



BG-UHD-44M18G

4K/18G HDCP 2.2 4x4 HDMI Matrix Switcher
with Audio Breakouts



USER MANUAL

Thank you for purchasing this product. For optimum performance and safety, please read these instructions carefully before connecting, operating or adjusting this product. Please keep this manual for future reference.

SURGE PROTECTION DEVICE RECOMMENDED

This product contains sensitive electrical components that may be damaged by electrical spikes, surges, electric shock, lightning strikes, etc. Use of surge protection systems is highly recommended in order to protect and extend the life of your equipment.

SAFTY AND NOTICE

1. Do not substitute or use any other Power Supply other than the enclosed unit, or a BZB Gear approved Replacement Part. Doing so will void the warranty and potentially expose the user to dangerous voltages resulting in an electrical shock.
2. Do not disassemble the device for any reason. Doing so will void the manufacturer's warranty. Also, our unique case is an integral part of the design of this unit and is responsible for cooling and circuitry shielding. Any modifications to this case will potentially cause malfunction and product failure.
3. Do not expose the device to water, moisture, or liquids. Possible electric shock may result as well as failure of the unit to operate.

Table of Content

Introduction	4
Features	4
Panel Descriptions	5
<i>Front Panel</i>	5
<i>Back Panel</i>	5
Remote Control	7
<i>Output and Input select</i>	7
<i>EDID Set Up</i>	7
Application Diagram	8
Specifications	9
Package Contents	10
RS-232 Pin Assignment	10
RS232 and Telnet Commands	11
GUI Control	13
<i>PC System:</i>	13
<i>Installation</i>	13
<i>Preparation</i>	13
<i>Common information</i>	13
<i>“General” page</i>	14
<i>Set TCP control configuration</i>	15
<i>“Port Tag” page</i>	16
<i>Edit Input port tags</i>	17
<i>Edit Output port tags</i>	17
<i>“Setting” page</i>	18
<i>Pop-up tag messages</i>	19
<i>Pop-up Menu</i>	19
<i>Edit selected pre-setting item</i>	20
<i>“EDID control” page</i>	21
<i>“IR Configuration” page</i>	22
<i>“FW upgrade” page</i>	23
Maintenance	24
Warranty Policy	24
Limitations of Warranty	24
Exclusive Remedies	25
RMA Policy	25
<i>Standard Replacement</i>	25
<i>Once you have obtained an RMA number</i>	26
<i>Please note</i>	26
Warranty Information (Second Year Assurance)	27
Mission Statement	28

Introduction

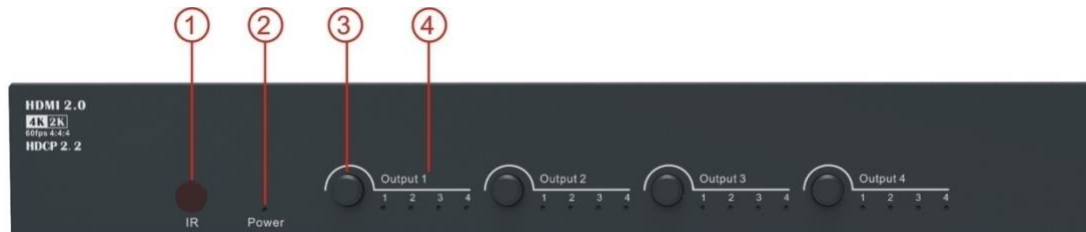
The BG-UHD-44M18G is a 4x4 HDMI matrix switcher with audio breakouts. It supports HDMI 2.0 and HDCP 2.2 with resolution support up to 4K@60Hz 4:4:4 plus all 3D formats with HDR output support for each channel. It routes four Hi-Def sources to any four HDTV displays, along with multichannel digital audio formats such as Dolby® True HD and DTS-HD® Master Audio™. Each source can be routed to any display using the Push Buttons, IR, RS232 and GUI.

Features

- Supports resolutions up to 4K@60Hz 4:4:4
- HDCP 2.2/HDCP1.x and DVI compliant
- Smart CSC technology support outputting 4K@60Hz 4:4:4 (6G) or 4:2:0 (3G) according to sink device
- Supports HDR and full 3D
- Supports HDCP management (Follow source or follow sink)
- Supports audio de-embed from HDMI output to associated L/R stereo audio output and coaxial SPDIF output simultaneously
- Multiple control modes: Push Buttons, IR Remote, RS-232 (API) and GUI.
- Advanced EDID management for rapid integration of sources and displays

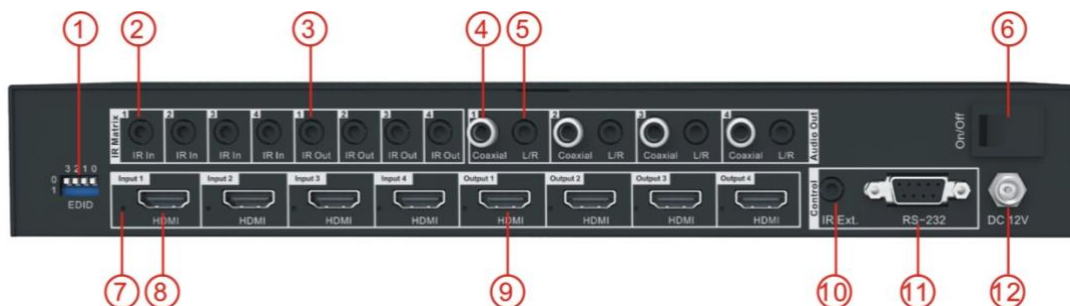
Panel Descriptions

Front Panel



- ① IR receiving window -- Receive IR signal from the remote control of the matrix.
- ② Power LED indicator – Lit when getting power, off when no power.
- ③ Output selection button 1 to 4 -- Press to select the input source from 1 to 4.
- ④ Output LED indicator 1 to 4 --- Lit when the corresponding output is selected.

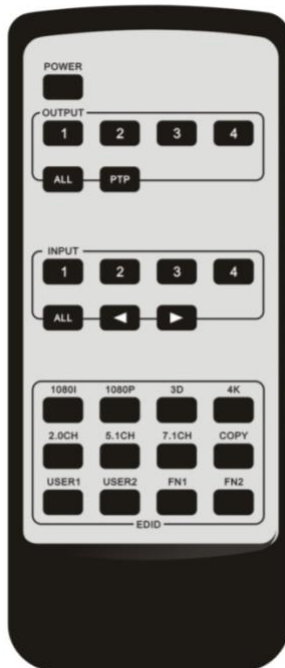
Back Panel



- ① DIP switch – 4-pin, be used for global EDID settings.
 - ◆ 0000: HDMI 1080p@60Hz, Audio 2CH PCM
 - ◆ 0001: HDMI 1080p@60Hz, Audio 5.1CH DTS/DOLBY
 - ◆ 0010: HDMI 1080p@60Hz, Audio 7.1CH DTS/DOLBY/HD
 - ◆ 0011: HDMI 1080i@60Hz, Audio 2CH PCM
 - ◆ 0100: HDMI 1080i@60Hz, Audio 5.1CH DTS/DOLBY
 - ◆ 0101: HDMI 1080i@60Hz, Audio 7.1CH DTS/DOLBY/HD
 - ◆ 0110: HDMI 4K@60Hz 4:2:0, Audio 2CH PCM

- ◆ 0111: HDMI 4K@60Hz 4:4:4, Audio 2CH PCM
 - ◆ 1000: HDMI 4K@60Hz 4:4:4, Audio 7.1CH DTS/DOLBY/HD
 - ◆ 1001: HDMI 4K@30Hz 4:4:4, Audio 2CH PCM
 - ◆ 1010: HDMI 4K@30Hz 4:4:4, Audio 5.1CH DTS/DOLBY
 - ◆ 1011: HDMI 4K@30Hz 4:4:4, Audio 7.1CH DTS/DOLBY/HD
 - ◆ 1100: DVI 1280x1024@60Hz, Audio None
 - ◆ 1101: DVI 1920x1080@60Hz, Audio None
 - ◆ 1110: DVI 1920x1200@60Hz, Audio None
 - ◆ 1111: Software Control
- ② IR inputs 1 to 4 -- 3.5mm stereo earphone jack, connect to IR receiver cable.
 - ③ IR outputs 1 to 4 -- 3.5mm mono earphone jack, connect to IR transmitter cable.
 - ④ Coaxial SPDIF audio outputs 1 to 4 -- Extracted audio corresponding with the HDMI video output.
 - ⑤ L/R stereo audio outputs 1 to 4 -- Extracted audio (PCM format only) corresponding with the HDMI video output.
 - ⑥ Power switch – Power on/off the matrix.
 - ⑦ HDMI I/O LED Indicator – Lit when HDMI source/sink is connected.
 - ⑧ HDMI inputs 1 to 4 -- Connect to HDMI sources such as DVD, PS3 etc.
 - ⑨ HDMI outputs 1 to 4 – Connect to HDMI sinks such as TV, AVR etc.
 - ⑩ IR extension receiver input -- 3.5mm stereo earphone jack, connect with an IR receiver cable to receive the IR signal from remote control of BG-UHD-44M18G or control processor.
 - ⑪ RS232 port – DB9 female, for control the matrix from PC or control processor
 - ⑫ Power port -- Use the included 12V/2A DC adaptor to power the matrix.

Remote Control



Output and Input select

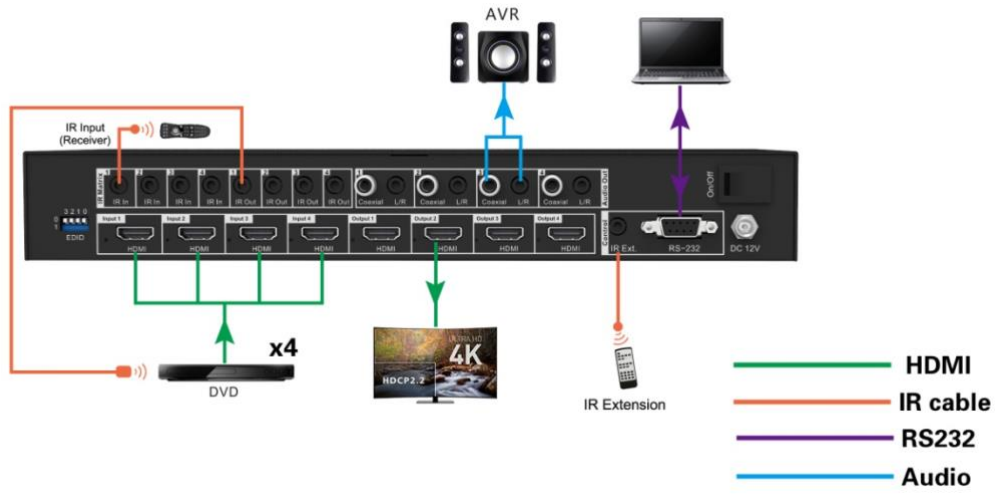
- A. OUTPUT-X select INPUT-Y:
 - 1. Press OUTPUT-X (X means 1 to 4 of outputs)→Press INPUT-Y (Y means 1 to 4 of inputs)
 - 2. Press OUTPUT-X (X means 1 to 4 of outputs)→ press the left and right arrow buttons to select the input.
- B. All outputs select INPUT-Y: Press ALL button in zone OUTPUT→Press INPUT-Y button (Y means 1 to 4 of inputs), then INPUT-Y switched to ALL OUTPUTS
- C. Mirror all inputs and outputs (Ex. Input 1 to output 1, input 2 to output 2, etc): Press PTP button in Zone OUTPUT

EDID Set Up

- A. Fixed EDID to INPUT-Y/ALL
Press 1080I/1080P/3D/4K→Press 2.0CH/5.1CH/7.1CH→INPUT-Y/ALL button in Zone INPUT
- B. Copy EDID of OUTPUT-X to INPUT-Y/ALL
Press COPY button→Press OUTPUT-X button→Press INPUT-Y/ALL button
- C. User defined EDID to INPUT-Y/ALL
Press USER1/USER2 button→Press INPUT-Y/ALL

NOTE: Pressing button sequence should be finished in 5 seconds, otherwise, operation discarded.

Application Diagram



Specifications

Signal	
HDMI Compliance	HDMI 2.0
HDCP Compliance	HDCP 2.2 and HDCP 1.x
Video Resolutions	18Gbps (4K@60Hz 4:4:4 8bit)
HDMI Cable Distance	1.5 meters for 4K@60Hz 4:4:4 (HDMI 2.0 certified cable)
RS232 Baud Rate	57600
IR Carrier Frequency	30-55KHz at 5 volts
Chroma Subsampling	4:4:4, 4:2:2, 4:2:0
Color Space	RGB, YCbCr4:4:4, YCbCr4:2:2, YCbCr4:2:0
Color depth	1080p 48bit, 4K 24bit
Audio Formats	Up to PCM 8 channel, Dolby Digital TrueHD and DTS-HD Master Audio
I/O Connections	
HDMI Inputs	4x HDMI Type A Female
HDMI Outputs	4 x HDMI Type A Female
IR In	5x 3.5mm Stereo Earphone Jack
IR Out	4x 3.5mm Stereo Earphone Jack
Audio Inputs	N/A
Audio Outputs	4x RCA Jack (SPDIF), 4x 3.5mm Stereo Earphone Jack
TCP/IP	N/A
RS232	1x DB9 Port Female
Temperature	
Operating	32°F to 104°F (0°C to 40°C)
Storage	-4°F to 140°F (-20°C to 60°C)
Humidity (RH)	20% to 90%, non-condensing
Power	
Consumption	13.2W (Max. 12V/1.1A)
Idle Consumption	N/A
Supply	Input: 100-240V AC, 50/60Hz, Output: 12V/2A DC (US/EU standards, CE/FCC/UL certified)
ESD Protection	
Air-gap discharge	±8kV
Contact discharge	±4kV
Dimensions & Weight	
Dimensions	315mm x 135mm x 45mm, without feet
Weight	1.376kg

Package Contents

- 1) 1x BG-UHD-44M18G
- 2) 1x 12V/2A DC Power Adapter
- 3) 1x Remote Control
- 4) 4x IR Transmitter
- 5) 5x IR Receiver
- 6) 2x Rack-mount Ears
- 7) 1x CD for GUI software

RS-232 Pin Assignment

BG-UHD-44M18G (DCE)		Remote Control Console (DTE)	
PIN	Assignment	PIN	Assignment
1	NC	1	NC
2	Tx	2	Rx
3	Rx	3	Tx
4	NC	4	NC
5	GND	5	GND
6	NC	6	NC
7	NC	7	NC
8	NC	8	NC
9	NC	9	NC

Baud Rate: 57600 bps

Data Bit: 8-bit

Parity: None

Stop Bit: 1-bit

Flow Control: None

NOTE: Use **Straight Through DB9 Cable** to connect the matrix with computer, **DO NOT** use Crossover Cable (Null Modem Cable).

RS232 and Telnet Commands

Command	Action
?	Print Help Information
HELP	Print Help Information
STATUS	Print System Status And Port Status
PON	Power On, System Run On Normal State
POFF	Power Off, System Run On Power Save State
IR ON/OFF	Set System IR Control On Or Off (Only for IR Extension)
KEY ON/OFF	Set System KEY Control On Or Off
BEEP ON/OFF	Set Onboard Beep On Or Off
RESET	Reset System To Default Setting, Should Type 'Yes' To Confirm, 'No' To Discard
DBG TX xx OSP SRC	HDCP version follows source xx=01-04 (input) xx=00, all inputs 01-04
DBG TX xx OSP SNK	HDCP version follows sink xx=output 01-04 (output) xx=00, all outputs 01-04
OUT xx ON/OFF	Set OUTPUT:xx On Or Off
OUT xx CSC cc	Set OUTPUT: xx Color Space Convert Mode xx=00: Select All INPUT Port xx=[01...04]: Select One INPUT Port cc=OFF: Disable Convert Function cc=420: Always Convert 6G 444 Format To 3G 420 cc=AUTO: Auto Convert 6G 444 Format To 3G 420 When Detect Sink Not Support 6G 444
OUT xx FR yy	Set OUTPUT:xx From INPUT:yy
EDID xx CP yy	Set Input:xx EDID Copy From Output:yy
EDID xx DF zz	Set Input: xx EDID To Default EDID zz xx=00: Select All INPUT Port xx=[01...04]: Select One INPUT Port yy=[01...04]: Select One OUTPUT Port

	zz=00: HDMI 1080p@60Hz, Audio 2CH PCM
	zz=01: HDMI 1080p@60Hz, Audio 5.1CH DTS/DOLBY
	zz=02: HDMI 1080p@60Hz, Audio 7.1CH DTS/DOLBY/HD
	zz=03: HDMI 1080i@60Hz, Audio 2CH PCM
	zz=04: HDMI 1080i@60Hz, Audio 5.1CH DTS/DOLBY
	zz=05: HDMI 1080i@60Hz, Audio 7.1CH DTS/DOLBY/HD
	zz=06: HDMI 1080p@60Hz/3D, Audio 2CH PCM
	zz=07: HDMI 1080p@60Hz/3D, Audio 5.1CH DTS/DOLBY
	zz=08: HDMI 1080p@60Hz/3D, Audio 7.1CH DTS/DOLBY/HD
	zz=09: HDMI 4K@30Hz 4:4:4, Audio 2CH PCM
	zz=10: HDMI 4K@30Hz 4:4:4, Audio 5.1CH DTS/DOLBY
	zz=11: HDMI 4K@30Hz 4:4:4, Audio 7.1CH DTS/DOLBY/HD
	zz=12: DVI 1280x1024@60Hz, Audio None
	zz=13: DVI 1920x1080@60Hz, Audio None
	zz=14: DVI 1920x1200@60Hz, Audio None
	zz=15: User EDID 1
	zz=16: User EDID 2
	zz=17: GUI Download EDID
	zz=18: HDMI 4K@60Hz 4:2:0, Audio 2CH PCM
	zz=19: HDMI 4K@60Hz 4:2:0, Audio 5.1CH DTS/DOLBY
	zz=20: HDMI 4K@60Hz 4:2:0, Audio 7.1CH DTS/DOLBY/HD
	zz=21: HDMI 4K@60Hz 4:4:4, Audio 2CH PCM
	zz=22: HDMI 4K@60Hz 4:4:4, Audio 5.1CH DTS/DOLBY
	zz=23: HDMI 4K@60Hz 4:4:4, Audio 7.1CH DTS/DOLBY/HD

GUI Control

PC System:

Microsoft Windows Operation System

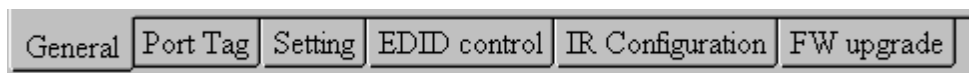
Installation

4x4 HDMI Matrix controller is a green software. You just need to copy “4x4 HDMI Matrix Controller vx.x.exe” to the PC which is used to control the Matrix by RS232 COM or TCP to complete installation.

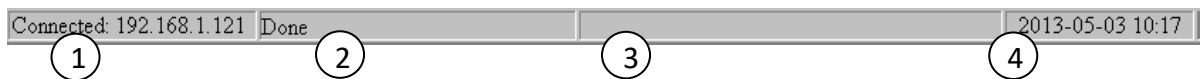
Preparation

1. Connect PC and Matrix by RS232 cable or UTP cable
2. Power up Matrix (It will take about 5 seconds to be ready with “Di” beep sound)
3. Double click “4x4 HDMI Matrix Controller vx.x.exe” icon to run it

Common information

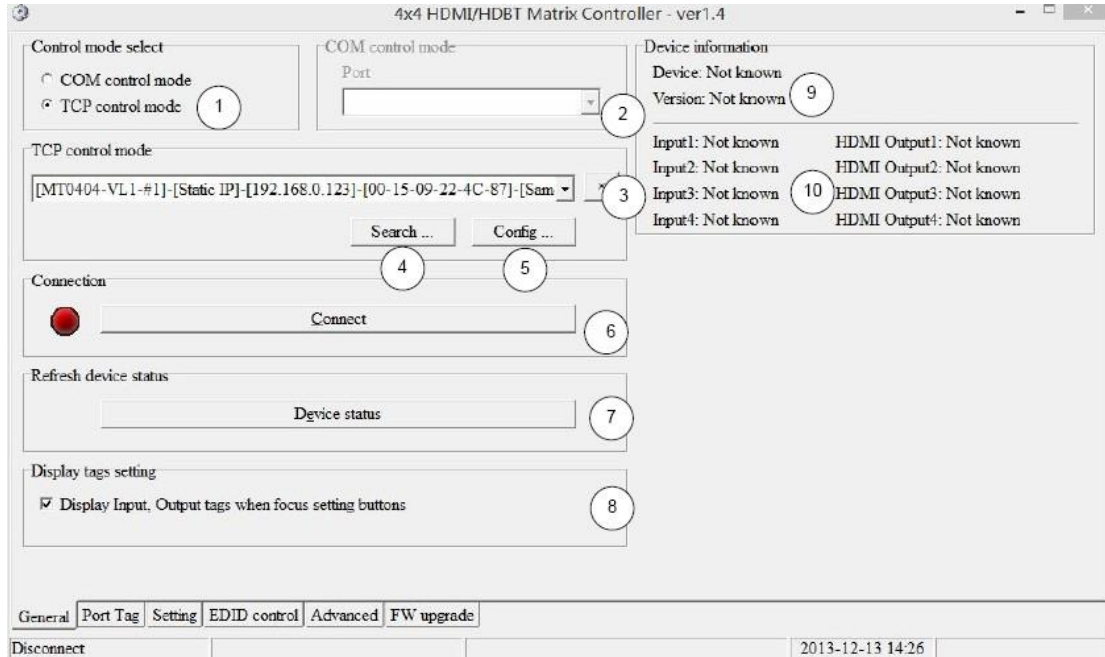


Click to select tab page



- ① COM port or TCP connect status
- ② Control command process status
- ③ Prompt message display area
- ④ Date and Time display

“General” page



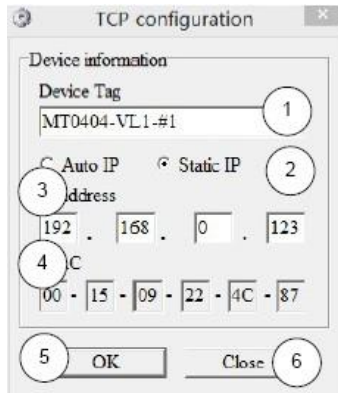
- ① Select control mode: RS232 COM mode (Auto COM ports detected) or TCP mode
- ② List detected COM ports
- ③ List all Matrix devices after search operation
- ④ Click to search all Matrix devices that connected in same subnet
- ⑤ Click to configuration the selected Matrix's TCP control configurations
- ⑥ Click to connect or disconnect PC and Matrix (Connection will be established automatically before control commands sending)
- ⑦ Click to refresh device status: include device information displayed in ⑨ area and Input/output port connection status in ⑩ area.

NOTE: Tab pages cannot be changed during control command is processing.

- ⑧ To enable or disable Input/output tags displaying when setting buttons on “Setting” page focused
- ⑨ Device information display area
- ⑩ Input/output port connection status

Set TCP control configuration

Click Config button to show TCP configuration window.



- ① Set tag to identify Matrix device
- ② Set IP mode: Subnet should support DHCP protocol when set Auto IP mode, then Matrix device will obtain IP automatically. Otherwise, set Static IP mode and designate a useable IP for Matrix device
- ③ Set IP address, not editable when Auto IP mode selected.

Note: The last IP BYTE's range is 2-252.

- ④ Matrix device MAC address
- ⑤ Click OK to set configuration. If configuration is set OK, Matrix devices will be searched out again
- ⑥ Click to Close the window and configuration cancelled

“Port Tag” page

4x4 HDMI/HDBT Matrix Controller - ver1.4

Input port tags

Tag of Input1: SONY DVD

Tag of Input2: SAMSUNG DVD

Tag of Input3: PS3

Tag of Input4: XBOX 360

Edit

Output port tags

Tag of Output1: LG TV

Tag of Output2: SONY TV

Tag of Output3: SAMSUNG TV

Tag of Output4: PANASONIC TV

Edit

General Port Tag Setting EDID control Advanced FW upgrade

Disconnect Modify TCP configuration cancelled 2013-12-13 14:28

- ① Input port tags
- ② Click to edit Input port tags
- ③ Output port tags
- ④ Click to edit Output port tags

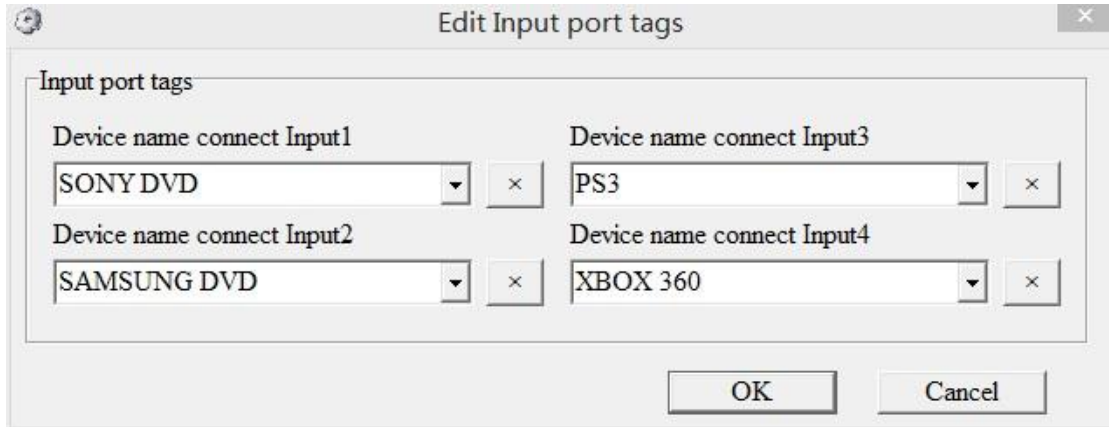
NOTE: Edit boxes are read only, click “Edit” button to pop up window to edit the tags.

One set of Input/output port tags can be set for Matrix device when COM control mode selected.

Input/output port tags can be set for respective Matrix device according to device’s MAC address.

Edit Input port tags

After action of ②, edit form will pop-up as below:

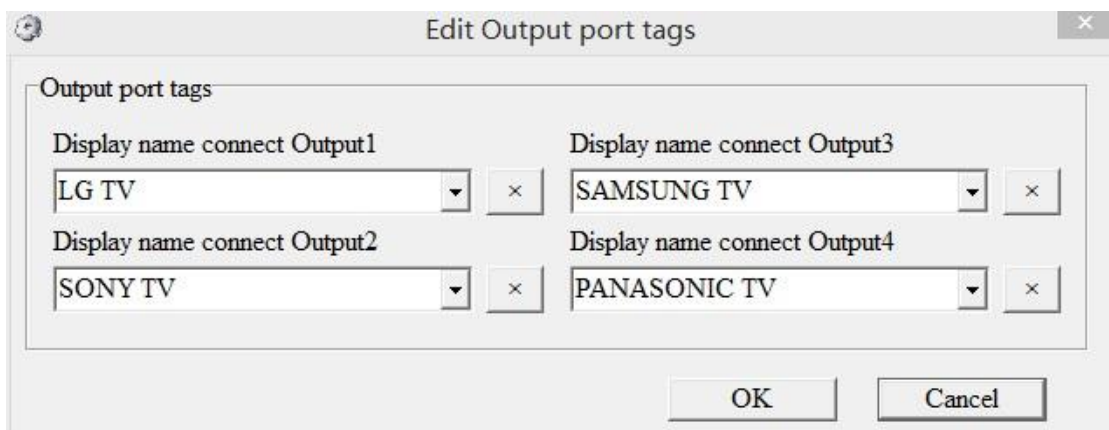


Define tags for respective Input port, then devices connect the Input ports can be easily remembered.

Click buttons with “x” caption to delete tag which is no use any more, if tag is still used by any other Input port, delete action will be discarded.

Edit Output port tags

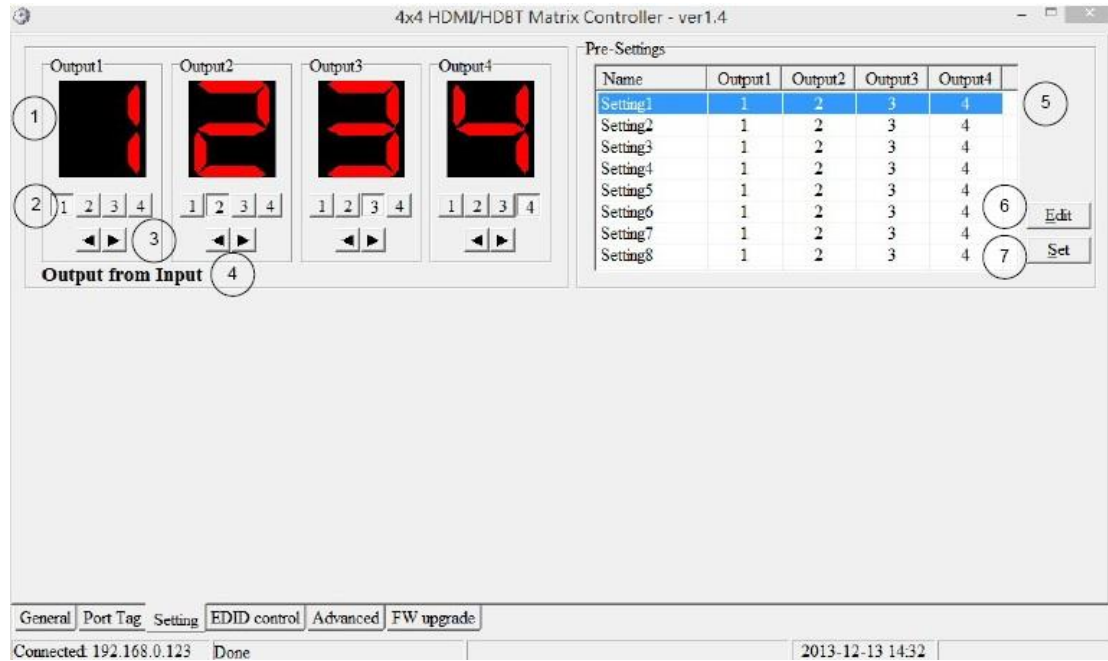
After action of ④, edit form will pop-up as below:



Define tags for respective Output port, then displays connect the Output ports can be easily remembered.

Click buttons with “x” caption to delete tag which is no use any more, if tag is still used by any other Output port, delete action will be discarded.

“Setting” page

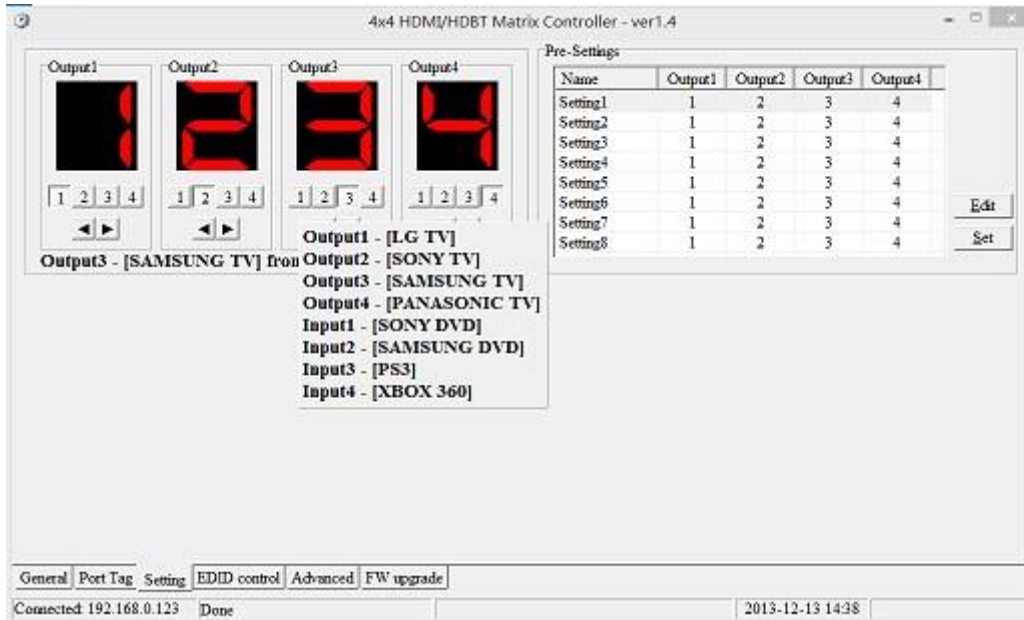


- ① LED which displays Input number for respective Output port
- ② Click to select Input port for respective Output port
- ③ Click to select previous or next Input port for respective Output port
- ④ Display Output from Input with tag information when mouse moves over ② buttons
- ⑤ Pre-Setting items: Default is Port to Port
- ⑥ Click to edit selected pre-setting item
- ⑦ Set selected pre-setting item to Matrix

NOTE: When Change to this “Setting” page, software will try to refresh source selection status of Output port.

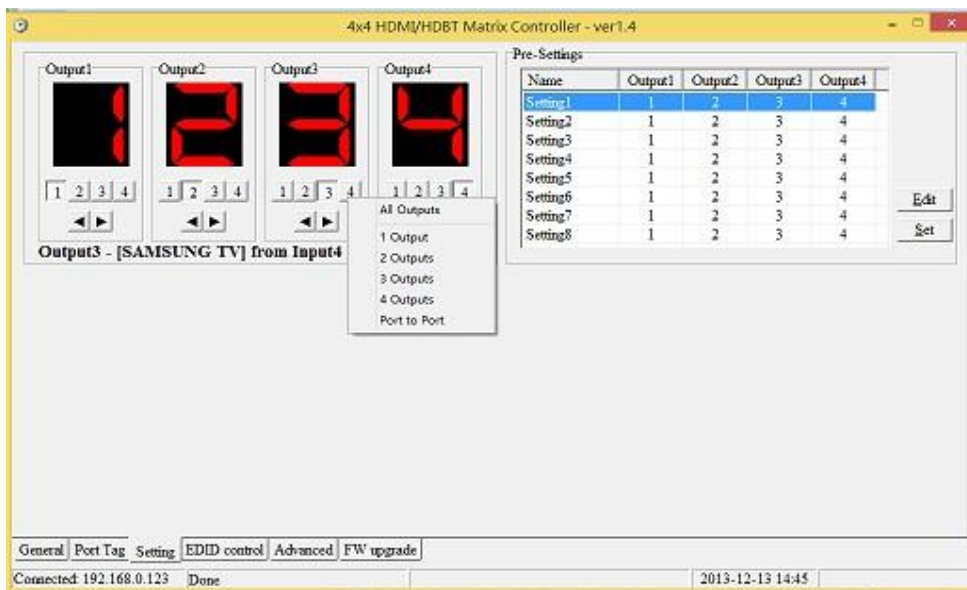
Pop-up tag messages

When “Display Input, Output tags when focus setting buttons” checkbox on “General” page is checked and Input/output port tag has been defined, tag messages will pop up like as:



Pop-up Menu

When mouse moves over ② setting buttons, and click mouse right button, menu will pop up like as:



All Outputs: All Outputs from same Input

“1 Output” to “4 Outputs”: Set current Output (where mouse right clicked) and the next x-1 (x range is from 1 to 4, set total x Outputs at the same time) Output(s) from same Input

Port to Port: Output1 from Input1, Output2 from Input2, Output3 from Input3, etc.

Edit selected pre-setting item

After action of ⑥, edit form will pop-up as below:

The screenshot shows a dialog box titled "Edit Output setting". It contains the following elements:

- Setting name:** A text input field containing "Setting1", marked with a circled 1.
- All Outputs from:** A dropdown menu showing "Select Input", marked with a circled 2.
- Out1 - [LG TV] from:** A dropdown menu showing "In1 - [SONY DVD]", marked with a circled 3.
- Out2 - [SONY TV] from:** A dropdown menu showing "In2 - [SAMSUNG DVD]".
- Out3 - [SAMSUNG TV] from:** A dropdown menu showing "In3 - [PS3]".
- Out4 - [PANASONIC TV] from:** A dropdown menu showing "In4 - [XBOX 360]".
- Buttons:** "OK" and "Cancel" buttons at the bottom.

- ① Pre-Setting name
- ② Set all Output ports from same Input
- ③ Select Input for respective Output

“EDID control” page

- ① Set EDID mode for selected Input port or All Input ports, click “Set” button to complete action.

NOTE: When set User1/User2 EDID mode, should Download EDID content to User1 Memory/User2 Memory first. User1/User2 default EDID content is 1080p, Stereo Audio 2.0.

- ② Copy EDID from Output port to selected Input port or All Input ports, click “Copy” button to complete action.
- ③ Read EDID content from Output port and display in grid, click “Read” button to complete action.
- ④ Save EDID content which displayed in grid to binary file (file extension is “.bin”)
- ⑤ Open EDID binary file and display in grid
- ⑥ Download EDID content which displayed in grid to selected Input port or All Input ports, click “Download” button to complete action. When User1 Memory/User2 Memory selected, download EDID content to respective memory then User1/User2 EDID mode can be set.
- ⑦ EDID content displaying grid

NOTE: EDID content displayed in grid is read only.

- ⑧ Click to clear EDID content displayed in grid

“IR Configuration” page

4x4 HDMI/HDBT Matrix Controller - ver1.4

IR control enable/disable setting

Enable IR control

TCP Module information

Version:
DHCP:
IP Address:

Query

Reset TCP Module

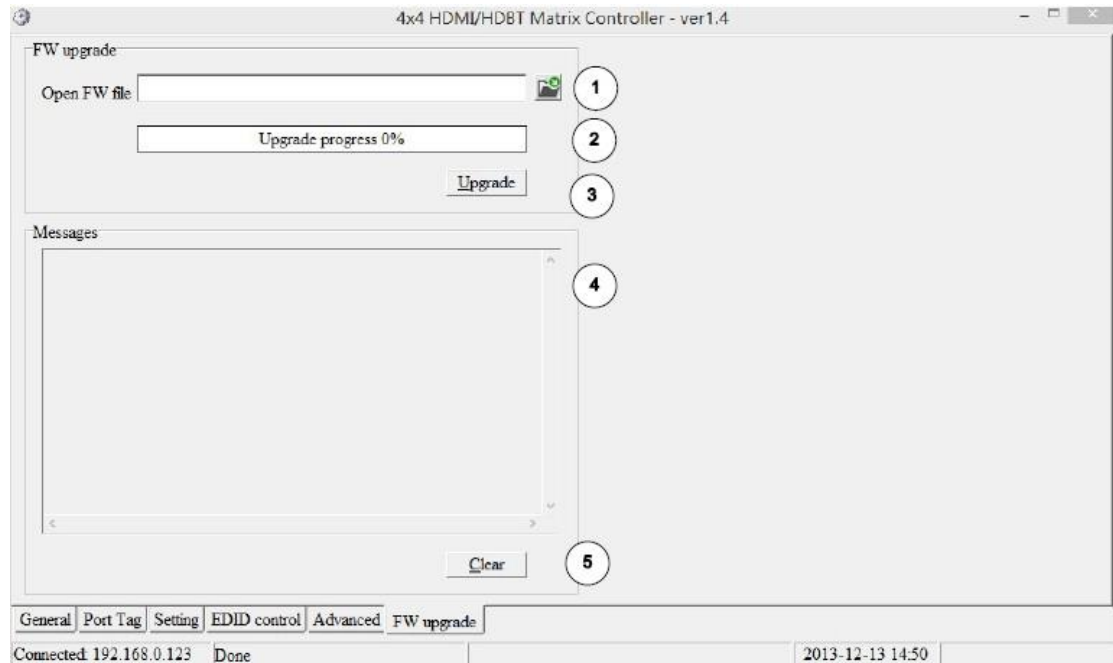
Reset ...

General Port Tag Setting EDID control Advanced FW upgrade

Connected: 192.168.0.123 Done 2013-12-13 14:49

To enable or disable IR control function. When box checked, IR control function enabled, otherwise, IR control function disabled. This setting is not memorized. IR control function is always enabled after power up.

“FW upgrade” page



- ① Click to open firmware file (file extension is “.fw”).
- ② Firmware upgrade progress
- ③ Click the button to upgrade firmware.

NOTE: If failure occurs during upgrading firmware process, the following steps SHOULD be done sequentially to establish next upgrading procedure:

- 1) Power down the Matrix
- 2) Close the 4x4 HDMI Matrix Controller
- 3) Re-power up the Matrix, then wait for 10 seconds to ensure the Matrix is ready
- 4) Run 4x4 HDMI Matrix Controller, open firmware file and upgrade again

- ④ Firmware upgrading messages display

Click to clear the messages displayed in the memo box.

Maintenance

Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner or benzene to clean this unit.

Warranty Policy

BZBGear products are warranted against defects in material and workmanship for one year from the date of shipment. During the warranty period, BZBGear will, at its option, repair or replace products that prove to be defective. Repairs are warranted for the remainder of the original warranty.

For equipment under warranty, the owner is responsible for freight to BZBGear and all related customs, taxes, tariffs, insurance, etc. BZBGear is responsible for the freight charges only for return of the equipment from the factory to the owner. BZBGear will return the equipment by the same method (i.e., Air, Express, Surface) as the equipment was sent to BZBGear.

All equipment returned for warranty repair must have a valid RMA number issued prior to return and be marked clearly on the return packaging. BZBGear strongly recommends all equipment be returned in its original packaging.

BZBGear's obligations under this warranty are limited to repair or replacement of failed parts, and the return shipment to the buyer of the repaired or replaced parts.

Limitations of Warranty

The warranty does not apply to any part of a product that has been installed, altered, repaired, or misused in any way that, in the opinion of BZBGear, would affect the reliability or detracts from the performance of any part of the product, or is damaged as the result of use in a way or with equipment that had not been previously approved by BZBGear.

The warranty does not apply to any product or parts thereof where the serial number or the serial number of any of its parts has been altered, defaced, or removed.

The warranty does not cover damage or loss incurred in transportation of the product.

The warranty does not cover replacement or repair necessitated by loss or damage from any cause beyond the control of BZBGear, such as lightning or other natural and weather-related events or wartime environments.

The warranty does not cover any labor involved in the removal and or reinstallation of warranted equipment or parts on site, or any labor required to diagnose the necessity for repair or replacement.

The warranty excludes any responsibility by BZBGear for incidental or consequential damages arising from the use of the equipment or products, or for any inability to use them either separate from or in combination with any other equipment or products.

A fixed charge established for each product will be imposed for all equipment returned for warranty repair where BZBGear cannot identify the cause of the reported failure.

Exclusive Remedies

BZBGear's warranty, as stated is in lieu of all other warranties, expressed, implied, or statutory, including those of merchantability and fitness for a particular purpose. The buyer shall pass on to any purchaser, lessee, or other user of BZBGear's products, the aforementioned warranty, and shall indemnify and hold harmless BZBGear from any claims or liability of such purchaser, lessee, or user based upon allegations that the buyer, its agents, or employees have made additional warranties or representations as to product preference or use.

The remedies provided herein are the buyer's sole and exclusive remedies. BZBGear shall not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory.

RMA Policy

When returning product to BZBGear for any reason, the customer should fill out the official RMA form to obtain an RMA number. Without the permission or approval, BZBGear will not be responsible for any return. This can be initiated by emailing or calling your related sales. All requests are processed within 48 hours.

Standard Replacement

For customers that agree to return defective product to BZBGear first, a Standard Replacement option is available.

An RMA number must first be issued by sales. This RMA number will need to be referenced on the outside of the return shipment.

Upon receipt of the defective product, BZBGear will, at its discretion, either repair or replace the product and ship it out in the most expeditious manner possible. Subject to availability, the replacement product will be shipped on the business day following receipt of the defective product.

In the event the product returned to BZBGear has been discontinued (i.e. the product is no longer being manufactured by BZBGear but is still under warranty), BZBGear will, at its discretion, either repair or replace with recertified product.

Once you have obtained an RMA number

After obtaining an RMA number from BZBGear, you must send the product - freight prepaid - to BZBGear. The BZBGear RMA number must be prominently displayed on the outside of your package. If you send your product to BZBGear without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

Please use a shipping company that can demonstrate proof of delivery. BZBGear does not accept responsibility for any lost shipments unless proof of delivery to BZBGear is provided.

Please note:

Product shipped to BZBGear must be properly packaged to prevent loss or damage in transit.

Shipping your RMA to BZBGear using regular mailing envelopes is not acceptable, as they do not protect the product from damage during shipping.

BZBGear will not repair or replace a module that is shipped in such a way that the product is not properly protected.

BZBGear will not accept any product that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorized disassemble, repair or modification.

Warranty Information (Second Year Assurance)

BZBGear wants to assure you peace of mind. We're so confident in the quality of our products that along with the manufacturer's one-year limited warranty, we are offering free second-year warranty coverage upon registration*!

Taking advantage of this program is simple, just follow the steps below:

1. Register your product within 90 days of purchase by visiting [BZBGear.com/warranty](https://www.bzbgear.com/warranty).
2. Complete the registration form. Provide all necessary proof of purchase details, including serial number and a copy of your sales receipt.

For questions, please call 1.888.660.2962 or email support@bzbgear.com.

For complete warranty information, please visit [BZBGear.com/warranty](https://www.bzbgear.com/warranty) or scan the QR code below.



*Terms and conditions apply. Registration is required.

Mission Statement

BZBGear manifests from the competitive nature of the audiovisual industry to innovate while keeping the customer in mind. AV solutions can cost a pretty penny, and new technology only adds to it. We believe everyone deserves to see, hear, and feel the advancements made in today's AV world without having to break the bank. BZBGear is the solution for small to medium-sized applications requiring the latest professional products in AV.

We live in a DIY era where resources are abundant on the internet. With that in mind, our team offers system design consultation and expert tech support seven days a week for the products in our BZBGear catalog. You'll notice comparably lower prices with BZBGear solutions, but the quality of the products is on par with the top brands in the industry. The unparalleled support from our team is our way of showing we care for every one of our customers. Whether you're an integrator, home theater enthusiast, or a do-it-yourselfer, BZBGear offers the solutions to allow you to focus on your project and not your budget.