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**Welcome to the CUBE family**

Thank you for choosing the CUBE LED Video Wall, where vision, precision and unforgettable visuals come to life. Your new display isn’t just a screen. It's a lively canvas designed to elevate environments and captivate attention.

Your trust in us to deliver this standout piece means a lot especially since it aligns with our mission to create immersive, high-impact digital experiences tailored uniquely to your space and needs.

**About the CUBE LED Video Wall**

The **CUBE LED Video Wall** represents the next generation of large-scale visual technology — combining precision engineering, exceptional image performance, and seamless modular design to deliver a truly stunning visual experience.

CUBE is exclusive to **AV Media Systems.**  CUBE LED solutions are designed to transform any space into an immersive digital environment. Each system is custom-configured to suit the exact requirements of your venue — whether it’s a corporate boardroom, school auditorium or gym, retail space, command centre, or large-scale event display.

CUBE LED panels provide **brilliant colour accuracy, high brightness, and ultra-smooth motion**, ensuring vivid and engaging visuals that perform flawlessly in both ambient and bright environments. The frameless modular design creates a perfectly uniform display surface with no visible joins, allowing content to appear clean, continuous, and larger than life.

Built for reliability and long-term performance, every CUBE LED system is supported by **AV Media Systems’ national network of technicians**, providing expert installation, calibration, and ongoing support. From dynamic presentations and real-time data displays to advertising, live streaming, and digital signage, CUBE LED delivers the flexibility and visual impact to engage, inform, and inspire.

With CUBE LED, your message isn’t just seen — it’s **experienced**.

Your CUBE LED Warranty & Support Snapshot

* **5-Year factory warranty on Parts**  — We cover replacement of any CUBE component if a manufacturing defect emerges.
* **Exclusions** — Labour, specialist access equipment (such as scissor/tower rental) or any third-party costs that are not included under the warranty.
* **How to Lodge a Claim** — Refer to the enclosed Warranty Guide to initiate service quickly and efficiently.
* You’re not alone. Our national network supports you from **Melbourne, Sydney, Brisbane and Perth**, backed by 25+ years of AV integration expertise.

Need Help? Here’s Who to Call

For any post-install support, questions, training, service or maintenance, reach out directly to:

* **CUBE Support Team**  
  **Phone:** 1300 302 884  
  **Email:** cube@avsystems.com.au

Our team is ready to respond swiftly and keep your display performing as it should.

Your Service Level Agreements (SLAs) — Protect the Vision

Having an SLA in place means fewer surprises, more uptime and better value for your investment. Here are a few reasons why signing up makes sense:

|  |  |
| --- | --- |
| **SLA Type** | **Benefit to You** |
| **Standard Response (24–48 hrs)** | Fast issue resolution, minimal downtime |
| **Preventative Maintenance** | Proactive health checks, early issue detection |
| **Customer Support Plans** | Tailored services suited to your usage and needs |
| **Priority Upgrades** | Early access to new CUBE technology and products |

Whether it's an interactive learning space, a dynamic signage wall or an architecturally stunning display you now have a high-quality visual platform crafted to inspire and built to last.

Should you ever want to explore upgrades, a remote monitoring solution or a fresh creative direction, we’re just a call away.

We'll be in touch soon to discuss options and tailor a plan that suits your school’s schedule.

Yours Faithfully

**Chris Kiskiras -** Managing Director – AV Media Systems (CUBE Division)

**2. Warranty Information**

Your CUBE LED Video Wall comes with a 5 year Factory Warranty. It includes:

* 5-Years on Parts Factory Warranty from the date of installation.
* 5 months ‘settling in’ warranty on parts and labour from date of installation.

Your Warranty does not cover:

* Labour to replace any parts that are under warranty
* Height access equipment hire if needed to replace the warranty parts. This will be quoted separately.
* Travel expenses may apply if you are located outside of the greater Melbourne metropolitan area

How to Make a Warranty Claim

1. Contact our Service Team via phone or email (see Contact Information section).

2. Provide your installation date, invoice number (we would also keep this information in case you don’t have it) and a brief description of the fault.

3. Our team will guide you through troubleshooting steps and if required, arrange an on-site visit.

4. Parts covered under warranty will be supplied at no cost; labour and hire equipment will be charged as applicable.

**3. Contact & Support Information**

AV Media Systems – CUBE Service Department

Email: cube@avsystems.com.au

Phone: 1300 302 884

Website: www.cubevideowalls.com.au

Operating Hours: Monday to Friday, 9:00am – 5:00pm (AEST)

**4. Service Level Agreement (SLA) Overview**

Our SLA offers priority support and scheduled maintenance services to ensure your LED Video Wall operates at peak performance.

SLA customers benefit from faster response times, discounted labour rates and annual preventative maintenance checks.

Standard SLA Inclusions

* Priority response within 48 business hours
* Annual preventative maintenance visit
* Discounted labour rates for repairs
* Software updates (where applicable)
* Detailed service reporting

**5. Care & Maintenance Tips for Longevity**

* **Power Management**
  + Turn off the LED wall from the power isolation switch during long idle periods to extend lifespan.
  + Avoid frequent on/off cycles within short timeframes.
* **Cleaning & Surface Care**
  + Use a soft, dry microfiber cloth to gently remove dust.
  + For stubborn marks, lightly dampen the cloth with distilled water or an approved LED-safe cleaning solution.
  + Never spray liquid directly onto the LED surface.
  + Do not use abrasive materials, strong solvents, or alcohol-based cleaners.
* **Environmental Conditions**
  + Keep the area well-ventilated to avoid overheating.
  + Maintain room temperature within manufacturer’s recommended range (typically 0–40°C).
  + Protect the screen from direct sunlight, humidity and excessive dust.
* **Usage Practices**
  + Avoid displaying static images for prolonged periods to prevent uneven wear (image retention).
  + Use scheduled content rotation to ensure even pixel usage.
  + Operate the video wall within recommended brightness levels to reduce stress on LEDs.
* **Physical Protection**
  + Do not press, scratch or apply pressure to LED modules.
  + Keep sharp objects and liquids away from the display.
  + Ensure only trained personnel perform adjustments, repairs or module replacements.
* **Routine Checks**
  + Regularly inspect for loose connections, unusual flickering or dead pixels.
  + Check control systems, processors and cables for secure connections.
  + Schedule periodic professional servicing to maximise longevity and performance.
* **Warranty & Support**
  + Adhere to manufacturer’s guidelines to keep warranty valid.
  + Contact our support team immediately if you notice performance issues.
  + Arrange an annual or bi-annual preventative maintenance visit from our certified technicians.

**6. Spare Parts**

In order to protect your investment, AV Media Systems provide a kit of recommended spare parts with every CUBE LED video wall. Your spare parts kit will include:

* Replacement LED Modules \*
* Spare Power Supplies
* Main Hub PCB card
* Receiving Cards
* Spare IC’s ( Integrated control chips)
* Spare LED’s

\* *Damaged modules can be repaired and used as future spare replacement modules.*

**7. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Suggested Action / Troubleshooting Steps** |
| No image displayed on the LED screen | Input source not detected or no signal output from the connected device | 1. Check the input source (e.g. laptop, media player, PC) to ensure it is powered on and outputting a signal. 2. Confirm the correct input is selected on the LED processor. 3. Press the TEST button on the LED processor – if a test pattern appears, the LED wall and processor are communicating correctly and the problem may be between the video processor and the source device 4. Check HDMI or video cables for secure connection or damage. |
| Image flickering or intermittent signal | Loose or damaged cables, unstable input signal | 1. Reseat HDMI or signal cables at both ends. 2. Try an alternate known-working cable. 3. Check the source device’s output resolution matches the LED processor’s supported input. |
| Only part of the screen is displaying an image | Data cable or power issue to one LED panel/module | 1. Visually inspect for any dark or unresponsive LED panels. 2. Check signal/data cables between panels are securely connected. 3. Verify power connection to affected panel. 4. Restart the LED processor to re-sync the image. |
| Colours appear incorrect or washed out | Incorrect colour settings or cable type | 1. Check that colour space and output format on the source match the LED processor’s input settings (e.g. RGB vs YUV). 2. Try a different input cable. 3. Reset processor image settings to default. |
| Image not fitting screen correctly / stretched or cropped | Input resolution mismatch | 1. Ensure the source device output resolution matches the LED wall’s native resolution. 2. Check the LED processor’s input mapping and scaling settings. 3. Select “Auto Adjust” or equivalent on the processor menu.4. Ensure that the PnP button is not illuminated (ON) |
| LED wall does not power on | Power supply issue | 1. Confirm the LED wall’s main power switch is on. 2. Check power cables and breakers are connected and switched on. 3. Ensure there is power to the LED controller/processor. 4. Contact AV Media Systems if the wall still does not power up. |
| No audio (if applicable) | Audio source or connection issue | 1. Confirm that the source device is outputting audio. 2. Check audio cables or HDMI audio settings. 3. Verify the volume levels on amplifier or soundbar (if used). |

If problems persist, contact our Service Team. Our contact information is:

AV Media Systems – CUBE Service Department

Email: cube@avsystems.com.au

Phone: 1300 302 884

Website: www.cubevideowalls.com.au

Operating Hours: Monday to Friday, 9:00am – 5:00pm (AEST)

**8. Post-Installation Support Timeline**

A first ‘follow-up’ check will be scheduled to be performed 3 months after your CUBE Video Wall is installed.

This will include:

* Ensuring the latest firmware is installed or upgraded
* Calibration of the screen is in sync as per the initial installation
* The equipment rack is inspected and cleaned from dust build-up
* Check that there are no visible marks on the screen from balls or other hard objects
* Check that all external connections/wall plates are not damaged
* Discuss if a Service Level Agreement is necessary based on this initial first post-inspection

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**Certificate of Installation & Safety Compliance**

**Project Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Site Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client / Organisation:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date of Installation:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_\_

**Scope of Works:**

This certificate confirms that a **CUBE LED Video Wall system** has been supplied, installed, and commissioned at the above location.

The installation was carried out in accordance with:

* Manufacturer’s installation guidelines and specifications.
* Australian Standards and relevant electrical safety codes.
* Workplace Health & Safety (WHS) requirements for indoor environments.
* Structural and mounting safety requirements for display systems.

**Safety Compliance Checklist:**

* All LED modules installed and tested for full functionality.
* Power supply systems tested and confirmed stable.
* Circuit isolation installed.
* Mounting structure secured.
* Ventilation and environmental clearance verified.
* Control system configured and tested.
* Cables secured and labelled in compliance with safety standards.
* Operator handover and safety briefing completed.

**Installer Declaration**

I hereby declare that the above installation has been completed to a professional standard, in compliance with manufacturer specifications and safety requirements.

**Installer / Company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Lead Technician:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_\_

**Client Acknowledgement**

I acknowledge that the installation has been completed to my satisfaction and that I have received operational and safety instructions for the CUBE LED Video Wall system.

**Client / Representative Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position / Title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_\_

Your CUBE LED Video Wall

Pixel Pitch: P6

Cabinet Size: 1000x562.5

Your CUBE screen Size: 5000 width x 2812.5 height

Total Cabinets: 5x5 cabinets = 25 cabinets

Total Square Metres: 14sqm

CUBE Processor: Novastar VX400