



PS AUDIO[®]

Owner's Reference

Owner's Reference BHK Signature Amplifiers

Instructions for Use



BHK Signature 250 and 300 Amplifiers™

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Rev A8

Important Safety Instructions



Read these instructions
Heed all warnings
Follow all instructions



WARNING. TO REDUCE THE RISK OF FIRE OR ELECTRICAL SHOCK, DO NOT EXPOSE THIS APPARATUS TO RAIN OR MOISTURE.

Clean only with a dry cloth.

Do not place flammable material on top of or beneath the component.

All PS Audio components require adequate ventilation at all times during operation. Rack mounting is acceptable where appropriate.

Do not remove or bypass the ground pin on the end of the AC cord unless absolutely necessary to reduce hum from ground loops of connected equipment. This may cause RFI (radio frequency interference) to be induced into your playback setup. All PS products ship with a grounding type plug. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug this apparatus during lightning storms or when unused for long periods of time.

When making connections to this or any other component, make sure all components are off. Turn off all systems' power before connecting the PS Audio component to any other component. Make sure all cable terminations are of the highest quality.

There are no user serviceable fuses inside this product.

THERE ARE NO USER-SERVICEABLE PARTS INSIDE ANY PS AUDIO PRODUCT. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL

Please contact your authorized dealer, distributor, or PS Audio if you have any questions not addressed in this reference manual.

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The exclamation point within a triangle is intended to tell the user that important operating and servicing instructions are in the papers with the appliance.



The lightning flash with arrowhead within a triangle is intended to tell the user that parts inside the product are a risk of electric shock to persons.





PS AUDIO

Specifications

Owner's Reference BHK Signature Amplifiers

BHK Signature 250 Stereo and BHK Signature 300 Mono

Unit Weight	83 lbs
Unit Dimensions	17.1" x 8.7" x 14" Chassis only. 15" deep including connectors.
Shipping Weight	92 lbs
Shipping Dimensions	21" x 13" x 19"
Color Options	Black, Silver

Voltage Options

Factory set only	
Japan	100V
North America	120V
Europe/Asia/Australia/New Zealand	230V
Mains Power Inputs	IEC C14
Fuse Complement all Countries	4 - 10 amp fast blow 5x20mm Rail Fuses
Fuse Complement Mains	

100vac Countries
 1 - 2 amp slow blow H-rated 5x20mm
 1 - 12 amp slow blow H-rated 5x20mm

120vac Countries
 1 - 2 amp slow blow H-rated 5x20mm
 1 - 10 amp slow blow H-rated 5x20mm

230vac Countries
 1 - 1.6 amp slow blow H-rated 5x20mm
 1 - 5 amp slow blow H-rated 5x20mm

Accessories Included	US (NEMA 5-15P) (all versions) Schuko (CEE7/7) (230V version) UK (BS 1363) (230V version)
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Audio Inputs	RCA (Unbalanced) XLR (Balanced)
Speaker Outputs Signature 250	Gold plated copper binding posts (2 pair per channel)
Speaker Outputs Signature 300	Gold plated copper binding posts (2 pair)
Other	DC Trigger Input 3.5mm 5-15VDC
Warranty	3 years parts and labor on unit 1 year on vacuum tubes

Performance - Signature 250 (All Measurements with Both Channels Driven)

Output Power	(120VAC Mains, 1KHz, 1% THD)	
	8Ω	250W minimum
	4Ω	500W minimum (short term)
	4Ω	200W (long term per IEC60065)
Gain	30.5dB +/-0.5dB	
Sensitivity	1.3V	
Input Impedance	Unbalanced	100KΩ
	Balanced	200KΩ
Output Impedance	50Hz, 2.8VRMS	<0.1Ω
Frequency response	@2.8VRMS	10Hz - 20KHz +/- 0.1dB 10Hz - 125KHz +0.1/-3.0dB



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THD	1KHz, 1W/8Ω	< 0.01%
	20-20KHz, 1W/8Ω	< 0.1%
	1KHz, 200W/8Ω	< 0.1% (120VAC Mains input)
	1KHz, 400W/4Ω	< 0.1% (120VAC Mains input)
Noise	100-20KHz	<-85dBV
Power Consumption	Ready	75W
	Idle	175W
	Rated power 8Ω	850W
	Rated power 4Ω	1600W

Performance - Signature 300

Output Power	(120VAC Mains, 1KHz, 1% THD)	
	8Ω	300W minimum
	4Ω	600W minimum
	2Ω	1000W minimum (short term)
	2Ω	750W (long term per IEC60065)
Gain	30.5dB +/-0.5dB	
Sensitivity	1.5V	
Input Impedance	Unbalanced	50KΩ
	Balanced	100KΩ
Output Impedance	50Hz, 2.8VRMS	<0.1Ω
Frequency response	@2.8VRMS	10Hz – 20KHz +/- 0.1dB
		10Hz – 125KHz +0.1/-3.0dB
THD	1KHz, 1W/8Ω	< 0.02%
	20-20KHz, 1W/8Ω	< 0.1%
	1KHz, 200W/8Ω	< 0.1% (120VAC Mains input)
	1KHz, 400W/4Ω	< 0.1% (120VAC Mains input)
Noise	100-20KHz	<-85dBV
Power Consumption	Ready	75W
	Idle	175W
	Rated power 8Ω	600W
	Rated power 4Ω	1000W



Introduction

Owner's Reference BHK Signature Amplifiers

Thank You	<p>Thank you for your purchase of the PS Audio® BHK Signature Amplifier.</p> <p>Designed by master engineer and audiophile, Bascom H. King, the BHK Signature Series of amplifiers represents one man's decades long pursuit of perfection. Nothing was spared, no shortcuts were taken.</p>
Zero Loss	<p>Power amplifiers are the make-or-break component in a music reproduction chain. Everything in your system funnels into this critical component and anything lost can never be recovered. To solve this problem, the BHK Signature was designed as a hybrid amplifier featuring a zero-loss vacuum tube input stage coupled to a high bias differentially balanced MOSFET output.</p>
Two Models	<p>There are two dedicated models in the Signature Series, the 250 stereo and the 300 monoblock. Each model is housed in the same chassis with the identical circuit components; the stereo has two channels, the mono one. In the stereo 250 one input tube is used for each of the two channels, in the mono 300 both tubes are used in parallel to lower noise and double current. The same methodology of parallel connection is employed in the MOSFET output stage as well.</p>
Connectors	<p>Output speaker connectors are custom machined out of copper, then gold plated. There are two pair per channel on the stereo 250, and two pair on the mono 300. Each of the connectors was engineered specifically to benefit the performance qualities of the BHK Signature.</p>
Vacuum Tubes	<p>The unit is shipped with a pair of hand matched Gold Lion 6922 vacuum tubes, installed in their proper sockets and ready for use. If you wish to experiment with different tubes, you may use most 6 or 7 Series triode without changing the bias, which is adjusted automatically. Tube rolling, as it is known, is common practice and an entirely different sound quality can be achieved by changing tube types.</p>
Fuses	<p>There are 6 fuses on the BHK Signature. 4 of the fuses are for the high voltage power supply rails. The remaining two are AC input fuses, one each for the two power transformers. The smaller AC input fuse passes power to the separate vacuum tube power supply, the larger fuse for the massive power output stage transformer. It is possible to replace the supplied fuses with high-end versions, but we recommend care be taken to use H-Rated fuses, specifically tailored for high current, high transient in-rush conditions.</p>
Power Cords	<p>Power cords matter. We recommend using a high-end power cord to replace the courtesy stock power cord supplied with the BHK Signature.</p>
Break In	<p>Break in matters. The BHK Signature should sound quite good out of the box, but far better with a hundred or so hours of on-time. It is not necessary during the on-time to play music. Simply leaving the amplifier in the ready position will help the MOSFET power section improve its performance over time. The tubes also need break in, but that time should be limited to 24 hours of constant on-time to preserve their life.</p>



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Location	Once your BHK is unpacked, you'll need to find a convenient place to set it. We recommend floor mounting on a platform or shelf mounting as close to the speakers as possible. If the source equipment (preamp or DAC) is far away from the BHK, it is recommended to use balanced interconnects if possible.
Power Cables	Once you have chosen the location for the BHK you can use the supplied AC power courtesy cord to connect it to the AC power or you can use an aftermarket power cord. Power cords make a difference and we do not recommend using the supplied power cord for critical listening or long term use. We strongly recommend the use of a PS Audio PerfectWave® Power AC cable or any excellent aftermarket power cable for best results as it is always preferable to feed your equipment with the best power cables possible. Choosing an excellent power cable will make a significant performance improvement over the stock power cable.
Conditioners	The BHK should be fed from a P10 Power Plant® to improve its effectiveness. Use of other power conditioners with the amplifier is fine as long as you make sure the unit benefits from their use. We do not recommend using a passive line conditioner as most tend to rob the BHK of its rich sound qualities.
Country Specific AC Voltages	<p>The BHK, as with all PS Audio products, is country specific to its incoming AC voltage. This means the units can only be operated at its preset voltages, such as 230 for most of Europe and Asia, 100 volts for Japan and 120 for the US and other similar countries.</p> <p>Immediate damage can occur if you try and power the BHK on a voltage it was not designed to operate on.</p>
Cables Matter	Connecting cables matter. Carefully choose your speaker cables and connecting cables to the equipment. Our preference for input cables is balanced, XLR type, but well built single ended RCA cables are fine as well. Speaker cables can make or break the performance of an amplifier and great care should be taken in using only the best match for your loudspeakers and BHK amplifier.
Burn-in	Burn-in is important. The BHK Signature has been tested, burned in for 24 hours, then fully tested again before shipping to you. Additional extended on-time for the unit is important and its sound will change over time in a process known as burn-in. We recommend turning the unit on for at least 24 hours before critical listening begins. Many users report 100 to 200 hours of runtime is needed for best performance. We find that several days of runtime is sufficient to enjoy the majority of audio benefits.
Standby	We recommend leaving the rear panel power switch active at all times, but placing the unit in its standby mode when listening has been finished. Standby can be activated by pressing the front panel PS Audio logo button, located on the upper left hand corner of the BHK Signature front panel. When the logo standby button is not lit, the amplifier is in standby mode, and the vacuum tubes are turned off. Standby mode keeps the solid state circuitry of the amplifier in a reduced power mode, maintaining excellent performance benefits while consuming little power.

Tubes are shipped already installed

The BHK Signature ships with a hand matched pair of vacuum tubes pre-installed in the unit. There is no need to install tubes, simply set the amplifier up and you are ready to play it.

Tube rolling

There are many who will wish to experiment with different tubes on the BHK input in a practice known as **tube rolling**. The BHK will accept and work with most 6 or 7 series dual triode tubes. Different tubes require different bias currents, but the BHK will automatically adjust the current to exactly what is needed.

How to change tubes

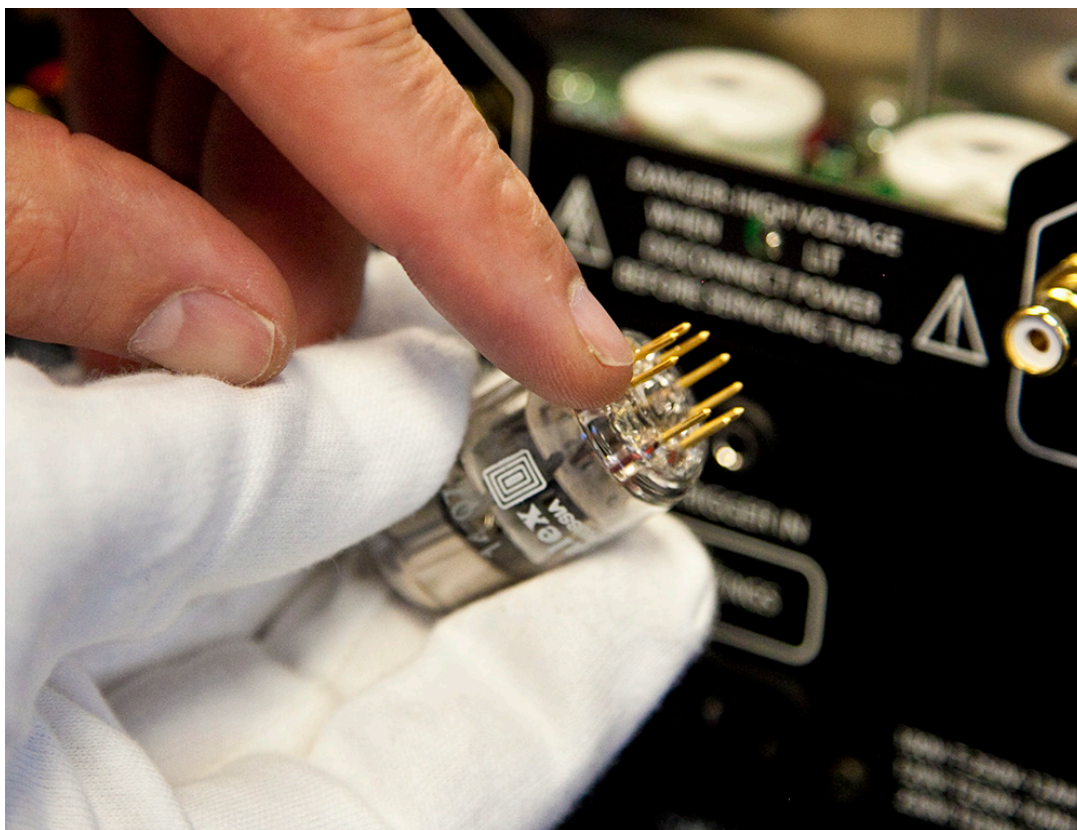
To replace tubes in the BHK, follow these steps:

- Turn off the main AC power either by unplugging the power cord from the AC source or turning off the main power switch on the rear panel.
- Remove the rear tube cover by loosening the two screws and remove the tubes currently installed.
- Wait for LED to go out.
- Place the tubes in the sockets making certain the orientation of the pins is correct. There is an obvious break in the circular array of pins that matches the socket they are going into. Refer to the pictures below.

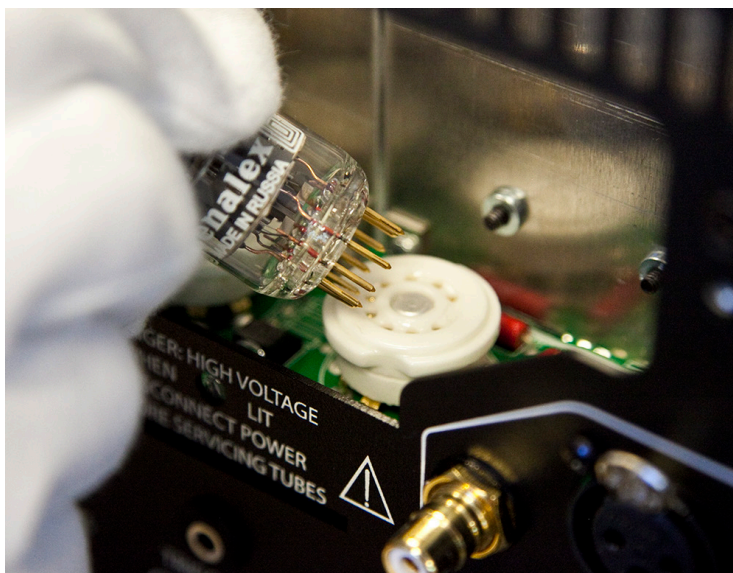
Remove the tube cover using Phillips screwdriver



Find the area
without pins



Match the tube
to the socket



Place the other tube in the socket



Tube life

Tubes have limited life spans. With normal use of a few hours a day they can go for many years without replacement. The sonic characteristics of tubes will change over time. At first, many hours are needed to sound best as they break in. As time goes on they will perform beautifully and reach their peak performance. But with extended use, typically a year or two of service, their performance decreases slightly and the BHK will not sound as it did. This indicates it is time to change the tubes.

Under normal usage we recommend changing the tubes every one to two years. Replacement matched pairs are available from PS Audio as well as numerous tube retailers.

Keep a spare set

It probably makes sense to stock a fresh pair of tubes just in case. While not likely to fail or need to be replaced often, tubes are the single most vulnerable parts in the BHK Signature Amplifier.

12 volt trigger

For those users wishing to remotely turn on and off the BHK, we provide a trigger input. This input accepts from 5 to 12 volts. When a positive voltage within limits is applied, the amplifier will come out of standby and turn on. Removing the voltage puts the BHK in standby mode.

Connect the speaker cables

With the amplifier firmly seated where you have selected, it is time to connect the speaker cables. The BHK Signature uses custom machined connectors. These connectors were specially engineered to match the performance specifications of the BHK. Each connector is hewn from a solid block of high purity copper, and machined on a lathe, then hand polished and gold plated.

The connectors can accept spade, banana or wire connections. There are two sets for each channel on the Signature 250 and, two sets for the single mono channel on the Signature 300. Most systems will use only one set of the binding posts to connect the speaker cable. Use only the finest speaker cables and connectors.

Biwire

Some may wish to biwire their speakers to the BHK. This practice involves using one shotgun configured cable or two separate cables. In either case, connect one cable to one set of binding posts, the other to the second set. On the loudspeaker side, one pair of cables goes to the tweeter binding posts, the remaining set to the woofer section.



Plug in the connecting cables

The BHK Signature Amplifier accepts either single ended RCA or balanced XLR connections to the preamplifier or DAC feeding it. Regardless of the cable chosen, the BHK will treat the incoming signal in such a way that it becomes balanced throughout the amplifier's circuitry.

Our preference for connection to the preamplifier is balanced XLR cables. Balanced signals are lower in noise, provide an extra 6dB of level and take advantage of common mode rejection. Single ended RCA cables can also be good, but we shy away from their use at lengths exceeding two meters.

Once connections have been made to both the loudspeakers and the preamplifier, it is time to plug the AC power source in.

Plug in the power cable

BHK amplifiers are voltage specific. They operate ONLY at the voltage set at the factory. Do NOT plug the BHK into a voltage other than what it is set for. Failure to observe this rule may damage the BHK.

Plug a high quality power cable into the BHK IEC AC inlet, the other end into either a P10 Power Plant, power conditioner, or wall socket of appropriate voltage. Then turn on the master AC switch.

Turn on the master power switch



You are now ready to enjoy your first listen to the BHK Signature Amplifier. Making sure the preamplifier and the system is on, push the front panel standby button on the BHK front panel. The light will blink for 30 seconds as the tubes warm up. When the blinking stops and the PS logo turns steady on, the amplifier is ready to play music.

Leave It On

Once the amp is on for the first time, we recommend leaving it on for 24 hours, then placing it in standby whenever you are finished listening. Placing the amplifier in standby through the front panel standby button helps preserve tube life, yet keeps the BHK warmed and ready to go.

Standby

Placing the BHK in standby mode reduces the idle current and the MOSFET circuitry will stay active at a reduced heat. In standby it is permissible to change inputs and output connections as no signal may pass. It is not recommended to change tubes while in the standby mode. If you wish to change tubes, please remove all AC power from the unit and wait at least thirty minutes once power has been removed before changing tubes.

Logo Light Fault Mode

If the front panel logo light begins blinking and no sound comes from the amplifier it means the BHK has gone into fault mode. This can happen for a number of reasons including: protection from low impedance, short circuit protection on the speaker terminals, exceeding the amplifier's wattage rating, excessive heat, or DC present on the outputs.

Typically you can just press the logo button and the amplifier will return to normal operation. If the amplifier tries to turn on and returns to protection mode, check all of the aforementioned causes and correct the problem before trying again. If nothing seems wrong, remove both inputs and outputs and try again. If that still does not release the unit from protection mode, remove all power from the amplifier and check the fuses. In the unlikely event none of these remedies work, call your dealer, or PS Audio, for help.





Questions and Answers

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Should the unit be on all the time?	We recommend leaving the rear panel master power switch on at all times. We further recommend placing the BHK in standby mode when the listening session is over. Standby mode is accessed through the front panel PS Audio logo button.
Fuses?	There are multiple fuses in the BHK accessible through the back panel. Please see instructions earlier in this manual for additional information about changing or replacing them.
Placement?	Placement of the BHK is important for proper cooling and best audio practices. Make certain wherever you place the BHK there is adequate ventilation space above and below the side heat sinks. Best audio practices recommend the amplifier be placed as close to the loudspeakers as practical.
Break in?	All equipment benefit from a period of on-time known as break in. We recommend an initial 24 hours of on time. It is not necessary to play music through the BHK to achieve proper break in, only that the amp is on and drawing power from the wall. The first break in period of 24 hours should be out of standby mode and fully on. We recommend this first 24 hours initial break in period then keeping the amplifier plugged in and the master power switch on, but the amp in standby mode.
The logo light blinks at first	When the BHK comes out of standby mode through pushing the front panel logo light, that light will blink for 30 seconds. This is normal, and shows the tubes are warming up and stabilizing before music playback.
The logo light blinks and the amp does not play	This indicates a fault mode has been reached. The logo light will continue to blink until reset with a push. Typically this happens when the music played is too loud or the impedance of the loudspeaker dipped too low. We advise resetting and playing a little softer. If the blinking does not reset, refer to the earlier pages in this manual for help.
Do connecting cables matter?	Connecting cables matter greatly. They are the ins and outs of your amplifier and can have a dramatic impact on the musical performance of the BHK amplifier. Great care in matching cables and their characteristics should be taken when playing the BHK.
What about power conditioners?	Most power conditioners restrict the power and increase impedance going into the BHK and should be avoided. Some, like the PS Audio P10 AC regenerator do the opposite by lowering impedance and unleashing more power than available from the wall. Others are parallel designs and can be used without degradation, sometimes to great benefit. Do not assume they will better the amplifier's performance. As always, use your ears as guides. If it doesn't sound better, it's best to avoid them.
Can I bridge the BHK?	Bridging an amplifier uses the left and right channels to create a single more powerful version. The BHK does not permit bridging and damage to the amplifier's output circuitry may occur if you attempt this.

BHK won't play music

Check to make sure power is going into the BHK and it is connected to a live source. Make sure the rear panel master power switch is in the on position and the lights near the tubes are lit. Push the front panel logo light and it should blink, then remain lit after 30 seconds. If it is lit, look to the rear of the unit and see if the tubes are lit and glowing. If there still is no sound, check the preamplifier and its connections to the BHK. Check the speaker cable connections to the speakers.

Check the logo

If the front panel logo light continues blinking after the first 30 seconds, there is a fault condition. Push the button again to reset. Check the fault conditions listed earlier in this manual.

If you have hum

If there is hum coming from your loudspeakers it may be coming from your preamplifier, or it may come from an interaction between components in your system and the BHK. This type of interaction is known as a ground loop.

Ground loops

The first step to determine where the hum is coming from is to place the BHK in standby and remove the input connection from the preamplifier. Turn the amp back on and see if there is hum. Chances are good there will not be. If the hum is a low frequency soft sound, see if its level goes up and down with the preamp volume control. If it does, the problem is in the preamplifier. If not, it may be in your connecting cables. Try a different set. If the hum is a sharper buzz it is most likely a ground loop.

The easiest way to figure out where ground loop problems lie is by the process of elimination. You need to determine where the hum or buzz is coming from within your system.

If the hum/buzz goes away when you remove the inputs to the power amp, your next step will be to reconnect the amp and move further down the chain. It is important to do this in the correct order and take the time to perform the test in a methodical step-by-step manner.

If you have a preamp, or processor that is feeding the power amp, your next step would be to disconnect all inputs to the preamplifier or processor. Once these are disconnected, and the preamp or processor is connected only to the power amplifier, turn the system on and again, listen for hum. Should the hum now appear, it is a problem with your preamp or processor or their interaction with the power amp. Before returning the preamp or processor to the manufacturer, try a cheater plug to break a ground loop. Cheater plugs are simple devices that convert a three prong AC plug into a two prong AC plug and in the act of converting three prongs, to two prongs, they disconnect the ground from the wall socket. Try one of these on the preamp, or the power amp, or both.

If you determine that there is still no hum present when the preamp, processor or receiver is connected with no inputs, then selectively begin plugging in your various inputs one at a time. After each connection, check for hum until you discover the humming culprit. Use the same method described above to remove the ground on the offending piece of kit.

VCR's, surround processors, and any device that is connected to a television cable or satellite dish can cause a loud buzz and should always be suspect. If, by the process of elimination described



Troubleshooting

Owner's Reference BHK Signature Amplifiers

above, you determine it is a component like a cable TV box that is causing the hum/buzz to occur, and using a cheater plug doesn't help matters, it may be necessary to isolate the cable connection (CATV) with an isolation transformer. This inexpensive device is available at most Wal Mart, Radio Shack or department store type outlets and is sometimes called a 'matching transformer'. If you have problems finding one, call your local cable TV company for advice. The matching transformer will be placed between the cable TV cord and the cable box, TV or processor.

It may be something unrelated causing the hum

Just remember, take the system down to its simplest level of connection. Find a way to hook the system up with as many pieces of the system not connected as possible. Keep it simple and get it to the point where the hum's gone. Then start adding back components one at a time until the hum returns.

Finding the problem is 9/10th of the work in finding a solution.

The system has no bass

It may be that you have the polarity of the amplifier loudspeaker connection wrong on one channel. When out of phase, polarity, will cause bass cancellation and should be avoided. Check to make sure the red terminal on the BHK goes to the red terminal on your loudspeaker.



Limited Three Year Warranty

Should I Register My Product?

- Registering your product validates the warranty start date.
- If you do not register your product within 30 days of service, a copy of your purchase receipt from an authorized PS Audio dealer may be used as a proof of purchase to establish the warranty start date.
- If no proof of purchase from an authorized PS Audio dealer or registration is provided, the production date of the product will be used to determine the warranty start date.
- Registration can be completed online, by phone, by mail, or by email.
- You may wish to sign up for PS Audio's monthly newsletters, specials, product updates, and/or Paul's Daily Posts.

What Does this Warranty Cover?

This warranty covers defects in material and workmanship for products purchased from PS Audio or its authorized dealers and agents.

What Will PS Audio Do to Correct the Problem?

In the event your product fails your sole remedy under this limited warranty shall be to return the product to PS Audio or an authorized PS Audio repair center. The product will be repaired without charge for parts or labor, replaced, or the purchase price refunded through the original point of purchase, at the option of PS Audio.

What is the Period of Coverage?

This limited warranty is in effect for 3 years on the amplifier and 1 year on the tubes, starting on the date the unit was first purchased from PS Audio or its dealers and agents.

Who Pays for Shipping?

You are responsible to pay for the safe and proper shipment of the warranted product to PS Audio or its authorized repair center.

PS Audio or its authorized repair center will pay the cost of returning the repaired or replacement product to you under this warranty.

What Does this Warranty Not Cover?

- This warranty does not cover damage due to: Accidents, carelessness, improper transportation, misuse, neglect, or abuse
- Failure to follow the operating instructions that are provided by PS Audio in the owner's manuals (available for download at psaudio.com)
- Use in any manner inconsistent with PS Audio's operating instructions (available for download at psaudio.com)
- Lack of routine maintenance
- Connection to an improper voltage supply
- Alterations or modifications to the unit



Warranty

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- Improper or unauthorized repair, including repairs not authorized by PS Audio or a PS Audio authorized repair center
- Fire, lightning, flood, "acts of God," or other contingencies beyond the control of PS Audio
- Products purchased through an unauthorized source (if you have questions as to whether or not a dealer is authorized, please contact customer support at psaudio.com)
- Products with a factory-applied serial number that has in any way been altered, defaced, or removed

Limitations on PS Audio's Obligations Under this Warranty

- In no event will PS Audio's liability to you exceed the original purchase price of the unit.
- This warranty does not cover the cost of custom installation, customer instruction, setup adjustments, or signal reception problems.
- This warranty does not cover consequential and incidental damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- In the event your warranted product cannot be repaired, PS Audio will replace or refund the unit. We reserve the right to replace any out-of-stock, discontinued, or limited edition products with a comparable product. Discontinued products may not be available for warranty replacement.

How Can the Warranty be Transferred?

This warranty is for the benefit of the original purchaser of the product. The warranty may be transferred to a subsequent purchaser during the 3 year warranty period. To do this, you must contact PS Audio directly to set up transfer of registration.

How Do I Get Warranty Service?

To locate an authorized PS Audio repair center, for service assistance, or for help with the operation of a product or just for information, please contact PS Audio customer support.

Warranty Service Within the US

- You must first obtain a Return Merchandise Authorization Number (RMA#) to receive warranty service and prior to returning any item. Contact PS Audio or an authorized PS Audio repair center to receive an RMA#.
- You must put the RMA# on all returns. If it is not clearly marked, PS Audio will return the package back to you, freight collect.
- You should include a description of the problem, along with the RMA# inside the packaging.
- Original packaging should be used for the safe transit of your PS Audio unit to the repair center. If you do not have the original packing, PS Audio can sell and ship to you replacement packaging.
- You are responsible for the cost of shipping the product to a PS Audio authorized repair center. You should insure the product for its full retail cost in the event it gets lost or damaged in transit. PS Audio is not responsible for damage incurred in products sent to us.
- Shipping your product in non-PS Audio packaging may void this warranty. PS Audio reserves the right to charge you for new factory packaging to return your product after a repair.



Warranty

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How State Law Applies

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Service Outside of the US

PS Audio has authorized distribution in many countries of the world. In each country, the authorized importing distributor has accepted the responsibility for warranty of products sold by that distributor. Warranty service should be obtained where the product was purchased.

Changes to Our Products

PS Audio reserves the right to modify the design of any product without obligation to purchasers of previously manufactured products and to change the prices or specifications of any products without notice or obligation to any person.

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