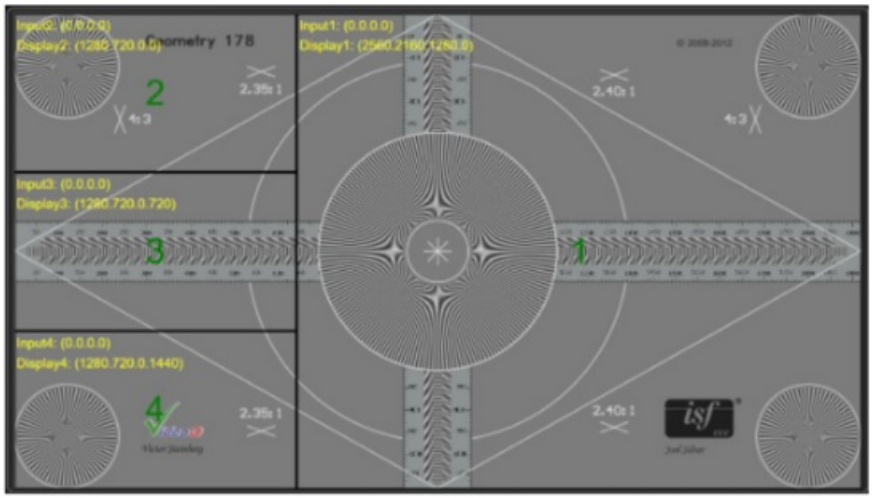
- Utilize the physical buttons available on the front panel of the device.
- Press the designated buttons corresponding to Multiview presets.
- Preset #1 (2×2)



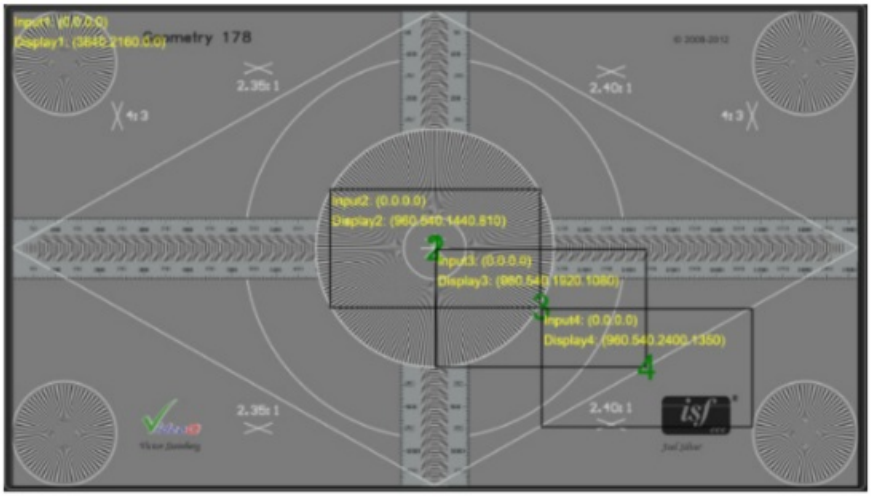
- Preset #2 (1/3 bottom)



- Preset #3 (3+1 left)



- Preset #4 (cascade)

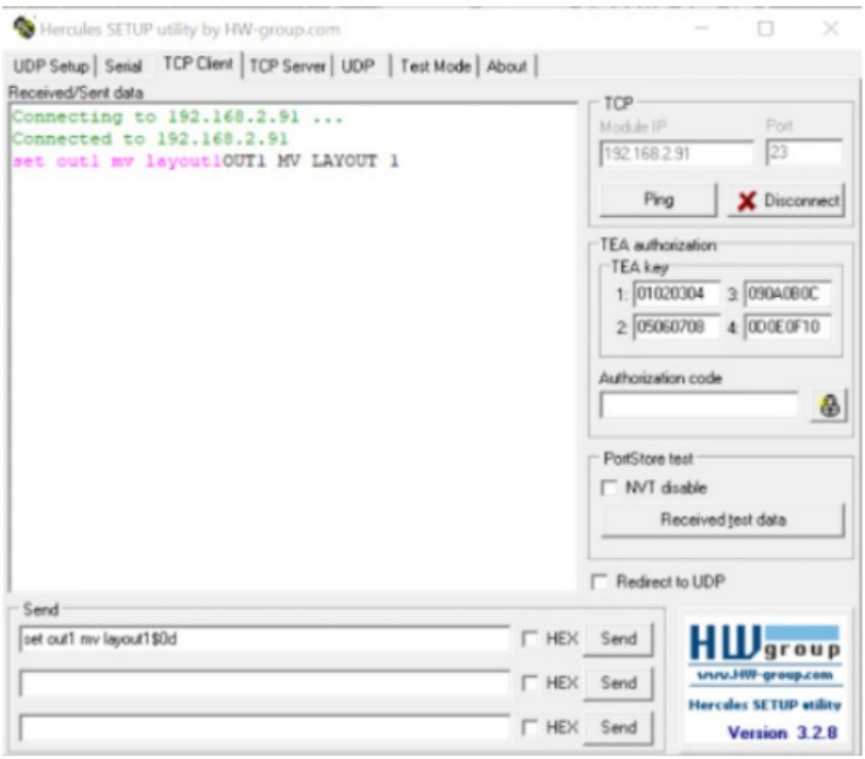


API Commands – Serial or IP

Communicate with the device via Application Programming Interface (API) commands.

- GUI Console

- Third-party UART Terminal

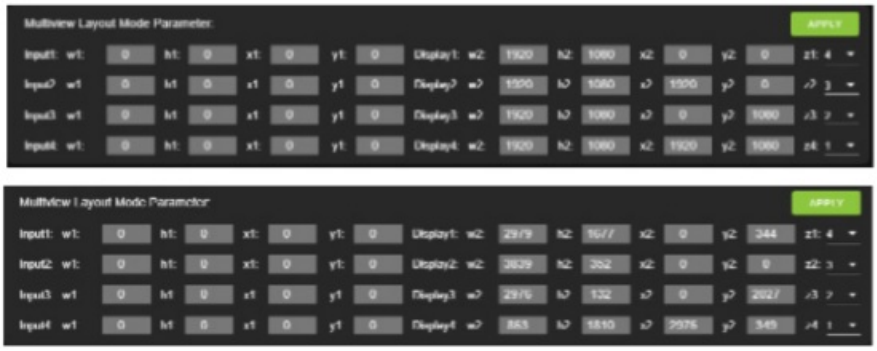


MAKE PRESETS

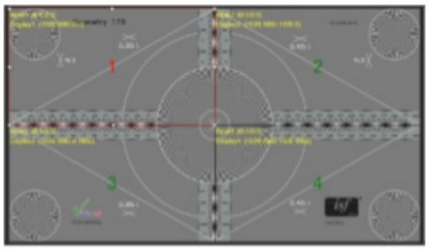
The four default presets of the MV-41 may be changed using the Multiview Layout Mode Parameter in the web GUI or using the API.

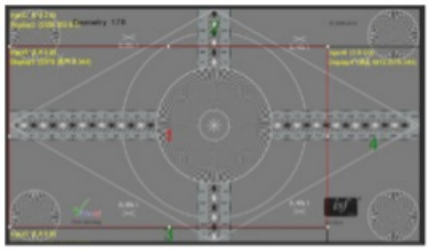
Multiview Layout Mode Parameter

- GUI – Multiview Layout Mode Parameter
  - Using the Multiview Layout Mode Parameter settings allows input cropping coordinates and display window coordinates to be changed, as well as the layer priorities of the current preset.



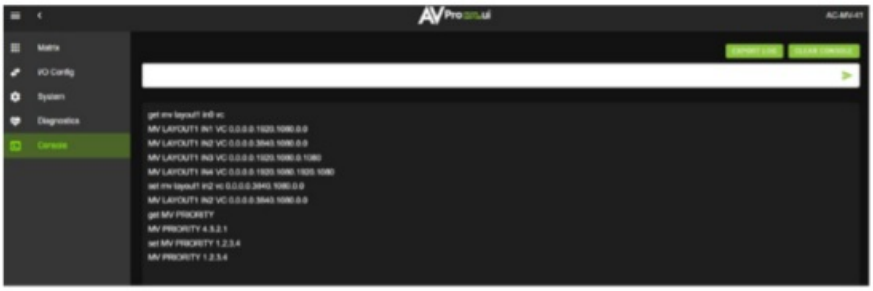
- Multiview Preset Configuration preview
  - Select Window: Choose the specific window whose coordinates you wish to modify.
  - Adjust Window Size
    - **Stretch:** Resize the window to increase its dimensions.
    - **Shrink:** Decrease the window size for a smaller display area.
  - Move Window: Position the window to a new location on the screen as desired.



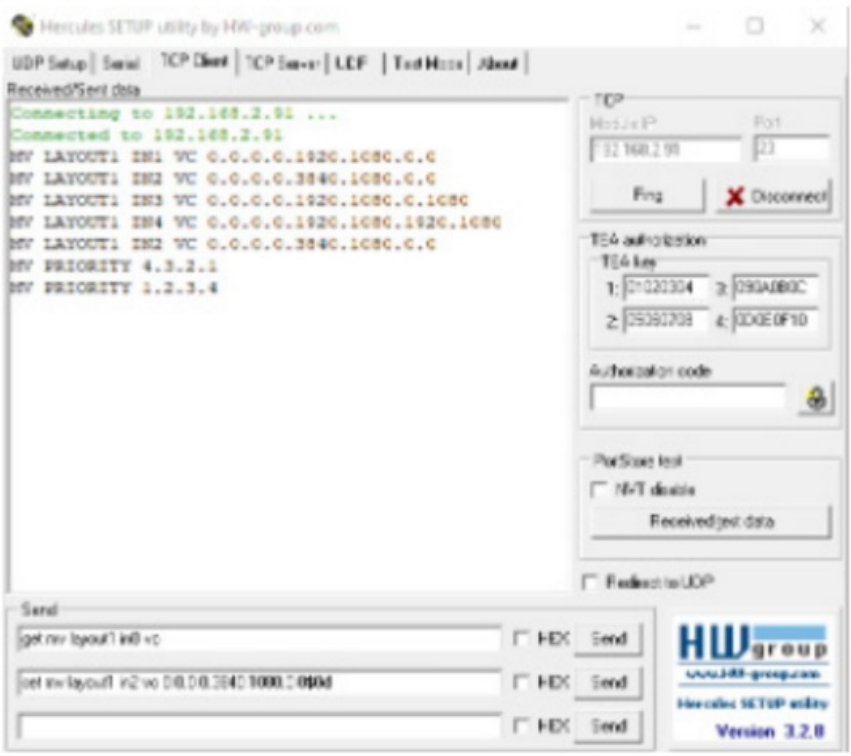


API Commands (Serial or IP)

- GUI



- Third-party UART Terminal

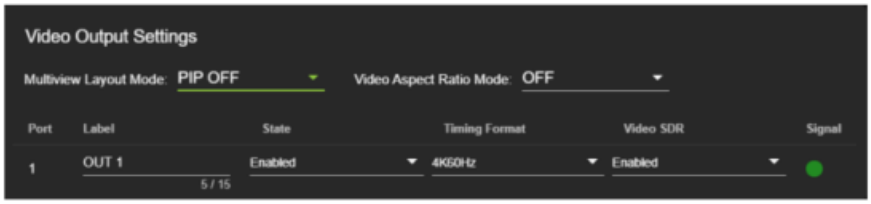


ASPECT RATIO MODE

The AC-MV-41 has five different aspect ratios that can be applied to the output video stream. These can be enabled using the GUI drop-down or the API. (Requires Multiview to be disabled.)

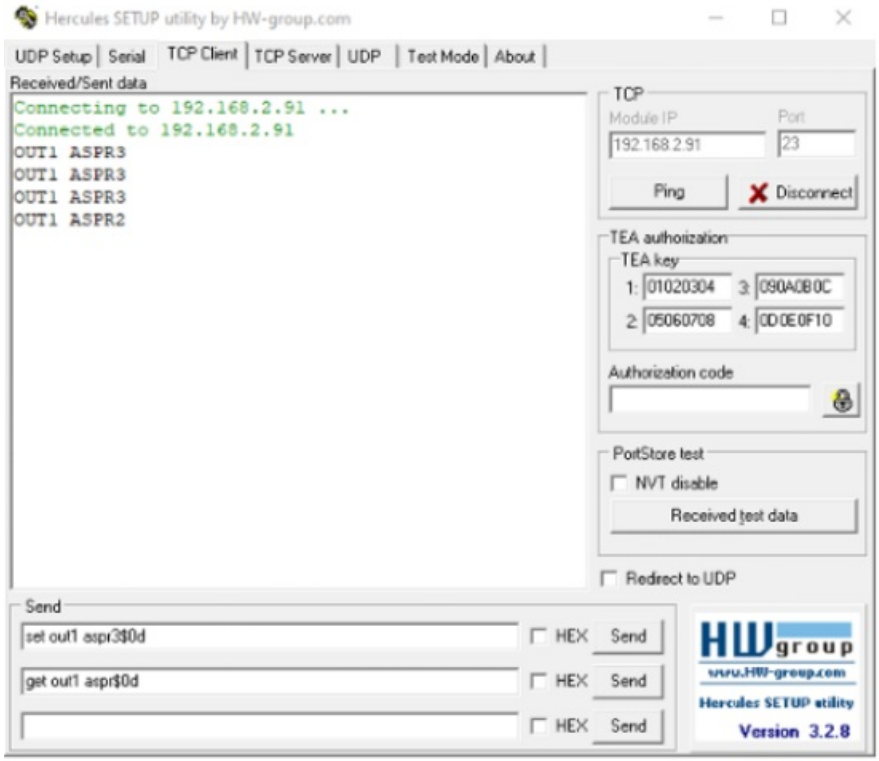
GUI (I/O Config)

- Video Aspect Ratio Mode



- API Commands (Serial or IP) – GUI

- Third-party UART Terminal



CONTROL DRIVER

All third-party control drivers may be located in our Knowledge Base by unit model number.
Simply navigate to the 3rd Party Control Drivers section, then select the appropriate category based on the control system used.

Copy this file: **AVProEdge_MV41_Webview.c4z**

into the Control4 driver location (by default this is Documents\Control4\Drivers). Open Composer and choose the Search tab from the Items pane.

Find the latest drivers at **https://support.avproedge.com/portal/en/kb/avpro-edge/general**

CONTROL SYSTEM

Connecting to the Control System

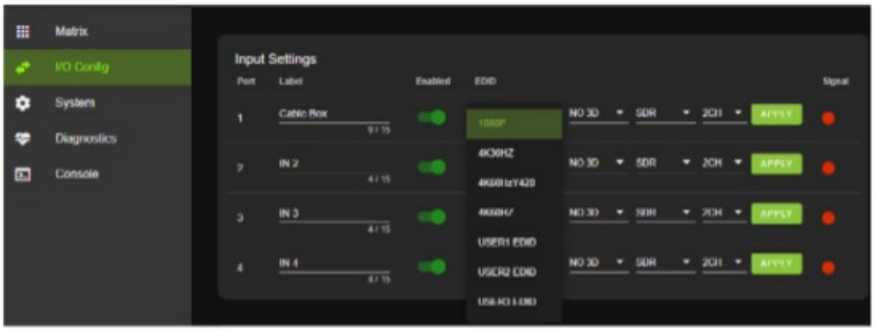
Once the driver has been added to System Design in Composer, use the following steps to assign the IP address:
C

1. Navigate to the network tab in Connections.
2. Select the device named AVPro Edge MV41
3. Manually enter the AC-MV-41's IP address.

For more detailed instructions on operating the driver, refer to the documentation tab within the driver in Composer.

WEBUI: I/O CONFIG

Input Settings



Input Settings Label – This is where inputs are given a name/alias (Apple TV, Cable Box, Roku, etc.). Note: There is a 15-character limit to this field; the name will replace the default IN # throughout the rest of the WebUI (for instance, the Video Matrix tab)

Input Settings EDID

Use these four dropdowns to select a preferred EDID. Available combinations are as follows:

0 1080P_2CH	9 4K60HzY420_3D_2CH	18 1080P_3D_2CH_HDR	27 4K60HZ_3D_2CH_HDR
1 1080P_6CH	10 4K60HzY420_3D_6CH	19 1080P_3D_6CH_HDR	28 4K60HZ_3D_6CH_HDR
2 1080P_8CH	11 4K60HzY420_3D_8CH	20 1080P_3D_8CH_HDR	29 4K60HZ_3D_8CH_HDR
3 1080P_3D_2CH	12 4K60HZ_3D_2CH	21 4K30HZ_3D_2CH_HDR	31 USER1_EDID
4 1080P_3D_6CH	13 4K60HZ_3D_6CH	22 4K30HZ_3D_6CH_HDR	32 USER2_EDID
5 1080P_3D_8CH	14 4K60HZ_3D_8CH	23 4K30HZ_3D_8CH_HDR	33 USER3_EDID
6 4K30HZ_3D_2CH	15 1080P_2CH_HDR	24 4K60HzY420_3D_2CH_HDR	
7 4K30HZ_3D_6CH	16 1080P_6CH_HDR	25 4K60HzY420_3D_6CH_HDR	
8 4K30HZ_3D_8CH	17 1080P_8CH_HDR	26 4K60HzY420_3D_8CH_HDR	

EDID MANAGEMENT

The matrix has 29 factory-defined EDID settings. There are also three user-defined EDID memories. These user EDID memories are independent to each input and may be set differently. User-defined EDIDs may be uploaded using the free PC Control software or RS232. Additionally, an EDID may be read from a specific output, captured, and automatically stored. This process will overwrite the EDID in USER EDID 1 and will be applied to the selected source.

- Use the arrow keys to highlight EDID then press OK to enter the EDID management menu.

- Select one of the four inputs using the Left/Right arrow, then press OK.
- The EDID Status turns to red. Next, use the UP/DOWN arrows to change the EDID.
- Once the desired EDID is selected, press the OK button to select it.

in order to obtain Dolby Atmos, DTS:X, or other HBR Surround formats, the EDID must be copied from a capable device.

COMMAND LIST

Command	Action
H	Help
STA	Show Global System Status
SET RST	Reset to Factory Defaults
SET RBT	System Reset to Reboot
SET ADDR xx	Set System Address to xx {xx=00~99}
SET INx HPD RST	Reset Input X hot plug detect to re-establish HDMI handshake {x=[0-4](0=ALL] }
SET OUTx HDMI 5V RST	Reset Output x HDMI 5V to re-establish HDMI handshake {x=0~1}
SET OUTx HPD RST	Reset Output x HDMI 5V to re-establish HDMI handshake {x=0~1}
SET BAUDR x	Set System BaudRate to x{x=0~5}

SET LCD ON Tx	Set LCD Remain On Time{x=[0~3](0=Always ON,1=15,2=30,3=60Sec)}
SET KEY LOCK ON/OFF	Set Key Lock On/Off
SET FAN SPEED x	Set Fan Speed x{x=[0~3]}
GET ADDR	Get System Address
GET STA	Get System System Status
GET BAUDR	Get System BaudRate
GET INx SIG STA	Get Input x Signal Status{x=0~4}
GET INx VID FMT INF	Get Input x Video Format Info{x=0~4}
GET OUTx SIG STA	Get Output x Signal Status{x=0~1}
GET OUTx HPD	Get HDMI Output x HPD Status{x=0~1}
GET LCD ON T	Get LCD Remain On Time
GET KEY LOCK	Get Key Lock Status
GET FAN SPEED	Get Fan Speed Value
Audio/Video Settings Commands: (Note: output number(x)=HDMI, x=[1])	
SET OUTx MV LAYOUTy	Set Output x to Multiview Layout y {x=[0~1](0=ALL), y=[0-4] (0=PIP OFF,1=2×2 PIP,2=1/3(bottom),3=3+1(left),4=cascade)}
SET MV LAYOUTx INy VC zz	Set Multiview Layout x Input y View Coordinate Value zz {zz=w1 h1 x1 y1 w2 h 2 x2 y2,w1 h1 x1 y1 = Input Captor Cut Param, w2 h2 x2 y2=Output Captor Display Param x=[1~4],y=[1-4],w1/ w2=[0-3840],h1/h2=[0-2160],x1/x2=[0-3840],y1/y2=[0-2160]}
SET MV PRIORITY x1 x2 x3 x 4	Set Multiview Priority Path x1 x2 x3 x4{x1 x2 x3 x4=[1-4] Note: NUM 1 indicate s the highest priority}
SET OUTx ASPRy	Set Output x VIDEO Aspect Ratio Mode y(Does Not Apply to Vid- eo PIP Mode) {x=[0~1](0=ALL), y=[0-5](0=OFF,1=4/3,2=16/9,3 =21/9,4=1 85/1,5=2 35/1)}
GET OUTx MV LAYOUT	Get Output x to Multiview Layout Status{x=0~1}
GET MV LAYOUTx INy VC	Get Multiview Layout x Input y View Coordinate Value Status{x- =[1~4],y=0-4}
GET MV PRIORITY	Get Multiview Priority Path Status
GET OUTx ASPR	Get Output x VIDEO Aspect Ratio Mode Status{x=0~1}
Multiview Audio Settings Commands:	
SET AUD MODEx	: Set Multiview Audio Mode x{x=[0-1](0-Follow HDMI Out,1-Fol- low MVAUD IN)} Note: If Use VIDEO PIP Mode, MVAUD MODE Automatically Follow MVAUD IN
SET MVAUD INx	: Set Multiview Audio Select Input x {x=[1-8](1-4=HDMI1-4 AUDIO IN,5-8=L & R AUDIOIN)} NOTE:PIP MODE ON or AUD MODE 1 Takes Effect Automatically
GET AUD MODE	Get Multiview Audio Mode Status
GET MVAUD IN	Get Multiview Audio Select Input Status
Output Setup Commands: (Note:output number(x)=HDMI,x=[1])	

SET OUTx VS INy	Set Output x To Input y{x=0~1, y=[1~4]}
SET OUTx VFMTy	: Set Output x Video Timing Format{x=[0-1](0=ALL), y=[0-5]} {(0=1080P60Hz,1=4K30Hz,2=4K60Hz,3=1080p59 94Hz,4=4k29 97 Hz,5=4k59 94Hz}
SET OUTx FORCE SDR EN/DIS	: Set Output x Force Video SDR EN/DIS{x=[0-1](0=ALL)}
SET OUTx EXA EN/DIS	Set Ex-Audio Output Enable/Disable{x=[0~5](0=ALL,5=MULTIV- IEW Audio Out)}
SET OUTx EXADL PHy	: Set Ex-Audio Delay{x=[0~5](0=ALL,5=MULTIVIEW Audio Out), y=[0~7](0=Bypass,1~7=90,180,270,360,450,540,630MS)}
SET OUTx EXA VOLy	Set Output x EQ-Audio Volume Level y {x=[0-5](0=all,5=MULTIV- IEW Audio Out),y=[0~100]}
SET OUTx EXA VOL+y	: Set Output x EQ-Audio Volume Level Increase + y {x=[0-5] (0=all,5=MULTIVIEW Audio Out),y=[1~100,optional default=1]}
SET OUTx EXA VOL-y	: Set Output x EQ-Audio Volume Level Decrease-y {x=[0-5] (0=all,5=MULTIVIEW Audio Out),y=[1~100,optional default=1]}
SET OUTx EXA BALy	: Set Output x Balance y{x=[0-5](0=all,5=MULTIVIEW Audio Out), y=[0~20, Left = 0, Right = 20, Balanced = 10]}
SET OUTx EXA BAL+y	: Increase Output x Balance by y {x=[0-5](0=all,5=MULTIVIEW Audio Out),y=[1~20, optional default=1]}
SET OUTx EXA BAL-y	: Decrease Output x Balance by y {x=[0-5](0=all,5=MULTIVIEW Audio Out),y=[1~20, optional default=1]}
SET OUTx EXEQ MODEy	: Set Output x EX-Audio Volume EQ Modey{x=[0-5](0=all,5=- MULTIVIEW Audio Out),y=[0~7] y=[0-OFF],[1-Classical],[2- Headphone],[3-Hall],[4-Live],[5-Pop],[6-Rock],[7-Vocal]}
SET OUTx STREAM ON/OFF	SET OUTx STREAM ON/OFF{x=0~1}
GET OUTx VS	Get Output x Video Route{x=0~1}
GET OUTx VFMT	Get Output x Video Timing Format{x=0~1}
GET OUTx FORCE SDR	Get Output x Force Video SDR Status{x=0-1}
GET OUTx EXA	Get Ex-Audio Output Enable/Disable Status{x=[0~5](0=all,5=- MULTIVIEW Audio Out)}
GET OUTx EXADL PH	Get Ex-Audio Output Delay Status{x=[0~5](0=all,5=MULTIVIEW Audio Out)}
GET OUTx EXA VOL	Get Output x extracted audio Volume Level{x=[0-5](0=all,5=- MULTIVIEW Audio Out)}
GET OUTx EXA BAL	Get Output x Balance Value{x=[0-5](0=all,5=MULTIVIEW Audio Out)}
GET OUTx EXEQ MODE	Get Output x EX-Audio Volume EQ Mode Status{x=[0-5] (0=all,5=MULTIVIEW Audio Out)}
GET OUTx STREAM	Get Output x Stream ON/OFF Status{x=0~1}

GET OUTx EDID DATA	Get Output x EDID DATA{x=[1]}
Input Setup Commands:(Note:input number(x)=HDMI(x),x=[1-4])	
SET INx EDID y	Set Input x EDID{x=0~4, y=[0~32]}
0:1080P_2CH	1:1080P_6CH
3:1080P_3D_2CH	4:1080P_3D_6CH
6:4K30HZ_3D_2CH	7:4K30HZ_3D_6CH
9:4K60HzY420_3D_2CH	10:4K60HzY420_3D_6CH
12:4K60HZ_3D_2CH	13:4K60HZ_3D_6CH
15:1080P_2CH_HDR	16:1080P_6CH_HDR
18:1080P_3D_2CH_HDR	19:1080P_3D_6CH_HDR
21:4K30HZ_3D_2CH_HDR	22:4K30HZ_3D_6CH_HDR
24:4K60HzY420_3D_2CH_HDR	25:4K60HzY420_3D_6CH_HDR
27:4K60HZ_3D_2CH_HDR	28:4K60HZ_3D_6CH_HDR
30:USER1_EDID	31:USER2_EDID
SET INx EDID CY OUTy	Copy Output y EDID To Input x(USER1 BUF){x=0~4, y=[1]}
SET INx Uy EDID CY OUTz	Copy Output z EDID To User y Buff Input x{x=0~4, y=[1~3],z=[1]}
SET INx EDID Uy DATAz	Write EDID To User y Buffer of Input x{x=0~4, y=[1-3],z=[EDID Data]}
SET INx TMDS ON/OFF	Set Inputx Port Power Status ON/OFF{x=0~4}
SET INx PW ON/OFF	Set Input x Port Power Status ON/OFF{x=0~4}
GET INx EDID	Get Input x EDID Index{x=0~4}
GET INx EDID y DATA	Get Input x EDID y Data{x=[132]}
GET INx TMDS	Get Inputx Port Power Status{x=0~4}
GET INx PW	Get Input x Port Power Status{x=0~4}
GET INx HDMI 5V	Get Input x HDMI 5V power status {x=0~4}
Network Setup Command: (xxx=[000-255], zzzz=[0001~9999]	
SET RIP xxx xxx xxx xxx	Set Route IP Address to xxx xxx xxx xxx
SET HIP xxx xxx xxx xxx	Set Host IP Address to xxx xxx xxx xxx
SET NMK xxx xxx xxx xxx	Set Net Mask to xxx xxx xxx xxx
SET TIP zzzz	Set TCP/IP Port to zzzz
SET DHCP y	Set DHCP {y=0~1}
GET RIP	Get Route IP Address
GET HIP	Get Host IP Address

GET NMK	Get Net Mask
GET TIP	Get TCP/IP Port
GET DHCP	Get DHCP Status
GET MAC	Get MAC Address

TROUBLESHOOTING

- Power-related – Verify the power supply is correctly connected to an active circuit.
- Connection-related – Verify all cables are properly connected.
- Use the System section of the WebUI to verify the matrix firmware is current.
- Use the Diagnostics section of the WebUI to verify HDMI Input/Output status and EDID settings.
- The Diagnostics page indicates everything is good; however, no image exists. This may be a bandwidth limitation. See the Bandwidth Chart on page 19 and verify the signal does not exceed the bandwidth of any of the devices in the chain.

MAINTENANCE

To ensure the reliable operation of this product and protect the safety of any person using or handling this device while powered, please follow the following instructions.

- Use the power supply provided. If a replacement is required, check voltage, polarity, and verify it has sufficient power to supply this device.
- Do not operate this product outside the specified temperature and humidity range in the above specifications.
- Ensure there is adequate ventilation to allow this product to operate efficiently.
- Repair of this device should only be carried out by qualified professionals as these products contain sensitive components that mishandling may damage.
- Use this device only in a dry environment. Do not allow liquids or harmful chemicals to come into contact with the device.
- Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner, or benzene to clean this unit.

DAMAGE REQUIRING SERVICE

The unit 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 unit
- The unit has been exposed to rain
- The unit does not operate normally or exhibits a marked change in performance
- The unit has been dropped, or the housing has 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:

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

WARRANTY

THE BASICS

AVPro Edge warranties its products when purchased from an Authorized AVPro Edge Reseller or directly purchased from AVPro Edge. Products are guaranteed free from manufacturing defects and in sound physical and electronic condition.

AVPro Edge has developed a warranty anyone can get behind. We wanted to remove all the “red tape” from a warranty and simplify it. Our 10-YEAR NO BS warranty hinges on three conditions.

1. If you are having trouble, call us. We will attempt to troubleshoot your issue over the phone.
2. If it’s broken – We will advance-replace it on our dime. (We will cover return shipping, too.) Repair is also an option, but that is your decision.
3. We know that you know what you are doing. We will not make you go through unnecessary steps to troubleshoot a device that appears to have failed.

COVERAGE DETAILS

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

Your warranty begins at receipt of the product (as confirmed by shipping firm 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 made outside 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, for excessive physical damage (beyond normal wear & tear), the warranty may be voided or pro-rated based on the extent of the damage as examined by an AVPro Edge representative.

Damage caused by what is conventionally termed an act of God is not covered. This may 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. Incorrect power supply, inadequate cooling, improper cabling, inadequate protection, and static discharge are examples.

The Authorized AVPro Edge Reseller will service products installed or sold by a third party to AVPro Edge.

This warranty does not include accessories (IR Cables, RS-232, Power Supplies, etc.). We will make an acceptable effort to source and supply replacements for defective accessories at a discounted rate as needed.

OBTAINING AN RMA

Dealers, Re-sellers, and Installers can request an RMA AVPro Edge Tech Support Rep or their Sales Engineer. Or you may email **support@avproedge.com** or fill out the general contact form at **www.avproedge.com**
End users may not request an RMA directly from AVPro Edge and will be referred back to the 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. Item must be returned within 30 days of receipt of replacement product; after 30 days, the customer will be billed. Other return shipping methods will not be covered.

The returnee will be responsible for international, Alaska, or Hawaii return shipping costs. Once the unit is scanned for return shipping, AVPro Edge will ship a new unit for replacement.

Legal Stuff

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.

This warranty does not cover obsolescence or incompatibility with newly invented technologies (after the manufacture of the product).

Obsolescence is defined as:
“Peripherals are rendered obsolete when current technology does not support product repair or remanufacture. Obsolete products cannot be re-manufactured because advanced technologies supersede original product manufacturer capabilities. Product redevelopment is not an option because of performance, price, and functionality issues.”

Discontinued or out-of-production items will be credited to a current product with equal or comparable capabilities and cost at fair market value. AVPro Edge determines fair market value.

Exclusive Remedy

This limited warranty and the remedies set forth above are exclusive to the maximum extent permitted by law. Instead 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 expressly disclaims any 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, all implied warranties covering this product, including 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.

Customer supports

Thank you for choosing AVProEdge!

Please contact us with any questions, we are happily at your service!

AVProEdge
2222 E 52nd St N ~ Sioux Falls, SD 57104
1-877-886-5112 ~ 605-274-6055
support@avproedge.com

Documents / Resources

	AVPro edge AC-MV-41 4K 4x1 Multi Viewer [pdf] User Manual AC-MV-41 4K 4x1 Multi Viewer, AC-MV-41, 4K 4x1 Multi Viewer, Multi Viewer, Viewer

References

- User Manual