

All products supplied by AV Supply Group Ltd are supplied with a limited manufacturer's warranty of which the terms may vary depending on the brand and/or product type. In all cases the limited manufacturer's warranty will only cover the product for any defects in materials and workmanship for the stated time period.

AV Supply Group Warranty List

Updated on 17 March 2025

BRAND	WARRANTY	DESCRIPTION
AVS	1 year	TV & AV mount solutions; AV furniture; Audio, power & accessories products
	10 years	AVS cart & accessories
C2G	Lifetime (defined for as long as the original end-user purchaser owns the product)	Cable Assemblies (Passive Cables, HDMI Adapter Rings)
	5 years	AV & PC Active Electronic Devices
CHIEF	10 years	Non-electrical products
	1 year	Electrical mechanisms (such as lift products)
DA-LITE	5 Years	Electric, Fixed Frame, Fast-Fold Deluxe, Interactive, Rigid Rear Projection
DA-LITE	1 year	Manual, Portable, HD Fast-Fold Deluxe, Fast-Fold Truss, Easels

BRAND	WARRANTY	DESCRIPTION
ELITE SCREENS	2 years	All projection screens
FLEXSON	2 years	All Flexson products
LUXUL	3 years	Routers, Switches and Access Points
MIDDLE ATLANTIC	10 years	Sheet metal, aluminium, plastics
	7 years	Castors
	3 years	Lighting, lift systems, hinged products, products that rotate
	1 year	Wiremold
NEXUS 21	10 years	Residential use – all Nexus 21 motorised products except Apex
	7 years	Transcend manual over-mantel pull-down TV mount
	5 years	Residential use - Apex motorised wall mount; Commercial use - all Nexus 21 motorised products except Apex
	3 years	Commercial use – Apex motorised wall mount
NUREVA	2 years	System hardware (microphone/speaker bar), one additional year (three years total) with enrolment
PERLESMITH	5 years	TV, monitor and AV mounting solutions
SANUS	10 years	Metal video monitor mounts; Racks and non-electrical rack accessories
	5 years	Plastic speaker mounts; Speaker stands; Furniture;
	1 year	Motorised and/or automated products

BRAND	WARRANTY	DESCRIPTION
SONOROUS	2 years	Furniture and mounting solutions
VADDIO	2 years	All Vaddio manufactured products
VESTEL ** New Zealand Market Only	2 years	All VESTEL products

For further information please contact us:

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