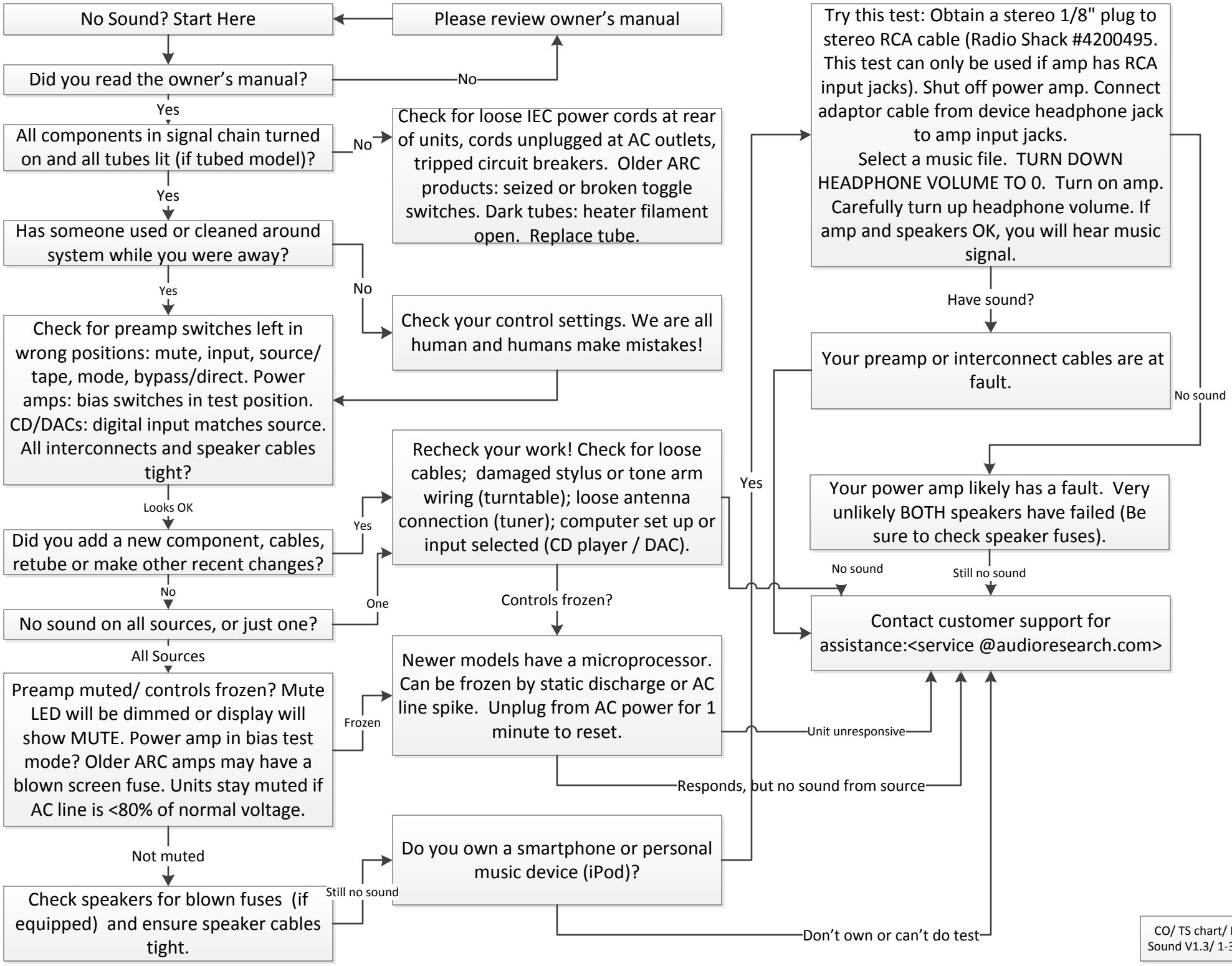
No Sound? Start Here
Please review owner's manual
Did you read the owner's manual?
No
Yes
All components in signal chain turned on and all tubes lit (if tubed model)?
No
Check for loose IEC power cords at rear of units, cords unplugged at AC outlets, tripped circuit breakers. Older ARC products: seized or broken toggle switches. Dark tubes: heater filament open. Replace tube.
Yes
Has someone used or cleaned around system while you were away?
No
Check your control settings. We are all human and humans make mistakes!
Yes
Check for preamp switches left in wrong positions: mute, input, source/ tape, mode, bypass/direct. Power amps: bias switches in test position. CD/DACs: digital input matches source. All interconnects and speaker cables tight?
Looks OK
Did you add a new component, cables, retube or make other recent changes?
Yes
Recheck your work! Check for loose cables; damaged stylus or tone arm wiring (turntable); loose antenna connection (tuner); computer set up or input selected (CD player / DAC).
No
No sound on all sources, or just one?
One
Controls frozen?
All Sources
Preamp muted/ controls frozen? Mute LED will be dimmed or display will show MUTE. Power amp in bias test mode? Older ARC amps may have a blown screen fuse. Units stay muted if AC line is <80% of normal voltage.
Frozen
Newer models have a microprocessor. Can be frozen by static discharge or AC line spike. Unplug from AC power for 1 minute to reset.
Unit unresponsive
Responds, but no sound from source
Not muted
Check speakers for blown fuses (if equipped) and ensure speaker cables tight.
Still no sound
Do you own a smartphone or personal music device (iPod)?
Yes
Don't own or can't do test
Try this test: Obtain a stereo 1/8" plug to stereo RCA cable (Radio Shack #4200495. This test can only be used if amp has RCA input jacks). Shut off power amp. Connect adaptor cable from device headphone jack to amp input jacks.
Select a music file. TURN DOWN HEADPHONE VOLUME TO 0. Turn on amp. Carefully turn up headphone volume. If amp and speakers OK, you will hear music signal.
Have sound?
Your preamp or interconnect cables are at fault.
No sound
Your power amp likely has a fault. Very unlikely BOTH speakers have failed (Be sure to check speaker fuses).
No sound
Still no sound
Contact customer support for assistance:<service @audioresearch.com>
CO/ TS chart/ No Sound V1.3/ 1-3-17