

FM ACOUSTICS

Before completing the **Service Call Questionnaire** on the next pages please proceed as described below:

ATTENTION First always switch off all your equipment !

Power amplifiers

1. Take a photo of the level control settings on the amplifier for later reference
2. Slowly turn the amplifier's level controls from fully anti-clockwise to fully clockwise (endstop to endstop) 40 times. Do NOT exert pressure, just use a slow soft movement.
3. Unplug, then replug the input connectors to the amplifier(s) 10 times.
4. Set the level controls to original position (as per photo - Par. 1 above).

Line Stages / Phono Linearizers / Harmonic Linearizers / Electronic Crossovers

1. Take a photo of the settings on the line stage and phono linearizer.
2. Unplug and then re-plug ALL input and output connectors 10 times.
3. Activate **ALL** push-button switches - including the ARC switches - 20 times.

Line Stages

Slowly turn the Balance and the Output Level controls from fully anti-clockwise to fully clockwise (endstop to endstop) 40 times. Do NOT exert pressure, just use a soft slow movement.

Phono Linearizers

Slowly turn the variable de-emphasis "Turnover" and "10KHz Attenuation" controls from fully anti-clockwise to fully clockwise (endstop to endstop) 40 times. Do NOT exert pressure, just use a soft slow movement from endstop to endstop.

Harmonic Linearizers

Slowly turn the rotary controls from fully anti-clockwise to fully clockwise (endstop to endstop) 30 times. Do NOT exert pressure, just use a soft slow movement end to end.

Electronic crossovers

Slowly turn the rotary controls from fully anti-clockwise to fully clockwise (endstop to endstop) 30 times. Do NOT exert pressure, just use a soft slow movement end to end.

After this, switch on your equipment and check if problem still exists or issue is resolved. If the problem is still present please complete the questions on page 2-4.

NOTE

In certain demanding environments it may be advisable to use a switch cleaner spray on XLR and phono connectors. Make absolutely sure to use **non-lubricating** version of a top quality brand that leaves no residue.

Attention!

Do **NOT** use any switch cleaner or sprays on rotary controls such as "Balance, Output Level, ARC, Harmonic Linearizers and "Turnover" or "10KHzAttenuation" of phono linearizers

Ideally the above should be done twice a year on any audio/video system and related units.

FM ACOUSTICS

Service Call Questionnaire

There is always a reason when a product gets damaged. Please complete this questionnaire and forward it to your distributor to help determine the cause and possible remedies.

1. Model: _____ 2. Serial No: _____ 3. Date of purchase: _____

4. Your name and address:

Email / Fax / Phone No: _____

5. Dealer's name and address:

Email / Fax / Phone No: _____

6. Short description of damage / error:

7. Did damage occur during switch-on of: unit itself? () Yes () No
other unit? () Yes () No
if **Yes**, describe other unit:

8. How is your equipment switched on:
() all at once
() sequentially: 1st: _____
2nd: _____
3rd: _____
4th: _____

9. How is your equipment switched off:
() all at once:
() sequentially: 1st: _____
2nd: _____
3rd: _____
4th: _____

10. Which type of load or speaker (brand and model) was connected?

11. Did the speaker / load get damaged? () Yes () No
if **Yes**, was it: low frequency driver(s) () Yes
mid frequency driver(s) () Yes
high frequency driver(s) () Yes

12. Associated equipment (list all units that are installed in the system):

13. Which cables (interconnect and/or speaker cables) were used at the inputs and output?

a) Cables to input of damaged unit:

Brand: _____ Model: _____

b) Cables on output of damaged unit:

Brand: _____ Model: _____

14. How was 3-Pin Input XLR to damaged unit connected?

(if XLR used) Pin 1: _____ Pin 2: _____ Pin 3: _____

15. How was 3-Pin XLR of on output of preceding unit connected?

(if XLR used) Pin 1: _____ Pin 2: _____ Pin 3: _____

16. Was FM ACOUSTICS unit groundlifted? () Yes () No

if **No**: list all other equipment that was installed in the same metal rack by brand and type. Also indicate if it was groundlifted or not.

Brand:	Type:	Groundlifted:	
_____	_____	() Yes	() No
_____	_____	() Yes	() No
_____	_____	() Yes	() No
_____	_____	() Yes	() No

17. Was unit installed in rack? () Yes () No

if **No**: proceed to Question No. 19.

18. Was rack earthed separately? () Yes () No

if **Yes**: in addition to mains earth of amps and other equipment in rack? () Yes () No

19. Was the third-wire of the mains cable of any other unit in the rack or of any preceding unit connected to said unit? () Yes () No

if **Yes**, which unit(s)? _____

20. Was the third-wire (yellow-green) of the unit's mains cable connected on the mains plug? () Yes () No

21. Which channel was damaged? () Left () Right () Both () Mono Unit

22. Were there any noises (non-music signals) heard? () Yes () No
if **Yes**: () hum () rasping sound
() hiss () "motorboating" sound
other: _____

23. Does the noise disappear when the level controls of the power amp(s) are turned down?
() Yes () No

24. Does the noise disappear when the cables on the inputs of the unit are physically disconnected?
() Yes () No

25. Does the noise disappear when the Output Level control of the line stage is turned down?
() Yes () No

26. Is there noise while the Output Level or Balance control of the line stage is turned?
() Yes () No

27. Does the noise disappear when the "TAPE" switch is pushed in?
() Yes () No

28. Switch on the linearizer and reduce all 3200 und 12800 HZ center frequency to full attenuation.
a) Does the sound change when the "TAPE" switch next to linearizer section is pushed in
() Yes () No
b) does the noise diappear when the "TAPE" switch next to linearizer section is pushed in.
() Yes () No

29. Did unit run hotter than normal? () Yes () No

30. Did the mains fuse of the damaged unit blow? () Yes () No

31. Were components accidentally damaged during servicing? () Yes () No
if **Yes**, please describe: _____ - send a picture

32. a) Was there any sign of non-original parts used () Yes () No
if **Yes**, which: _____ - send a picture

b) Does it appear that unit had been opened, modified or repaired () Yes () No
if **Yes**, please describe: _____

33. Further remarks : _____

34. **Please include photos of front panel, back panel, bottom, connecting cables, sources and other system components and a video depicting the problem.**

Date: _____ Name: _____ Signature: _____

Please enclose a proof of purchase (e.g. invoice) and supply together with this SCQ to your distributor.

