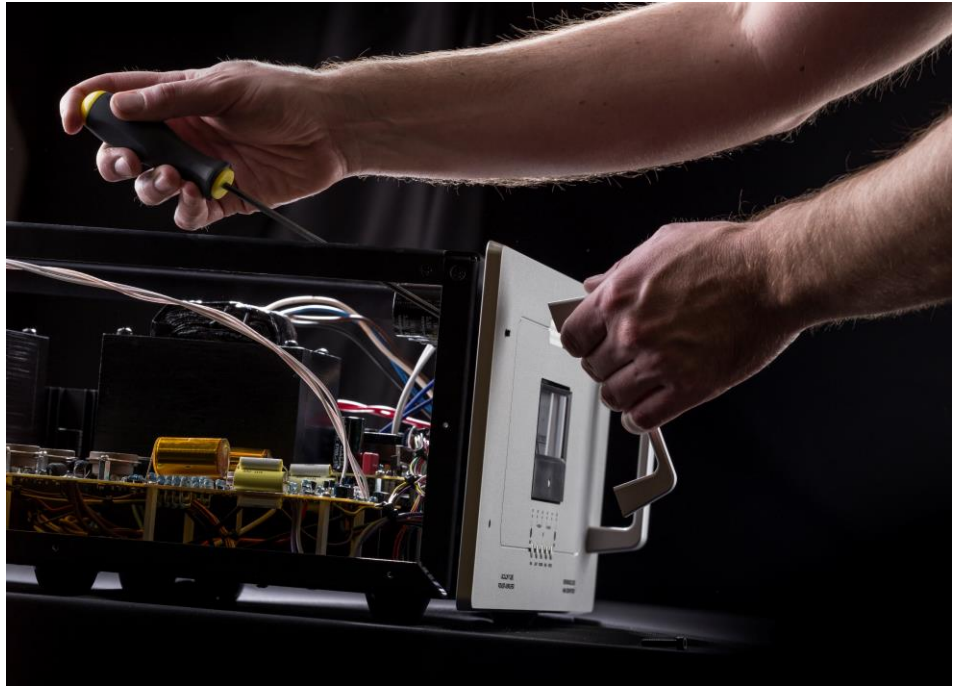


## What we include in Service Repairs

The following is a list of what is included\* when Audio Research services you unit:

1. Check and replace any old or leaky electrolytic capacitors in power supplies. Power supply capacitors slowly degrade with age and most need to be replaced at 20 to 25 years old.
2. Check tubes for correct operating specs. in our state-of -the art tube testers. Replace any tubes that test worn, gassy, low emission / low transconductance, noisy, microphonic or other tube fault. If >50% of tubes test poorly, or the tubes show overheating, loss of getter material, or other faults a complete retube will likely be recommended to assure performance and reliability.
3. Clean tube pins and sockets and treat with DeoxIT Gold contact cleaner/ enhancer for lowest noise and improved sonic transparency.
4. Clean controls and switches (where possible). If chassis is dirty, clean as needed.
5. Note any defective, worn or end-of-life parts and replace as needed to ensure best sonics and reliability. This list might include such common items as loose/noisy tube sockets, oxidized jacks or connectors, mistracking volume controls, overheated resistors, cold solder joints, noisy trim pots, stripped or corroded chassis hardware, sluggish/ noisy fans, crushed or missing chassis feet. Each unit is evaluated on its own merits.
6. If any sonic or reliability upgrades are available for the unit, customer will be offered the opportunity to have these installed during the service procedure. Note that some upgrades that used to be offered are now retired due to lack of parts availability or lack of demand.
7. Set bias and circuit operating points (where needed) to assure lowest distortion and noise, widest bandwidth, and best channel balance. In power amplifiers, test for rated output power into a simulated speaker load. In phono stages, test for correct tracking of RIAA equalization curve. CD player / transports tested for tracking ability. DACs tested to assure all digital inputs/outputs function.
8. 24 to 48-hour burn -in after repairs are performed.
9. Final bench test to assure unit meets all specs.
10. Listening evaluation in an actual high end system for 5 to 10 minutes to assure unit meets all sonic criteria that cannot be measured.
11. Professional packing of unit with tubes removed and either packed inside foam blocks inside chassis or in an external carton to assure safe return shipment. If the carton is deemed unable to survive the return trip, a new carton will be recommended.



Note that some units may simply be unable to be repaired due to condition. If the unit has been exposed to sea coast salt air or other atmospheric contamination, fire, rain, flooding, mold, mildew, animal urine, vomit, or has been modified, abused, shipping-damaged, or otherwise deemed unrepairable by our technicians, repair service will be refused. Our technicians will have the final word on what is repairable.

\*While extensive, this list should not be considered a complete list of all steps we take to service your equipment.