

Black Box Frequently Asked Questions



AUTHORIZED DEALER

HDTVSupply.com & Black Box have had a relationship for a long time. We are a Authorized Reseller Dealer & have a contract with Black Box to sell and support their complete product line.

Our partnership started when HDTV Supply went looking for a company that could supply unique products, provide flawless support and had fair pricing. Black Box was the first company that met our strict demands and they were the first we developed a relationship with.

Reasons To Buy This Black Box Product From HDTVSupply.com:

1. Our partnership with Black Box gives you a Black Box warranty when you buy from us
2. Our partnership with Black Box gives you FREE HDTV Supply U.S. based Live Telephone Lifetime Tech support
3. HDTV Supply has a dedicated TEXT support line at 805-409-0208 to support you
4. HDTV Supply has a dedicated Product Manager for Black Box products to assist with any special needs
5. We sell extra remote controls for all Black Box products
6. All Black Box remote controls are full size
7. Many times we will list lower cost Closeout Black Box products at our site
8. All Black Box products are in stock and ship the same week day if the order comes in by 12PM PST
9. You can buy Black Box products from us with most any credit card, your Amazon account and PayPal
10. HDTV Supply has many videos to show the features of Black Box products
11. You will find all Black Box User Manuals and other manuals at our site
12. From time-to-time HDTV Supply runs Factory Authorized sales on Black Box products
13. If there is an Black Box firmware update for your product you will find it at our site
14. Many times we will list lower cost Refurbished Black Box products at our site
15. The below may be available on many Black Box products, just email, TEXT or call us to find out:
 1. RS232 Docs
 2. GUI software
 3. iRule support with LCM products
 4. Roomie support with LCM devices
 5. Ethernet TCPIP Docs

6. .pdf IR codes
 7. HEX IR codes
 8. Control4 serial drivers
 9. Control4 IR drivers
 10. Control4 TCPIP drivers
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16. All Black Box products bought from HDTV Supply are brand new and in unopened boxes.
 17. All Black Box products bought from HDTV Supply are shipped in double carton boxing.
 18. All Black Box products bought from HDTV Supply have full value shipping insurance
 19. All Black Box products bought from HDTV Supply have a 30-day No-Hassle returns
 20. All Black Box products bought from HDTV Supply can be shipped blind to your customer
 21. We have shipped hundreds of Black Box products throughout the world
 22. Black Box stocks extra accessories in case you misplace your remote so we can get you a new one
 23. HDTV Supply & Black Box pride ourselves on confidentiality so with any personal information that you may share with it us is kept absolutely private.

HDTVSupply.com is one of the oldest and most trusted Black Box resellers as we support all of their products with telephone, TEXT and email ordering and tech support.