

CUSTOM IN-WALL TV REPLACEMENT

For a project with no template to follow, Parallel AV brought the flexibility to build exactly what the space demanded and the support to keep the customer satisfied before, during, and after installation.

THE CHALLENGE

A discontinued TV that left behind a tight fit.

A homeowner had a 19" Seura TV built into the wall beside his bathroom vanity. The display had failed, and Seura had discontinued the model. We were asked to build a custom television that would satisfy his existing specifications so he didn't have to further modify his bathroom.

THE BUILD

Hand-built in our factory with zero room for error.

Parallel AV hand-built a replacement in our factory to the precise dimensions of the wall cavity, combining our standard components with new, purpose-made parts where the fit demanded it.

We redesigned our in-wall mounting bracket, removed our internal speakers to accommodate the shallow depth of the interior wall, and fine-tuned the screen-to-bezel ratio to maximize picture size in a space that left almost no room to work with.

THE SUPPORT

Every question answered within 24 hours.

The homeowner had detailed technical questions about resolution, his Control4 home automation system, and IR wiring. Our team worked through each question with him, learning the specifics of his custom setup so we could design a solution that would meet his needs.

After installation, he ran into some issues getting his control system and TV to communicate the way he wanted. Our team collaborated with him over several rounds, looping in our engineers when the answer needed to go deeper than a standard support reply, and never left him waiting more than 24 hours.

THE RESULT

- The TV fit the original wall cavity perfectly.
- The display integrated with the Control4 system.
- Every question was addressed within 24 hours.
- A customer with detailed technical questions became an enthusiastic advocate.



Original Wall Cavity



A Perfect Fit

"In the final design, the installation was perfect with no framing modifications needed."

"If a custom sized TV replacement is needed to eliminate the cost and time to re-frame the site, I highly recommend using Parallel AV."

L.W.

Homeowner
Massachusetts, USA