



Input - 10m/33ft (4K & 1080p)
Output - 10m/33ft (4K), 15m/49ft (1080p)

Troubleshooting

Regardless of manufacturer or product, the majority of installation difficulties can typically be attributed to communication problems between devices or when high bandwidth transmissions are attempted with insufficient cable/connections. Should you find yourself in such a situation, we have drawn up the following checklist of general issues and causes that should help you shoot your way out of trouble without seeking further assistance.

No or poor quality picture?

■ **Device Connection** - Are you connected and powered? Double check all HDMI and 5v power connections are firmly inserted into correct ports and that all devices are powered.

■ **Cable length** – Your signal could be struggling to transmit over the length of your HDMI cable? If possible, try using a shorter HDMI cable.

■ **Signal strength** – the use of cable joins, stranded patch panels, wall outlets and stranded patch leads as interconnects between them, can significantly reduce signal strength. Use solid core, straight-through connections wherever possible.

■ **Resolution** - If you reduce the resolution of the source, do you get a picture? If so, this suggests a conflicting resolution between source and display or a bandwidth capacity issue with your cable. Check all inputs and outputs share the same resolution and make sure the signal is being successfully transmitted the full length of your HDMI cable.

■ **Picture 'snow' / HD 'noise'** – signifies a failure to fully establish a signal and can often be caused by excessive cable lengths. Try swapping or shortening your HDMI cable – if the problem continues on the same output, turn off all equipment and swap your signal carrying cables at both ends.

■ **Cable quality and condition** – HDMI cable/connectors can be easily damaged and the quality of material can vary, especially in lower price brackets. Successful transmission of video, audio and control can all be affected by cable and termination quality. Always use good quality leads and cables. Should transmission problems be experienced, try swapping cables/leads for those already working to see if this improves your image to identify cable issue as source of problem.

■ **Blu-Ray, 3D** - is the equipment used 3D enabled/ compatible? Is a 3D disc being played in a 3D enabled Blu-ray player or through a compatible AV receiver? Are resolutions between source and display compatible with adequate cable bandwidth for the larger 3D transmissions?

See full user manual for further troubleshooting and general FAQ

■ **4K** - Are you trying to pass a 4K signal? Ensure connected devices are 4K enabled, correctly configured and outputting compatible transmissions

- 4K: 3840 (UHD) or 4096 (DCI) 2160 @ 30Hz with chroma (colour) subsampling rate of 4:2:2

- 1080p: 1920x1080p, 60Hz (if problems are experienced at 60Hz, try lowering to 50Hz)

Safety Recommendations:

■ Do not expose this apparatus to any form of moisture, including the placement of anything containing liquids on the unit.

■ To prevent risk of electric shock or fire hazard, ensure apparatus is installed in an unobstructed, well ventilated area away from any external heat sources - including other electrical devices which may produce heat.

■ Only use attachments / accessories specified by the manufacturer and refer all servicing to qualified service personnel.

■ Failure to adhere to these recommendations may invalidate your warranty.

Warranty Information



This product is covered by a 1 year limited parts and labour warranty. During this period there will be no charge for unit repair, component replacement or complete product replacement in the event of malfunction. The decision to repair or replace will be made by the manufacturer.

This limited warranty only covers defects in materials or workmanship and excludes normal wear and tear or cosmetic damage.

See full instruction manual for further details on features, specification, warranty and installation of this product.

For technical support, please contact us at:

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