



Owner's Reference

Owner's Reference Power Plant Premier

Instructions for use



Power Plant Premier

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.

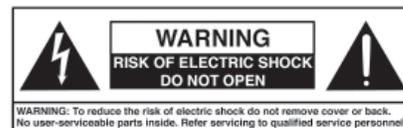




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Introduction

Owner's Reference Power Plant Premier

Thank you

Thank you for your purchase of a PS Power Plant Premier AC regenerator and Power Center.

The Power Plant Premier is a state of the art AC regenerator that regulates the AC line voltage, producing clean and low distortion AC power. The Premier will provide up to 1500 watts of pure, regulated AC power regardless of the condition of your home's power. Clean, regulated AC is essential to optimize the performance of your connected equipment.

Dynamics never restricted

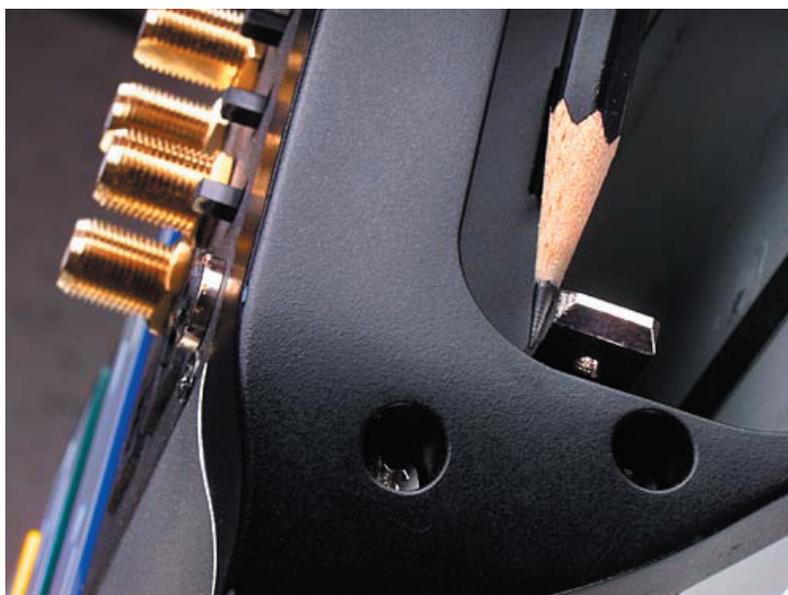
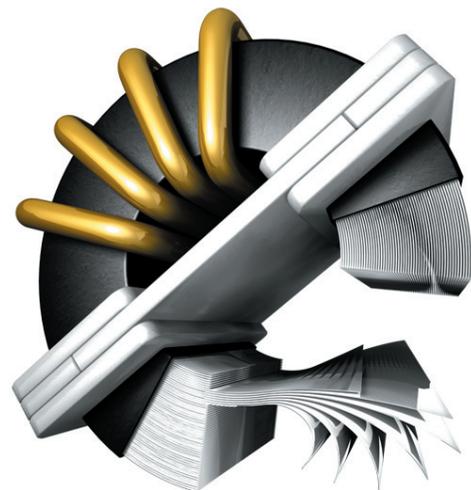
The Premier will not restrict dynamics or soundstage in any high-end system and will, in fact, provide a superior level of performance in micro and macro dynamics as well as maintain harmonic integrity for audio equipment while increasing color saturation and lowering video noise in video equipment.

Nano Crystalline

The AC regenerator inside the Power Plant is the key element in the production of low distortion regulated AC sine waves. On the rear of the Premier, the pure voltage is distributed to your equipment through 5 isolated zones that utilize a new magnetic filtering technology based on wound inductors built from strips of Nano Crystalline high permeability soft magnetic material. This material has approximately 10 times higher permeability than any other magnetic materials ever produced. High permeability magnetic core materials allow PS Engineers to use a minimal amount of copper wire to build effective filters, thus preserving micro and macro dynamics for both audio and video systems.

Built to the highest standards

PS power products are built to the highest standards internally and externally and feature ¼ inch thick solid copper power bars, heavy extruded aluminum covers and nickel plated, hand polished Power Port AC receptacles as standard equipment.



Location

Once your new Power Plant Premier is unpacked, you'll need to find a convenient place to set it.

Mounting

There are several ways to mount the Power Plant Premier: on a shelf, or in a rack. If you mount the Premier on a shelf, make sure there is adequate clearance below the unit so airflow is not a problem. Same for the top. If you are planning on driving a lot of equipment that may generate heat in the Power Plant, consider not placing another piece of equipment on top of the Premier. If you are placing the Premier in a rack, you can use the supplied rack ears or you can use a rack shelf. Make sure there is adequate ventilation both top and bottom of the Premier as the unit needs to have good airflow for cooling.

If you are rack mounting the Premier is supplied with a set of rack ears that can be mounted to the Premier.

If your equipment is located a long distance from the Power Plant Premier, it is preferable to use a long, heavy gauge shielded power cable between the wall AC receptacle and the Power Plant Premier, rather than long individual power cables between the equipment and the Power Plant Premier.



Isolation

The Power Plant Premier can benefit from aftermarket isolation devices such as cones, spikes and Sorbothane pads.

Once you have chosen the location for the Power Plant Premier you can use the supplied AC power cord to connect it to the AC wall receptacle or you can use an aftermarket power cord and receptacle.

Power Cables

We strongly recommend the use of a PS Audio xStream Power™ AC cable and a PS Power Port™ AC receptacle, or Soloist AC receptacle to feed the Power Plant Premier electricity. While the supplied power cable is adequate for the task, it is not going to provide the best performance. Choosing any xStream Power cable will make a significant performance improvement over the stock power cable.

Conditioners

We recommend the use of the Soloist in-wall AC receptacle to feed power to the Premier. We, however, discourage the use of any other power conditioning equipment before or after the Premier without considerable evaluation to determine if there are any sonic or visual shortcomings of doing so. The Premier has a significant input and output passive filter design and adding extra power cables to its input or additional filtering to its output may, in fact, be less than desirable.





Quick Start Guide

Owner's Reference Power Plant Premier

Power down first We would recommend that you power the entire system down before attempting to connect equipment to the Power Plant Premier.

Plug in the Power Plant Plug the Power Plant Premier into an AC receptacle with at least 15 amps of service (in the US) or 7.5 amps of service (in 220 volt countries), preferably using a dedicated AC line. A dedicated line means there is nothing else plugged into the wiring feeding the AC receptacle and that wiring returns directly to the AC breaker box.

Where you plug it in is important Our first recommendation on where to connect your new Power Plant Premier would be a PS Soloist in-wall device. The Soloist provides the first stage of cleaning and protection in the PS Power System and is an elegant in-wall solution that does not use an additional power cable. Our second choice is a PS Power Port AC receptacle. While not as good as a Soloist it is certainly preferable to a \$1.99 "contractor special" brass contact AC receptacle found in most of our homes.

Use the heaviest gauge shielded AC power cable possible Use the heaviest gauge shielded AC power cable you can to connect a Power Plant Premier to its AC source. The heavier the gauge used, the less the chance for restricted dynamics in both audio and video systems. The PS display will blink when you first power the Power Plant Premier. This is normal.

Once the Power Plant Premier has been connected to an AC source it is time to connect your equipment. Each Power Plant Premier has multiple isolated zones called IsoZones™. These are individually isolated and filtered zones that isolate the power between equipment.

IsoZones™

IsoZones should be used to isolate different genres of equipment from each other. For instance, you can group digital equipment together on a single IsoZone or multiple analog sources on yet another IsoZone. You should not mix digital, video or analog equipment on the same IsoZone if possible. Digital equipment would be a DVD player, CD player, DAC, computer, TIVO, or satellite receiver. Video equipment would be a VCR, TV or computer monitor. Analog examples would be a power amp, preamp, projector, turntable, or any type of tube equipment. On the Power Plant Premier, IsoZone 5 is labeled Power Amp. It is no different than any of the other 4 IsoZones, other than it is a single duplex receptacle to keep the heavy current draw of power amps from affecting more sensitive source equipment.



It is important to use only the highest quality AC power cords that are well shielded to any connected equipment. It is a good idea to keep in mind that all equipment generates radiated noise when it is operating. This radiated noise is harmful to both audio and video system performance and is typically carried down the AC power line.

Power Zones

The Power Plant Premier has selectable Power Zone switching. Each of the 5 IsoZones on the Power Plant Premier are controlled by one of three Power Zones labeled **A**, **B** and **C**. **A** controls IsoZones 1 and 2, **B** controls IsoZones 3 and 4 and **C** controls IsoZone 5 (labeled Power Amp).

Each of the three Power Zones can be set to one of three positions: always on, switched and delayed.

Always on. The front panel power button (PS blue logo) or rear



Always on

panel DC triggers will have no effect on any Power Zone switched to this position. Anything plugged into a receptacle will be immediately connected to the regenerated AC power. Use this setting for equipment you never want to turn off from the Power Plant Premier's main power button. Examples would be a computer or a TIVO (so it can record a preset program when the system is shut off) or another piece of equipment used for a trigger voltage.

Switched

Switched. The power button on the Power Plant Premier (PS blue logo) or the DC triggers will activate or deactivate any equipment plugged into a receptacle set to "switched". This is the standard default and recommended switch setting for any source equipment plugged into the Power Plant Premier. These receptacles will become the delayed receptacles on turn-off, giving the power amplifier time to shut off properly.

Delayed

Delayed. After the power button is pressed or the trigger is activated on the Power Plant Premier, these outlets will be delayed by 3 seconds before turning on. Use this setting for power amplifiers or any equipment that should turn on after the Power Plant Premier's switched outlets are activated. These receptacles will turn off immediately when the power button is pressed and the switched outlets become delayed.

DC triggers

DC triggers on the Power Plant Premier are used to remotely turn on and off the Power Plant Premier. These will accept any voltage from 5 to 15 volts. If your equipment produces a DC trigger voltage, use this input to control the Power Plant Premier.

CATV and phone

The CATV and telephone protection inlets found on the Power Plant Premier are high quality, no-loss in/out paths for protection. The CATV connectors can accommodate two sources such as a cable TV or a satellite or antenna feed.

How to turn it on

Once everything is connected you can press the front panel blue PS logo light which will act as the on/off power button if you are not using the DC triggers or do not have the Always On switch position activated on the rear of the unit.



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Front Panel Features

The front panel of the Premier has three function buttons, located just below the display. It also has multiple modes that can be accessed from the front panel or remote control including: voltage, THD, MultiWave and CleanWave. The latter can only be accessed via the remote control.

Mode buttons

From left to right as you face the unit, the functions are mode up, mode down, display.

Mode buttons are used to scroll through the display options. Display options include, voltage and THD (Total Harmonic Distortion).

Each mode has an associated function indicator that will light up to indicate the display function you are on.



Voltage In

The default display position is Voltage In. This shows the voltage coming into the Power Plant from the AC wall socket.

Voltage Out

Pressing the mode up button, the next display choice is Voltage Out. This displays the voltage from the output of the Power Plant and represents the voltage being fed to your equipment. The default Output Voltage is 120 (in 120 volt countries) and 230 (in 230 volt countries). Under normal operating conditions, the output voltage will remain steady, However, major changes in either input voltage or output load conditions may cause the Premier to provide somewhat less than its rated default voltage. This is normal depending on the severity of the load or incoming voltage.

Difference Voltage

The next position is the Difference Voltage. This is the numeric difference between the input AC voltage and the Output AC voltage.

THD Measurement

The next position is the Incoming THD measurement. This measures the percent of harmonics present on the incoming AC line. Typical in a home is between 2% and 5%. Harmonics are generated by distortions in the AC waveforms, clipped top of the sine wave and added noise. These are undesirable. The Premier will reduce these harmonics on its output by up to 10 times.

The next position is Outgoing THD. This measures the percentage of harmonics present on the output of the Power Plant, and what is being fed to your equipment.

The display button on the far right side of the Premier has three positions that control display

brightness. Full, half and off.

MultiWave and CleanWave

MultiWave and CleanWave are accessed from the supplied remote control. Using the button marked MultiWave or CleanWave, the Premier will activate the selected function and the front panel will display the associate word.

MultiWave

The button on the remote labeled "MW" for MultiWave toggles between MultiWave or sine wave. In the MultiWave position, the peak charging time of the sine wave is extended to help connected equipment lower power supply ripple and therefore improve the performance. MultiWave can have the same improvement gained from adding a larger power transformer or more power supply capacitance to connected equipment.



CleanWave

The button on the remote labeled "CleanWave" will activate the CleanWave function and the front panel of the Premier will begin to countdown the time left as the Premier is applying the CleanWave signal. CleanWave places a series of higher frequencies that ride on the main sine wave to help "degauss" connected magnetics. To make CleanWave effective, make sure all connected equipment is on and functioning. CleanWave can be used between CD's, movies and vinyl. It is not recommended to activate CleanWave while you are listening as it may not sound correct until CleanWave has finished its cycle.

Edit

There are two buttons on the remote labeled "Edit". These are not used on the Power Plant and are there for future products and features.

Should the unit be on all the time?

The Power Plant Premier is best left plugged in to the AC source at all times. The current draw is negligible and keeping it powered on will make sure the internal components stay working properly.

Are there any internal fuses?

There are no user replaceable internal fuses inside the Power Plant Premier. There is an externally accessible circuit breaker right next to where the AC plug is connected to the Power Plant Premier. Simply push the button on the circuit breaker should it be tripped. The components inside the Power Plant Premier have lethal voltages when powered and even when unpowered. Capacitors inside the Power Plant Premier can retain an electrical charge after the unit has been powered down. Do not attempt to get inside the unit for any reason unless instructed to do so by your dealer or an authorized service representative. Should the Power Plant Premier cease to function, check the circuit breaker and if that fails, contact your dealer or PS Audio's service center for help.



Placement?

Placement of the Power Plant Premier is important with respect to good ventilation. Placement with respect to other equipment can be important as well. In general, place the Power Plant Premier close to the equipment you wish to power. It is always preferable to have a long heavy gauge power cable feeding the Power Plant Premier if there is a distance problem.

Isolation?

Isolation through the use of spikes, cones or Sorbothane feet is recommended for the Power Plant Premier if space and budget allows. Isolation of any piece of high-end stereo and theater equipment is always recommended wherever practical.

Do cables make a difference?

Yes, cables make a difference. It is important to use the best power cables possible. Remember that everything you see and hear in an AV system is nothing more than the power from the wall modulated by a CD, DVD, turntable or tuner. You are actually "listening or viewing" the AC power. So it is critically important to connect your equipment with the heaviest gauge well shielded power cables you can afford. Power is the foundation of everyone's system.

Power switch?

The master power switch for the Power Plant Premier is found on the front panel of the Power Plant Premier. Look for the company logo and press it.

Is there something special about the Power Amp receptacle?

15 or 20 amp

You do not have to use the Power Amp IsoZone on the Power Plant Premier for a power amp. It is marked like this for convenience.

All IsoZones are identical in build and all use our new Nano Crystalline soft magnetic material to clean the AC power.

You can plug the Control Center into a 15 amp or 20 amp receptacle without any problems (half of that current in 220 volt countries).

MultiWave and CleanWave

MultiWave and CleanWave are available on the Premier but accessible only from the supplied remote control.

MultiWave and CleanWave are not recommended for all equipment. For example, neither CleanWave or MultiWave should be used on equipment with an AC motor. Most equipment is fine, but should you hear "funny noises" coming from the equipment itself when using either of the non-sine wave positions, refrain from using the waveforms until you can verify with the factory or your dealer or distributor if it is safe for your equipment.

Front panel metering system

The front panel metering system can monitor either voltage or distortion. In the voltage mode, you can monitor the incoming voltage (from the wall) or the outgoing voltage (from the regenerator) or the difference between the two. In the THD harmonic distortion mode, you can monitor either incoming THD (from the wall) or outgoing THD (from the regenerator). The amount of output voltage and THD is a function of a number of factors, including load, incoming line conditions and equipment connected. In general the Premier will reduce incoming THD by a factor of 10 for a nominal load.

Output Frequency

The output frequency of the Premier is the same as your country's AC frequency. In North America, the frequency of the AC line is typically 60Hz. In Europe and Asia, the output frequency is typically 50Hz. The Premier's output frequency cannot be adjusted.

Will it work on other voltages?

The Power Plant Premier is specific to your country's voltage. Do not use the Power Plant Premier on a voltage higher than it is rated for. For instance, do not take a 120 volt rated Power Plant Premier and attempt to use it in a 230 volt country. Failure to observe this cautionary note will void your warranty and may damage the Power Plant Premier. If you need to operate the Power Plant Premier at a voltage other than the voltage it was designed for, contact your dealer, distributor or the factory.



Power Center won't turn on

If no power comes out of the Power Plant Premier, check to make sure power is going into the Power Plant Premier. You can do this by testing the outlet it is plugged into with another device such as a lamp. Sometimes, we find Power Plant Premiers plugged into switched wall outlets. These are typically the lower of the two AC receptacles and are controlled by a light switch. If you have no power to the receptacle, check the circuit breaker feeding the receptacle.

Check the logo

If you have verified there is power to feed the Power Plant Premier, check the Power Plant Premier's blue front panel PS logo to see if it is lit. If not, press the logo itself. This is the power button. Check and make sure there are no connections to the triggers. Pull them out if there are. If the logo does not light, check the circuit breaker next to the AC inlet on the Power Plant Premier. Press the circuit breaker to activate.

Use the correct voltage

Lastly, make sure you are feeding the Power Plant Premier the correct voltage. The Power Plant Premiers are specific to your country's voltage. If, for example, you are trying to operate at 120 volt Power Plant Premier on 220 volts, it will not turn on. If all else fails, contact your PS dealer, distributor or PS directly for help.

If the power light blinks

If the blue logo power button blinks or the display shows bars when you first plug in the Power Plant Premier to an AC receptacle, this is normal. The unit is calculating the voltage being fed to it.

If the output voltage is not what you expect

If the output voltage, as displayed by the front panel meter, shows something other than the nominal voltage (100 in Japan, 120 in most of North America, 230 in most of Europe and Asia) when the display is set to monitor the output voltage there are several likely answers as to why. The most likely cause is the input voltage is too far out of range and the Premier is driving a heavy load. The Premier has a limited range of regulation it can perform, which is dependant on both how much power it is asked to deliver and how much voltage difference it must compensate for. Typically this is not a problem, but under certain load and line conditions, the nominal voltage will not be what is expected. In this case, the Power Plant is operating within its parameters and connected equipment is still far better off than if connected directly to the wall.



If the remote control does not operate, check for proper battery insertion and make sure there are fresh batteries in the unit.

If the trigger isn't working

If the trigger circuit is not working, check to make sure you are feeding it proper voltage. The trigger circuit requires 5 to 15 volts positive. You can test the trigger circuit with a simple 9 volt battery. Connect the minus of the battery to the outer ring of the trigger input mini jack and the plus to the "tip" or center of a male mini jack. The 9 volt battery will provide the proper voltage to operate the trigger. When power is applied, the Power Plant Premier will turn on. When power is removed, the Power Plant Premier will turn off.



If you have hum

If you experience a hum through the speakers once the Power Plant Premier is powering your equipment this can be caused by several things. The first is the source. If there is an excessive amount of buzz or noise from the loudspeaker, it may be caused by a ground loop, a light dimmer in the home, poor AC power, or any number of causes. The quickest way to determine where to start your search is to simply turn the preamplifier, integrated, receiver or Control Amplifier off, disconnect the audio cables between it and the sources, and see if the hum goes away when you turn the preamplifier, integrated, receiver or Control Amplifier back on. If it does, it's most likely a ground loop or buzz from a dimmer.

If this doesn't solve the problem, follow these easy humbusting tips.

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. If you were working with a receiver or an integrated amplifier, you will need to jump to step 4. 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.

It could be the cable TV



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 above, you determine it is a component like a VCR that is causing the hum/buzz to occur, and using a cheater plug or removing the ground pin on a PS xStream Power Cable 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 VCR, TV or processor.

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 missing or not connected. 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.



Warranty

Owner's Reference Power Plant Premier

TERMS AND CONDITIONS

PS Audio warrants the product designated herein to be free of manufacturing defects in material and workmanship, subject to the following conditions, for a period of 90 days from the date of purchase by the original purchaser or date of shipment to the authorized PS Audio dealer, whichever comes first. **This warranty period can be extended to three (3) years by registering your product. To register, go online www.psaudio.com.**

Conditions

This Warranty is subject to the following conditions and limitations: the Warranty is void and inapplicable if the product has been used or handled other than in accordance with the instructions in the owner's manual, abused, or misused, damaged by accident or neglect or in being transported, or the defect is due to the product being repaired or tampered with by anyone other than PS Audio or an authorized PS Audio repair center.

- a. The product must be packaged and returned to PS Audio or an authorized PS Audio repair center by the customer at his or her sole expense in the original packing material. PS Audio will pay return freight of its choice for original purchasers.
- b. Return Authorization Number (RA Number) is required before any product is returned to our factory for any reason. This number must be visible on the exterior of the shipping container for PS Audio to accept the return. Units shipped to us without a Return Authorization Number or without a visible RA Number on the exterior of the shipping container will be returned to the sender, freight collect.
- c. RETURNED PRODUCT MUST BE ACCOMPANIED BY A WRITTEN DESCRIPTION OF THE DEFECT.

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 product without notice or obligation to any person.

Remedy

In the event the product fails to meet this Warranty and the above conditions have been met, the purchaser's sole remedy under this Limited Warranty shall be to return the product to PS Audio or an authorized PS Audio repair center where the defect will be repaired without charge for parts or labor.

This Warranty is for the benefit of the original purchaser of the covered product if the product has been purchased through an authorized PS Audio dealer, distributor or agent. PS Audio will not honor this warranty without valid proof of purchase from an authorized PS Audio dealer, distributor or agent and or a valid serial number as proof the product is a valid PS Audio product manufactured by PS Audio International.

This warranty does not cover the cost of custom installation, customer instruction, setup adjustments or signal reception problems.

Miscellaneous

This warranty does not cover cosmetic damage or any damage due to accident, misuse, abuse, negligence or modification of, or to any part of the Product, without initial express consent from PS Audio. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than a facility



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authorized by PS Audio to service the Product.

This warranty is invalid if the factory applied serial number has been altered or removed from the Product.

This warranty is invalid if proof of manufacture by PS Audio International cannot be determined to the satisfaction of the company either by verification of a valid serial number and or a valid receipt that includes the serial number from an authorized PS Audio dealer, distributor or agent.

To locate the servicer or dealer nearest you, or for service assistance or resolution of a service problem, or for product information or operation, call or email PS Audio.

ANY IMPLIED WARRANTIES RELATING TO THE ABOVE PRODUCT SHALL BE LIMITED TO THE DURATION OF THIS WARRANTY. THE WARRANTY DOES NOT EXTEND TO ANY INCIDENTAL OR CONSEQUENTIAL COSTS OR DAMAGES TO THE PURCHASER. Some states do not allow limitations on how long an implied warranty lasts or an exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Inquiries regarding the above Limited Warranty may be sent to the following address: PS Audio International, Inc., 4826 Sterling Drive, Boulder, Colorado 80301 ATTN: Customer Service; Email: customerservice@psaudio.com; Voice 720-406-8946; FAX: 720-406-8967.

Outside the US

PS Audio has authorized distribution in many countries of the world. In each country, the authorized importing retailer or distributor has accepted the responsibility for warranty of products sold by that retailer or distributor. Warranty service should normally be obtained from the importing retailer or distributor from whom you purchased your product. In the unlikely event of service required beyond the capability of the importer, PS Audio will fulfill the conditions of the warranty. Such product must be returned at the owner's expense to the PS Audio factory, together with a photocopy of the bill of sale for that product, a detailed description of the problem, and any information necessary for return shipment.



If you require service in North America

In the unlikely event there is a problem with your PS Audio component, please contact your dealer, distributor, or the PS Audio corporate research center to discuss the problem before you return the component to our California manufacturing facilities for repair. Products shipped to either the factory or the corporate research facilities will be refused and returned freight collect if not accompanied by a PS Audio Service Department issued return authorization number (RA Number).

Obtain an RA number

Return authorization numbers must be prominently displayed on the outside of the box and an accompanying letter describing the problem and re-listing the RA number must be inside the box to qualify for service.

Contact information

To contact the PS Audio Service Department:

TELEPHONE 866-406-8946 (toll Free)
HOURS M/F 9:00 am to 5:00 pm MST
FAX 720-406-8967
E-MAIL service@psaudio.com
WEBSITE <http://www.psaudio.com>

If you are in the United States or Canada

If you are in the United States or Canada use the following procedure:

1. Obtain a Return Authorization Number (R/A number) and shipping address from the PS Audio Service Department.
2. Insure and accept all liability for loss or damage to the product during shipment to the PS Audio factory and ensure all freight (shipping) charges are prepaid.

The product may also be hand delivered to the California or Colorado facilities if arrangements with the Service Department have been made in advance. Proof of purchase from an authorized PS Audio dealer, distributor or agent will be required for warranty validation at the time of hand delivery.

Use original packing

Use the original packaging to ensure the safe transit of the product to the factory, dealer, or distributor. PS Audio may, at its discretion, return a product in new packaging and bill the owner for such packaging if the product received by PS Audio was boxed in nonstandard packaging or if the original packaging was so damaged to the point it was unusable. If PS Audio determines that new packaging is required, the owner will be notified before the product is returned.

To purchase additional packaging, please contact your authorized PS Audio dealer, distributor, or the PS Audio Service Department for assistance.

If you are outside the US or Canada

If you are outside the United States or Canada and require service you must contact your country's dealer or distributor for instructions. PS Audio warrants its products (see warranty section) worldwide. Service for PS Audio products outside the United States and Canada is handled through your country's distributor or dealer.



1. Obtain a Return Authorization Number (R/A number) and shipping address from your dealer or distributor's Service Department.
2. Insure and accept all liability for loss or damage to the product during shipment to the dealer or distributor's Service Department and ensure all freight (shipping) charges are prepaid.

If you have problems

If you feel your country's authorized dealer or distributor is either unwilling or unable to service your PS Audio products, please contact our service department at service@psaudio.com or at the above contact numbers to discuss the situation.

Voltage changes

Voltage changes to match your country's voltage and frequency requirements to your PS Audio product are possible only at the time of purchase. The GCA amplifier series is set to a fixed voltage to match your country's requirements and may not be changed.

Your serial number

Your PS Audio product serial number is:

Please fill in the dealer or distributor's information from where you originally purchased the unit.

Your purchase information

Date of purchase