

Announcement about EPA104 – EPA254

With this document, we, PVS NV owner of the AUDAC brand apologizes for the complication that has arisen in a particular batch of EPA104 and EPA254 with the sound.

Because PVS aims to deliver its products of the highest quality by ensuring their performance, consistency, safety and value, we have full understanding that this may have caused an unpleasant experience, and want to take our responsibility for this complication.

After several gleanings of our customers, we immediately launched an intensive investigation, and we noted the following:

Complication: There is no sound on the output.

Cause: The internal cables that are connected with the PCB have connectors that can cause a loose connection inside.

Solution: Unplug the cable connection on the circuit board and reconnect it.

This issue occurs only on devices where the serial number starts with 1605.

These are the devices that have been purchased between 19-07-2016 and 05-10-2016.

If you have a product which shows these symptoms, please do not hesitate to contact us immediately so that our support department can offer the right solution. We as manufacturer will take the full responsibility for this possible failure and to get it corrected. The cable-kit will be supplied to you free of charge, with a credit note of €20 for each unit which is in-house modified to cover local labour and other costs. Please feedback to us the serial number of each modified unit, by image of the label, for our service administration so we can make a credit for the cover of the cost as mentioned above.

As for the rest, there are also a lot of positive changes with the respect to the DPA series that are not immediately visible.

Such as the internal operating temperature which is now lower due to the use of the entire chassis as cooling.

Or obtaining the Energy Star label. Which cause many advantageous in energy use. Mind that because of this there was a standby mode added. If the unit is in rest mode and needs to be activated in less than 1 second you are able to make an internal adjustment so that the standby function is bypassed. (See Appendix). In the future, this adjustment will be replaced by a jumper that will be fitted inside unit.

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Kind Regards,

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