

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) 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:
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> 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.



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