

# 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 re-plug 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) 50 times. Do NOT exert pressure, just a soft movement.

### **Phono Linearizers**

Slowly turn the variable de-emphasis "Turnover" and "Attenuation" controls from fully anti-clockwise to fully clockwise (endstop to endstop) 50 times. Do NOT exert pressure, just use a soft 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 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 absolutely no residue.

Do **NOT** use any switch cleaner or sprays on rotary controls such as "Balance, Output Level, ARC, Harmonic Linearizers, "Turnover" or "Attenuation" 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: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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 in 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 if 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 when 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. Did unit run hotter than normal?  Yes  No
29. Did the mains fuse of the damaged unit blow?  Yes  No
30. ONLY for FM 300A, FM 600A, FM 800A, F-10B, F-30B :  
 Did any fuses inside the damaged unit blow?  Yes  No  
 if **Yes**, which one:  100 mA  1.25 A  4A  
 6.3A  8A  ....A
31. Were components accidentally damaged during servicing?  Yes  No  
 if **Yes**, please describe: \_\_\_\_\_
32. a) Was there any sign of non-original parts used  Yes  No  
 if Yes: which: \_\_\_\_\_
- 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.*

