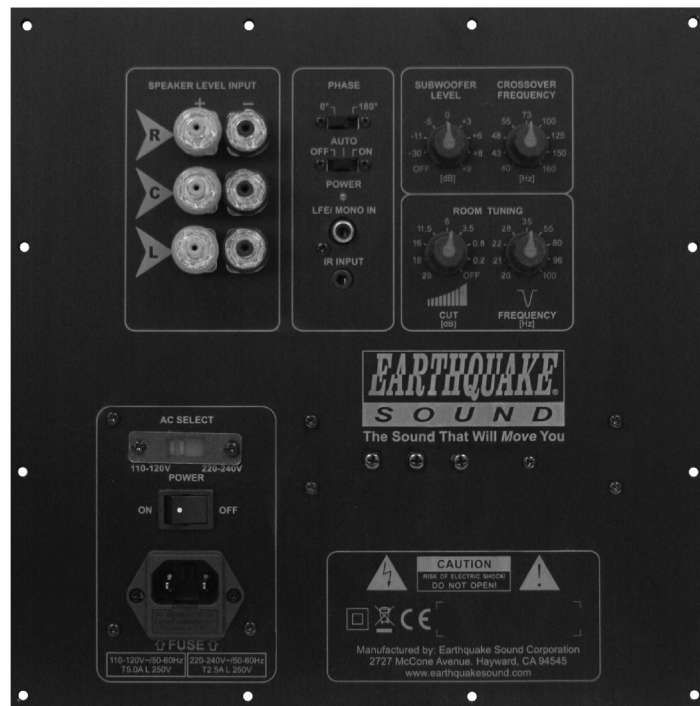




The Sound That Will *Move* You

## BA550



## Class “D” Digital Custom Installation Amplifier



# Table of Contents

About Earthquake Sound Corporation..... 3

Safety Instructions..... 4 - 5

Unpacking Tips..... 5

Introduction..... 6

What Makes a Supernova?..... 6

THX Standards..... 7

Independent Test Report..... 7

BA550 Supernova Amplifier..... 8 - 9

Placing Your Subwoofer(s)..... 9 - 10

Connecting Your Subwoofer(s)..... 10 - 13

Room Tuning Your Subwoofer(s)..... 14

Dimensions and Specifications..... 15 - 16

Warranty Information..... 17 - 18

For Your Records..... 19



**The Sound That Will Move You**

Earthquake Sound Corporation  
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Hayward, CA 94545  
United States of America  
Tel: 510-732-1000  
Fax: 510-732-1095



**WARNING:** This product is capable of generating high sound pressure levels. You should exercise caution when operating these speakers. Long term exposures to high levels of sound pressure will cause permanent damage to your hearing. Sound pressure levels exceeding 85dB can be dangerous with constant exposure, set your audio system to a comfortable loudness level. Earthquake Sound Corporation does not assume liability for damages resulting from the direct use of Earthquake Sound audio product(s) and urges users to play volume at moderate levels.

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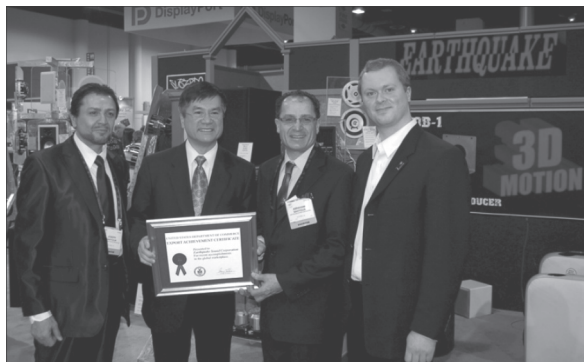
## About Earthquake Sound Corporation

For over 28 years, Earthquake Sound has been producing a variety of high quality audio products that have impressed audiophile communities around the world. It all started in 1984 when Joseph Sahyoun, a music freak and Aerospace Engineer unhappy with the existing loud speaker technology and performance, decided to put his advance engineering knowledge to use. He pushed technological boundaries to the limit to create the kind of subwoofer he could live with. Earthquake quickly created a name for itself in the car audio industry and became well known for its powerful subwoofers and amplifiers. In 1997, using his existing expertise in the audio industry, Joseph Sahyoun expanded his company to home audio production.

Earthquake Sound has since evolved into a leader in the home audio industry, producing not only subwoofers and amplifiers but surround speakers and tactile transducers as well. Engineered by audiophiles for audiophiles, Earthquake Sound audio products are meticulously crafted to reproduce each and every single note perfectly, bringing your home theater experience to life. With true dedication and full attention to details, Earthquake Sound engineers continuously develop new and better products to meet customers' needs and go beyond their expectations.

From mobile audio to prosound and home audio, Earthquake Sound has been selected as the winner of many prestigious awards based on sound quality, performance, value and features. CEA and numerous publications have awarded Earthquake Sound with over a dozen design and engineering awards. Additionally, Earthquake Sound has been granted many design patents by the USPO for revolutionary audio designs that have changed the sound of the audio industry.

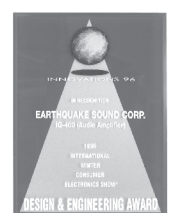
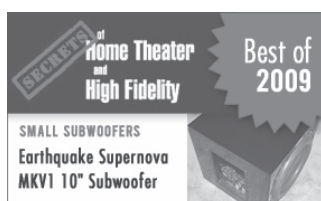
Headquartered in a 60,000 square foot facility in Hayward, California USA, Earthquake Sound currently exports to over 60 countries worldwide. In 2010, Earthquake Sound expanded its export operations by opening a European warehouse in Denmark. This accomplishment was recognized by the US Department of Commerce who honored Earthquake Sound with an Export Achievement award at the 2011 Consumer Electronic Show. Just recently, the US Department of Commerce presented Earthquake Sound with another Export Achievement award for expanding its export operations in China.



Joseph Sahyoun, US Secretary of Commerce Gary Locke, Abraham Sahyoun and Thomas Mygind



US Commercial Officer Sarah Fox and Joseph Sahyoun



## Safety Instructions

### Safety First

This documentation contains general safety, installation, and operating instructions for the BA550 Supernova amplifier. It is important to read this user's manual before attempting to use this product. Pay particular attention to the safety instructions.

### Symbols Explained:



Appears on the component to indicate the presence of uninsulated, dangerous voltage inside the enclosure – voltage that may be sufficient to constitute a risk of shock.

#### CAUTION

Calls attention to a procedure, practice, condition or the like that, if not correctly performed or adhered to, could result in injury or death.

#### WARNING

Calls attention to a procedure, practice, condition or the like that, if not correctly performed or adhered to, could result in damage to or destruction of part or all of the product.

#### NOTE:

Calls attention to information that is essential to highlight.

### Important Safety Instructions:

- 1) Read these instructions in their entirety.
- 2) Store this manual and packaging in a safe place.
- 3) Heed all warnings.
- 4) Follow instructions (do not take shortcuts).
- 5) Do not use this apparatus near water.
- 6) Clean only with a dry cloth.
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatuses that produce heat.
- 9) Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. The grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11) Only use attachments and accessories specified by the manufacturer.
- 12) Use only a compatible rack or cart for the final resting position.
- 13) Unplug this apparatus during lightning storm or when unused for a long period of time.
- 14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in a way such as: power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 15) To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

### System Installation Considerations

There are several factors to consider before installing Earthquake Sound's Supernova Subwoofer.

- What are the intended listening zones?
- From where in each zone will the listener prefer to control the system? Where will the subwoofer be located?
- Where will the source equipment be located?



## Connection Tips

- Keep all power cords away from all signal cables to prevent humming from induced noise.
- 
- Choose reliable signal cable cords (Earthquake Sound also specializes in high performance RCA cables and patches).
- 
- All speaker wires that are ran through the walls should be twisted type to reduce potential hum noise pick-up.
- 
- It is best to use a grounded electrical outlet to power the amplifier. Lack of input ground reference could be unsafe. Consult with your electrical contractor about proper grounding.

## Safe & Proper handling

The Supernova subwoofer is considerably heavy for an average person to carry or maneuver. To prevent injuries and eliminate any possible damage to your Supernova, we encourage you to employ the help of a friend when unpacking the unit. We further suggest the following:

- Always wear a back support belt when carrying/lifting the Supernova.
- If possible, get someone to help you move the Supernova.
- Do not apply pressure or push against the face of the speaker as this will cause irreparable damage to the cone and suspension.
- When carrying the Supernova, make sure that the speakers/grilles are away from your chest, eliminating the chance of pushing against the face of the speaker.
- Do not drop the Supernova or subject it to sudden shocks. This will damage the external finish and weaken the enclosure, creating air leaks.
- Avoid exposing the Supernova to moisture. Water will damage the wood structure as well as the amplifier and speakers.

- Cleaning the Supernova is best done using soft cloth. If needed, use mild detergent with water. Like any other electrical unit, always unplug the unit before cleaning it.

## Unpacking the Supernova

- Keep the original carton and packing materials for future shipment or storage.
- Check for any visual signs of damage. If you encounter any concealed damage, consult your Earthquake Sound dealer before proceeding with unit installation.
- Retain the sales receipt as it establishes the duration fo the limited warranty and provides information for insurance purposes.

The Supernova is packaged well for safety. We highly suggest having a padded surface and at least two (2) people to safely unpack the subwoofer.

### Step 1:

On a padded surface, carefully place the box in its side to remove the bottom packing tape and staples.



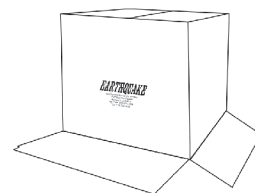
### Step 2:

Without tilting the box too much, tug the bottom flaps outward and keep the protective foam in place.



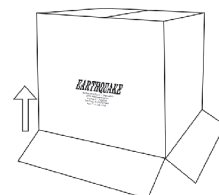
### Step 3:

Gently reposition the box upright.

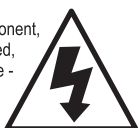


### Step 4:

Slide the box off, minding the protective foam on the top, bottom and sides of the subwoofer.



This triangle, which appears on your component, alerts you to the presence of uninsulated, dangerous voltage inside the enclosure - voltage that may be sufficient to constitute a risk of shock.



This triangle, which appears on your component, alerts you to important operating and maintenance instructions in this accompanying literature.



## Introduction

Congratulations and thank you for choosing the Earthquake BA550 Supernova amplifier as a key component of your audiophile system.

The Supernova MKV Series 2 subwoofer utilizes the digital class “D” amplifier, SLAPS (Symmetrically Loading Audio Passive System) passive radiator and especially designed high excursion driver. All those components are encased in high quality cabinet specifically designed to reduce internal resonance and diffractions, allowing the Supernova to deliver a crisper bass and more accurate response.

Individually handcrafted in the USA, the Supernova MKV Series 2 Subwoofer meets and exceeds all industry standards of performance and quality. With uncompromised “World Class” performance and superior technology, the Supernova MKV Series 2 Subwoofers epitomizes the state-of-the-art in subwoofer design.

## What Makes a Supernova?

### BA550 Digital Class “D” Amplifier



The BA550 digital custom installation amplifier utilizes the class “D” circuitry, allowing the amplifier to produce a massive 600 Watts RMS with 99% efficiency.

Unlike many class “D” amplifiers available in the market today, the BA550 amplifier is uniquely designed to accept both LOW and HIGH level connections at the same time without overloading the amplifier.

### Proprietary High Excursion Drivers



The drivers used in the SuperNova are specifically designed for accurate reproduction of bass and sub-bass frequencies. With a massive moving structure, these drivers operated with extremely low distortion and impressive transient response. Their performance is attributed to a non-conventional motor structure design that integrates components such as double stacked, high-gauge magnets, epoxy coated super spiders, high temperature copper voice coils and over 1” of single layer, thermally pressed poly-ether foam surrounds.

### SLAPS (Symetrically Loaded Audio Passive System)



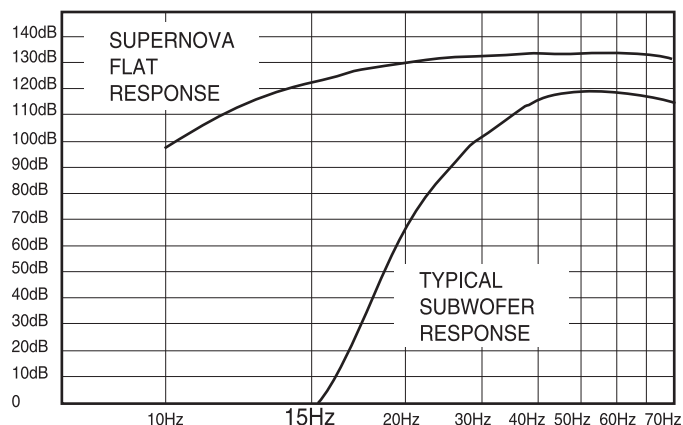
Earthquake’s own patented SLAPS passive radiator technology dramatically increases the subwoofer’s efficiency and capability for ultra low frequency reproduction. The unique design of the SLAPS employs dual (identical) suspensions, allowing the passive driver to move the same amount of air in either direction. Coupled with the active driver, the SLAPS enables the woofer to move more than 4” peak-to-peak and adds an excess of 5dB at 15Hz, more than twice as loud at that frequency.

## THX Standards... One Octave Lower!

The Supernova performance well exceeds THX requirements of 105dB at 30Hz by far.

In flat more, the Supernova achieves 123dB at 30Hz and reaches upwards of 128dB when the bass boost from an audio processor (source) is used. Better yet, the Supernova is capable of producing 108dB at 15Hz and near 100dB at 10Hz. Keep in mind that typical subwoofer systems tend to fail in producing frequencies below the 20Hz mark.

The Supernova MKV Series 2 delivers an impressive amount of features aimed at fulfilling the promise of ground-shaking bass, as suggested by its name.



## Independent Test Report

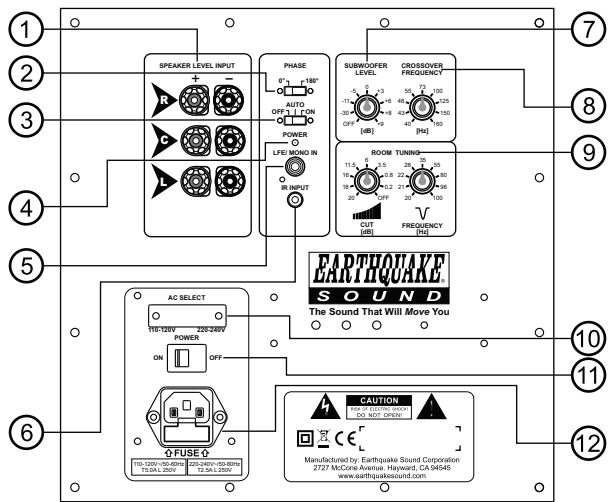
	MODEL	DRIVER	dB@40Hz	dB@35Hz	dB@30Hz	dB@25Hz	dB@20Hz	dB@18Hz
EARTHQUAKE	MKII-15	15"	117	117	116	115	102	98
B & W	4000-ASW	15"	115	115	115	114	102	N/A
BAG END	S-18E	18"	110	112	110	108	100	N/A
TRIAD	PLATINUM	18"	N/A	110	N/A	106	92	90
VELODYNE	F-1800R	18"	112	112	113	110	98	N/A
ENERGY	ES-18XL	18"	114	112	112	106	98	90
PARADIGM	SERVO-15	15"	112	110	110	106	96	90
BAG END	INFRA-18	18"	108	108	106	102	90	N/A
EARTHQUAKE	MKII-12	12"	113	113	113	106	98	
M & K	MX-5000	12"	N/A	110	N/A	106	92	
VELODYNE	HGS-12	12"	106	105	108	102	90	
LINN	AV5150	12"	N/A	110	N/A	104	N/A	

dB measurements as tested by WIDESCREEN REVIEW , Buyer's Guide, 2000

# BA550 Supernova Amplifier

The BA550 amplifier offers features and technologies that allow it to deliver uncompromised performance, even under extreme conditions. The next few pages will describe in details the BA550 built-in functions and their applications.

We strongly recommend that you review these pages and feel free to contact us if you have any questions.



- 1 **SPEAKER LEVEL INPUT**  
This input jacks allows the BA550 to receive inputs either from the receiver or amplifier that is powering the surround speakers.
- 2 **PHASE SHIFT**  
This 0° - 180° switch allows user to synchronize the subwoofer to obtain better and more precise bass response.
- 3 **AUTO SIGNAL SENSING**  
This is a 3-way switch. When ON, the amplifier will remain on regardless of signal presence. When set to AUTO, the amplifier will only turn on when audio signal is detected. Additionally, the amplifier will go to sleep/stand-by if it does not detect any signal after 15 minutes. When set to OFF, the amp will remain off regardless of signal presence. Note that the MAIN POWER SWITCH must be ON for this feature to work.
- 4 **LED POWER/SIGNAL INDICATOR**  
This LED indicator reflect the main power status of the amplifier as well as the state of the amplifier (whether the AUTO Sensing is on/off and whether signal is being fed to the amplifier). Note that this LED will only light up when the main power switch is in the ON position.

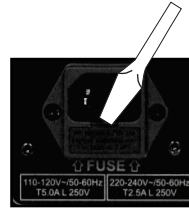
Signal Sensing	Is there signal?	LED Color
ON	Yes	Green
	No	Green
AUTO	Yes	Green
	No	Red
OFF	Yes	Red
	No	Red

- 5 **LFE/MONO IN**  
This input jack allows the BA550 to receive input from the receiver or amplifier that is powering the surround speakers.
- 6 **IR INPUT**  
Simply plug in the remote eye provided in the IR INPUT. Once plugged in, place the remote eye anywhere in the room where it is convenient for the user to control the amplifier using the included remote control.
- 7 **SUBWOOFER LEVEL**  
This knob allows the user to control the volume of the subwoofer. Always start at the lowest setting and slowly increase the volume until the desired subwoofer level is reached.
- 8 **CROSSOVER FREQUENCY**  
This knob allows user to set the subwoofer's cut off frequency. Signals above the set crossover frequency will be gradually rolled off to prevent them from interfering with the surround speakers.
- 9 **ROOM TUNING LEVEL & FREQUENCY**  
These control knobs allow the user to optimize the bass response of the subwoofer and obtain a well-balanced system response that match their specific audio needs and preference.
- 10 **AC SELECTOR SWITCH**  
The BA550 operates in 110/115V or 220/230V environments. Simply slide the selector to the appropriate/required power input setting.
- 11 **MAIN POWER SWITCH**  
When switched to OFF, the amplifier will remain off as there is no AC power being fed into it. We highly recommend keeping this switch OFF when the amplifier is not being used for an extended period of time.



## ⑫ AC POWER WITH BUILT-IN FUSE

Always replace the protection fuse with a similar value fuse. For your convenience, extra fuses are provided in the compartment located right below the plug. To access these extra fuses, simply unplug the power cable from the subwoofer, place a flat-head screw driver in the small notch and pry it open.



## Placing Your Subwoofer(s)

**Y**ou often hear the term “subwoofers are non-directional.” This is not true. It is harder to choose subwoofer placement when low frequencies are crossed. The wider the room, the more directional the subwoofer. The easiest solution is to use two (2) subwoofers, feed a mono signal to both and place them in the front, one of the left and another on the right.

While having two (2) subs is better than one, the MONO signal that drives those subwoofers keeps them from projecting the three dimensional images in the sub-harmonics. Using two (2) subwoofers allows you to cross the subs up to 150Hz sound quality, imaging and staging. In some applications, you might have small front speakers or planar speakers. The two-front-subwoofer system is an excellent solution to planar speakers’ low frequency response early roll off from 150Hz on down. When placing these subwoofers in a close proximity to the stereo satellite, the subs will enhance low frequency extension. It will be better to have a stereo subwoofer to help in the lower bass notes and their placement.

Suppose you have only one (1) subwoofer in the room and it is placed on the right side of the room. If a bass guitar player was standing on the left side of the stage and played an EE note (42Hz), then the sub will also respond to that from the right side of the room and completely destroy the stage.

To give you a three-dimensional front-end bass that allows you to have a low frequency dynamic stage, the BA550 amplifier used on the Supernova MKV Series 2 subwoofers was designed to accept both LOW and HIGH level connections at the same time without overloading the amplifier.

On the next page, you will see illustrations showing the three (3) different suggested setups. In each of them, note the breakaway and the image separation represented by the black and gray arrows. The best response is achieved when the subharmonic frequencies are dynamically synchronized with the

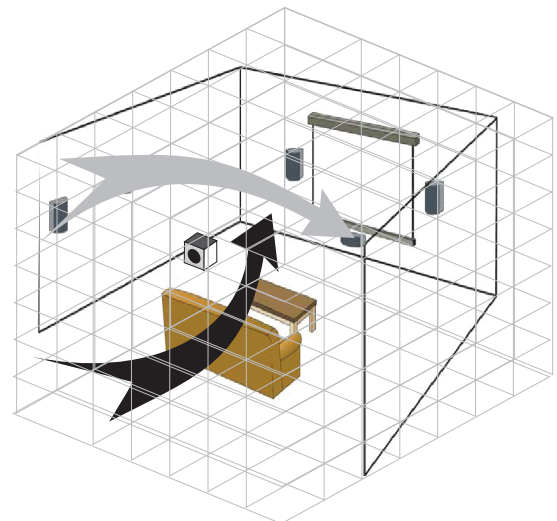
rest or the audio system, the black and gray arrows are identical

The black arrows represent the subharmonic frequencies.

The gray arrows represent the lows, mids and highs as they follow the action.

## SINGLE SUBWOOFER SETUP

This is a GOOD setup. The subharmonic frequencies (black arrow) always move towards the sub in the single sub setup while the lows, mids and highs (gray arrow) follow the action.

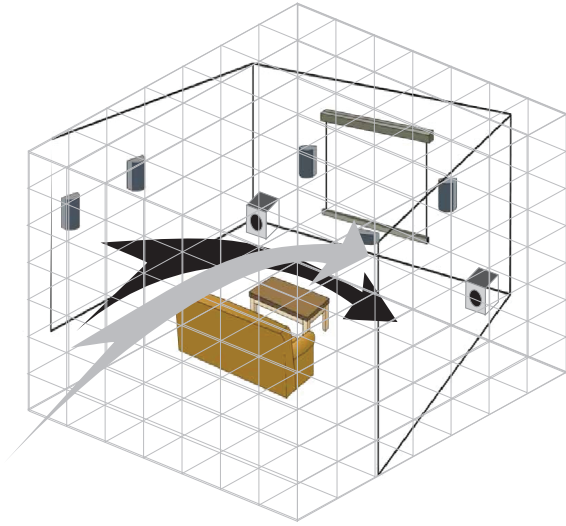


Placing the subwoofer in the corner of the room will produce a more boomy effect, often preferred for movies and sound tracks. For a music application, place the subwoofer as shown above or against the front wall, about a third of the room width.

## Placing Your Subwoofer(s) cont'd

### DUAL SUBWOOFER SETUP WITH MONO SIGNAL

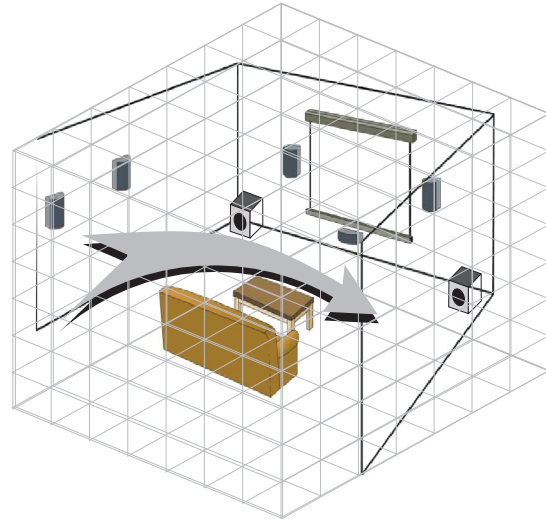
This is a BETTER setup. In a dual subwoofer setup, the subharmonic frequencies (black arrow) always move towards the middle of the room while the lows, mids and highs follow the action (gray arrow).



Notice the breakaway and image separation is less in this setup than the single subwoofer setup.

### DUAL SUBWOOFER SETUP WITH STEREO + MONO SIGNALS

This is the BEST setup. Notice how black arrow mimics the gray arrow. This illustrates fully complementary subharmonics to the lows, mids and highs.



In this setup, the stereo subwoofers keep the subharmonics dynamically synchronized with the rest of the audio system.

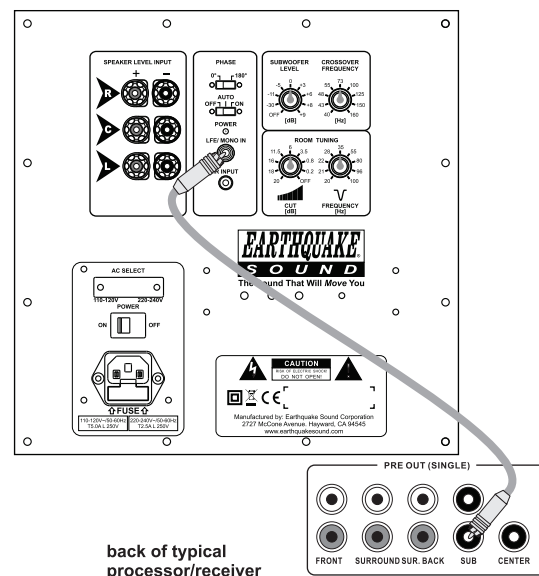
## Connecting Your Subwoofer(s)

### LOW LEVEL SETUP

This is the best way to drive an audio signal into the BA550. Today, all signal processors (5.1/6.1 and more advanced ones) come equipped with built-in pre-amplifier outputs (RCA) that include a subwoofer output. Generally, the SUB PRE OUT is in mono format. Connect the SUB PRE OUT from the processor to the BA550 using an RCA cable.

We strongly recommend that you use the best available RCA connectors and cables. High quality cables are normally triple shielded and the connectors are gold plated with forceful grasping.

When using this connection, the BA550 only receives bass signals from the source. Therefore, the crossover frequency should be set at max value.



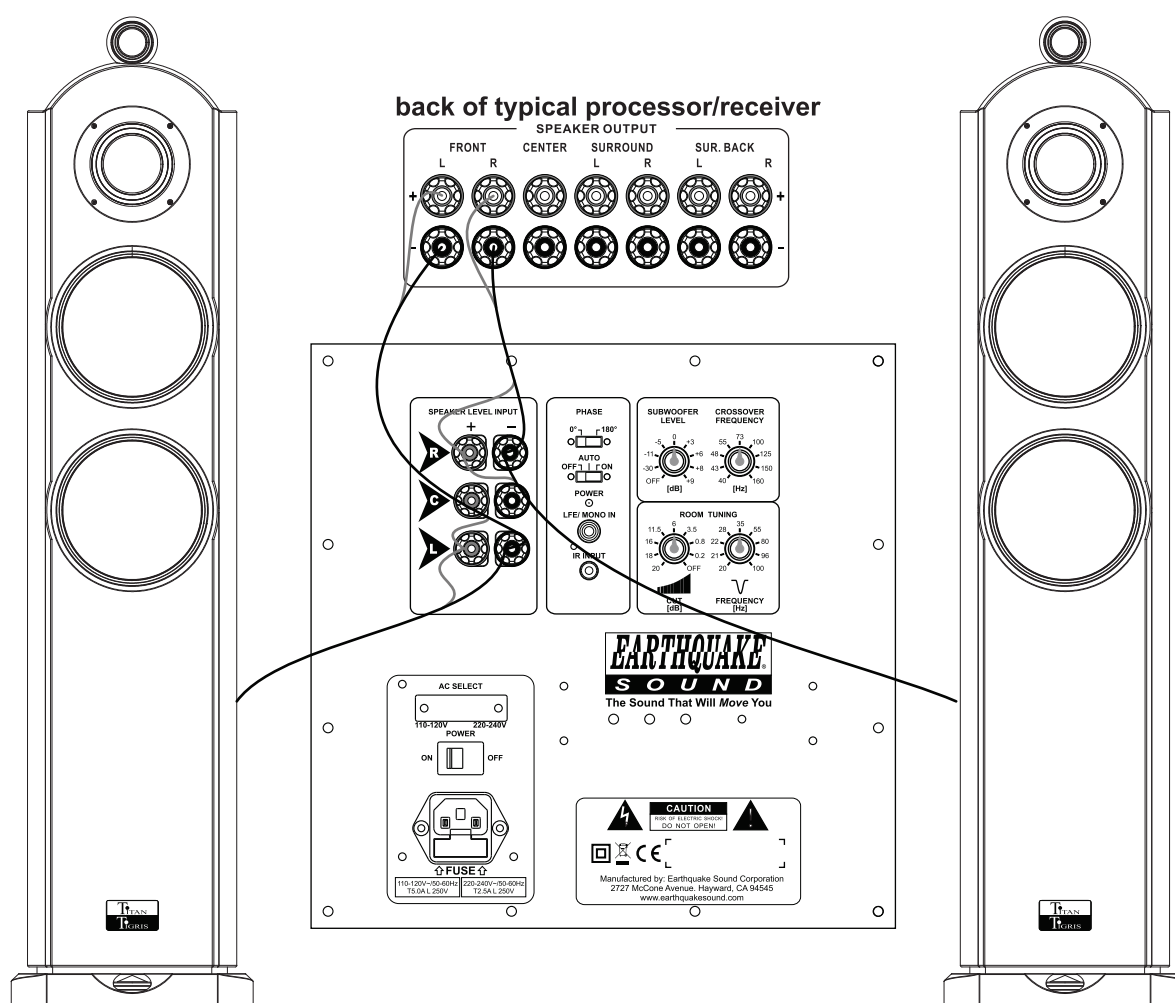
## Connecting Your Subwoofer(s) cont'd

### HIGH LEVEL SETUP

The BA550 has a high/SPEAKER LEVEL INPUT connection. Simply connect the wire from the main front speakers to the BA550.

Initially, set the BA550's crossover frequency near 100Hz. Slowly adjust it down to the crossing point until you eliminate any emanating vocals from the subwoofer. An ideal crossing point ranges from 55 to 70Hz.

In case the subwoofer with BA550 becomes out of phase with the main front speakers, flip the phase switch to correct the problem. Note that maximum bass is only achieved when the sub is in phase with the speakers in your system.



## Connecting Your Subwoofer(s) cont'd

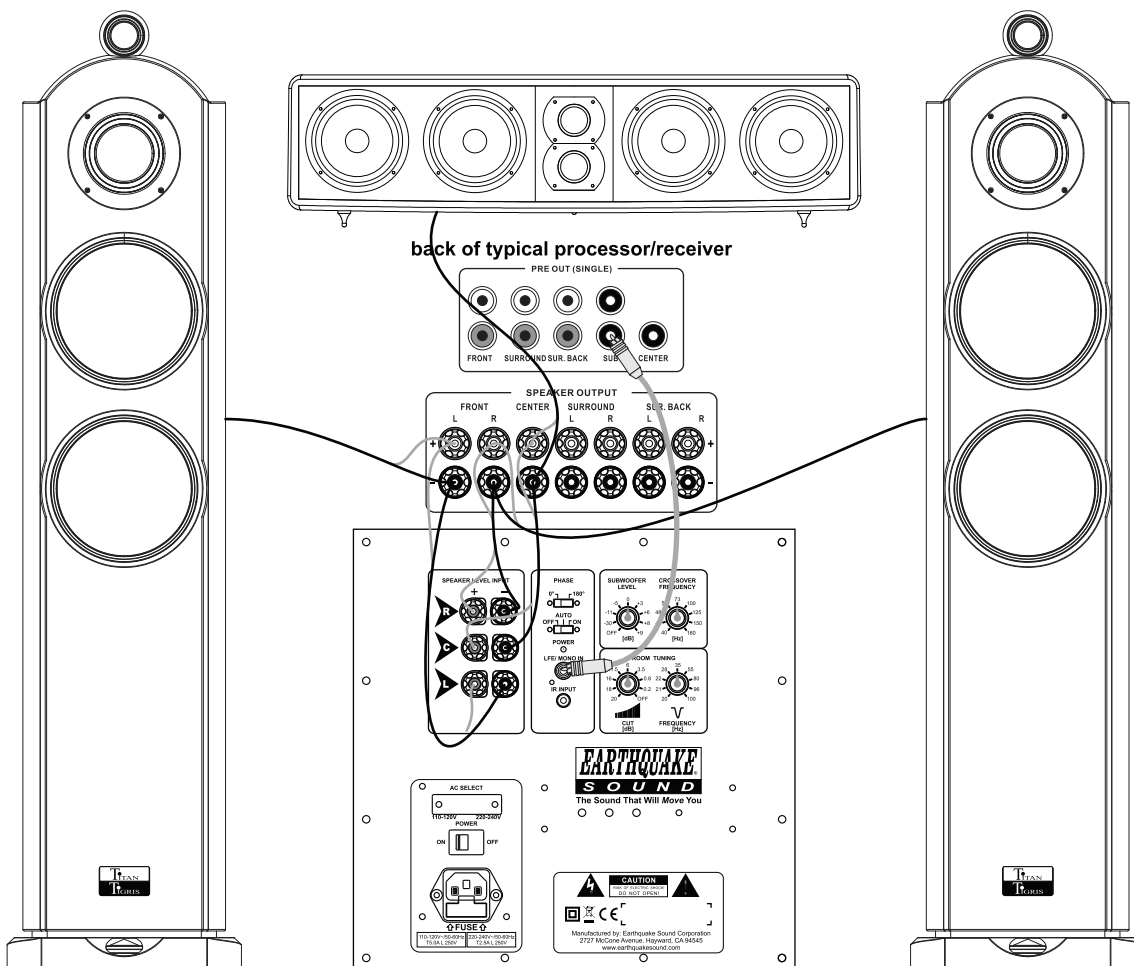
### FULL DYNAMIC SETUP

The BA550 is designed to accept both LOW and HIGH level connections at the same time without overloading the amplifier. This setting will deliver a more dynamic bass response and richer sound stage.

Connect the front main speakers and the SPEAKER LEVEL INPUT of the BA550 to the receiver using speaker cables. Additionally, connect the LFE/MONO IN of BA550 to the SUB MONO OUT of the receiver.

In the receiver's menu, set the front main speakers to LARGE and select YES when asked whether the subwoofer is connected.

In case the subwoofer with BA550 becomes out of phase with the main front speakers, flip the phase switch to correct the problem. Note that maximum bass is only achieved when the sub is in phase with the speakers in your system.





## Connecting Your Subwoofer(s) cont'd

### DUAL SUB STEREO SETUP

For a more realistic sound stage and greater theater experience, we suggest having two (2) subwoofers and running them in stereo.

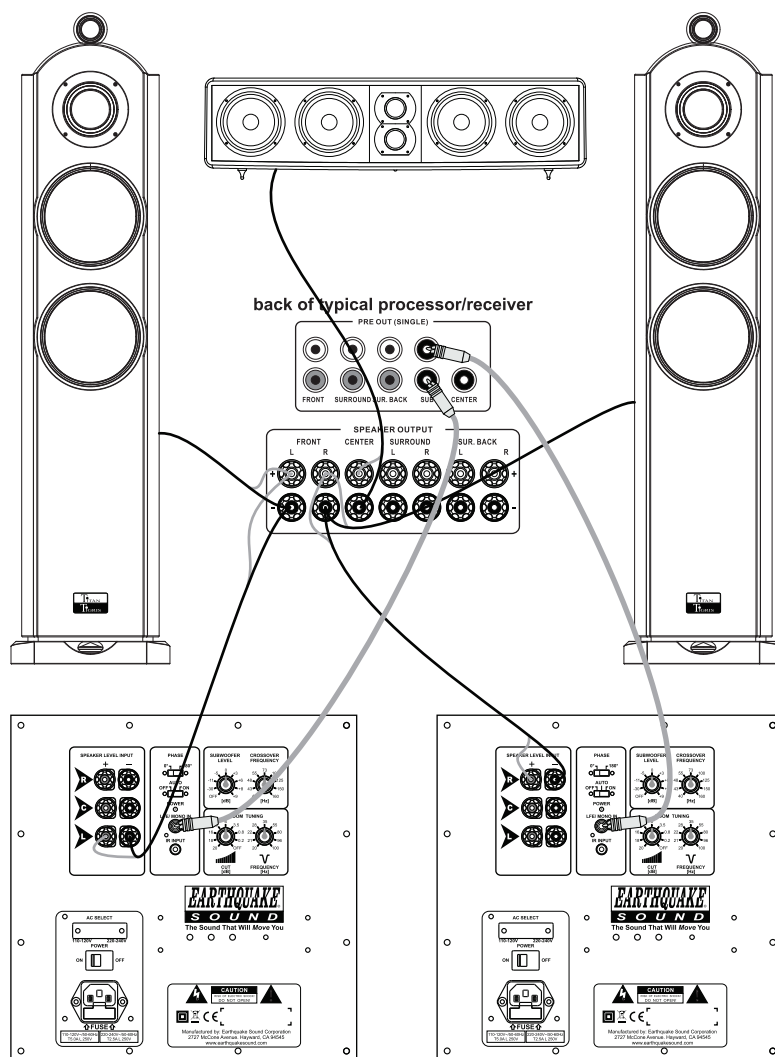
Connect the front left speaker and the **LEFT SPEAKER LEVEL INPUT** of the left side subwoofer to the receiver using speaker cables. Additionally, connect the **LFE/MONO IN** of the left side subwoofer/BA550 to the **SUB PRE OUT 1** of the receiver.

Connect the front right speaker and the **RIGHT SPEAKER LEVEL INPUT** of the left side subwoofer to the receiver using speaker cables. Additionally, connect the **LFE/MONO IN** of the right side subwoofer/BA550 to the **SUB PRE OUT 2** of the receiver.

If the receiver only has 1 SUB PRE OUT, then use a Y-RCA cable to connect the two subwoofers.

In the receiver's menu, set the front main speakers to **LARGE** and select **YES** when asked whether the subwoofer is connected or not.

In case the subwoofers with BA550 become out of phase with the main front speakers, flip the phase switches to correct the problem. Note that maximum bass is only achieved when the sub is in phase with the speakers in your system.

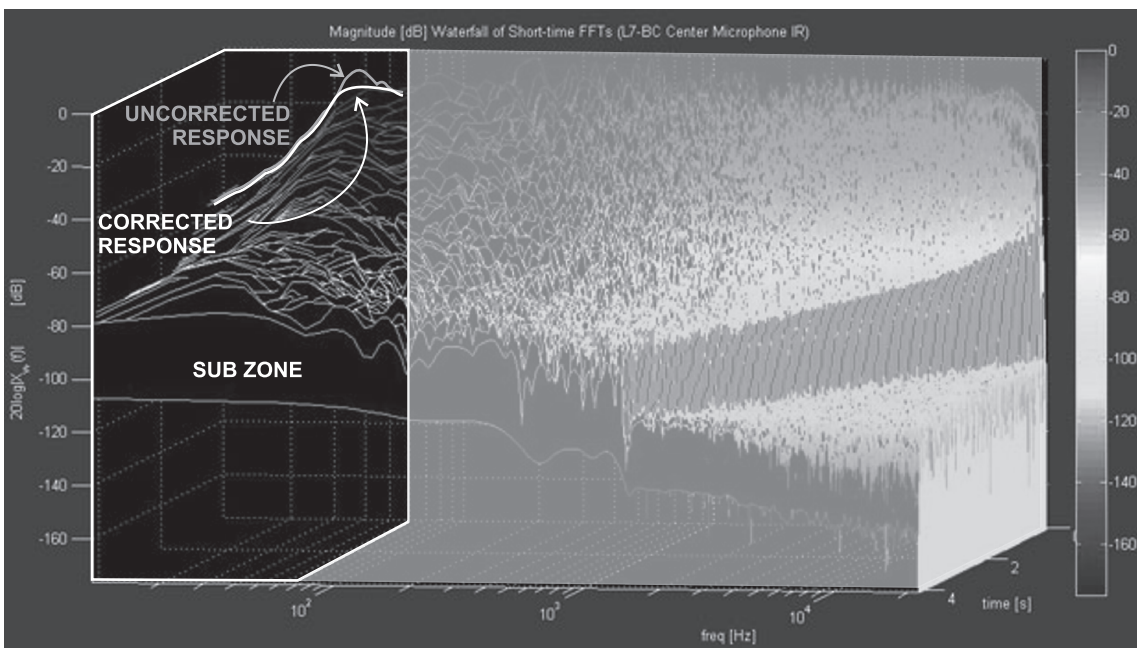


## Room Tuning Your Subwoofer(s)

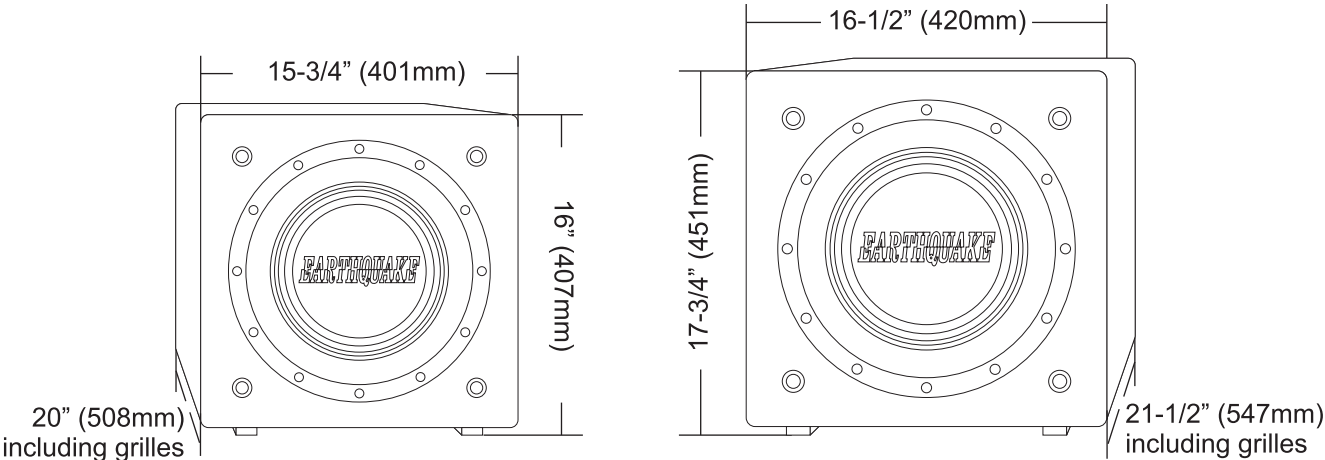
The room tuning EQ of the BA550 is a cut EQ whose cut frequency and level are variables and can be adjusted to better suit the room.

We strongly recommend that the room tuning is set by a professional installer.

1. Place the subwoofer at the preferred location in the room.
2. Place a spectrum analyzer or the SPL meter on the theater seat/sofa, at the listener's ear level.
3. Send 20Hz - 70Hz tones with 5Hz increments through the Front Left and Right speakers and subwoofer. This signal should be at a moderate level.
4. Document the peak SPL and frequency presented by the spectrum analyzer or SPL meter.
5. Set the BA550's room tuning frequency to the peak frequency.
6. Set the BA550's room tuning cut level to achieve a flattened response.



# Supernova MKV Series 2 Subwoofer Dimensions and Specifications



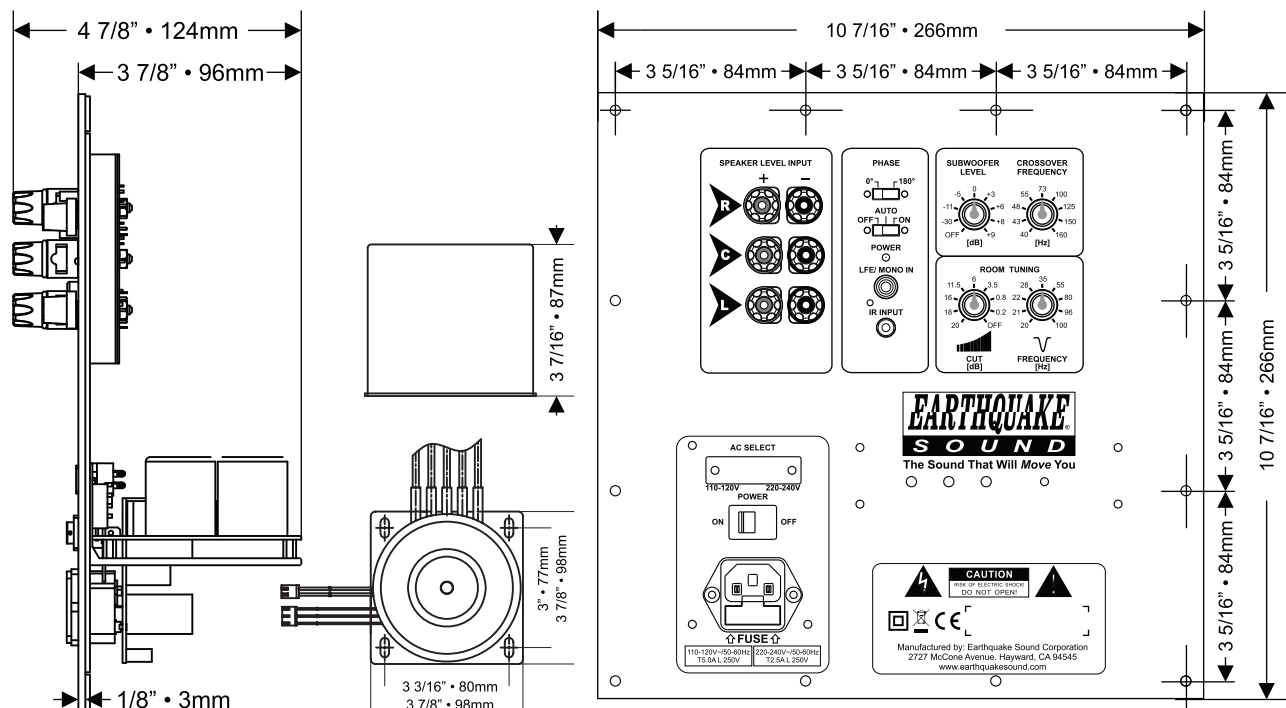
**12" Models\***

**15" Models\***

600 Watts RMS	<b>Power Handling</b>	600 Watts RMS
Line: 35 kOhm Speaker level: 220 Ohm	<b>Input Impedance</b>	Line: 35 kOhm Speaker level: 220 Ohm
15 Hz - 155 Hz	<b>Frequency Response</b>	14 Hz - 120 Hz
Sealed with Passive Radiator	<b>Enclosure Type</b>	Sealed with Passive Radiator
Black Ash Wood Veneer Piano Black	<b>Available Finishes</b>	Black Ash Wood Veneer Piano Black

*\* Check the size and finish of your subwoofer to find out your model number.*

# BA550 Amplifier Dimensions and Specifications



<b>Power Output</b>	600 Watts RMS
<b>Freq. Range</b>	29 - 240 Hz
<b>Crossover Freq.</b>	40 - 180 Hz
<b>Input Sensitivity</b>	< 0.08% (1W/4Ohm)
<b>Input Impedance</b>	Line: 35 kOhm Speaker level: 220 Ohm
<b>Signal-to-Noise Ratio</b>	> 100 dB (A)
<b>Input Connections</b>	RCA • High-level
<b>Power Consumption</b>	Max. 0.5W on standby Max 380W when fully driven
<b>Fuse Ratings</b>	110-120VAC~/50-60Hz: T5.0AL/250 V 220-240VAC~/50-60Hz: T2.5AL/250 V



## 5 Year Warranty Information

**E**arthquake warrants the original purchaser that all Factory Sealed New Audio Products to be free from defects in material and workmanship under normal and proper use for a period of five (5) years from the date of purchase (as shown on the original sales receipt with serial number affixed/written on it).

The five (5) year warranty period is valid only if an authorized Earthquake dealer properly installs the product and the warranty registration card is properly filled out and sent to Earthquake Sound Corporation. If a non-authorized party installs the product, a ninety (90) day warranty period will be applied.

**(A) Five (5) years limited warranty plan coverage guidelines:**

- **First year:** Earthquake pays for labor, parts, and ground freight (only in US mainland, not including Alaska and Hawaii. Shipping to us is not covered).
- **Second, third, fourth & fifth year:** Earthquake pays labor only. Customer must pay for parts and freight both ways.

**(B) Warning:**

Products (sent for repair) that are tested by Earthquake technicians and deemed to have no problem(s) will not be covered by the five (5) year limited warranty. Customer will be charged a minimum of one (1) hour of labor (at the ongoing rates) plus shipping charges back to customer.

**(C) Earthquake will repair or replace at our option all defective products/parts subject to the following provisions:**

- Defective products/parts have not been altered or repaired by other than an Earthquake factory-approved technicians.
- Products/parts are not subjected to negligence, misuse, improper use or accident, damaged by improper line voltage, used with incompatible products or have its serial number or any part of it altered, defaced or removed, or have been used in any way that is contrary to Earthquake's written instructions.

**(D) Warranty Limitations:**

Warranty does not cover products that have been modified or abused, including but not limited to the following:

- Damages to speaker cabinet and cabinet finish due to misuse, abuse or improper use of cleaning materials/methods.
- Bent speaker frame, broken speaker connectors, holes in speaker cone, surround & dust cap, burnt speaker voice coil.
- Fading and/or deterioration of speaker components & finish due to improper exposure to elements.
- Bent amplifier casing, damaged finish on the casing due to abuse, misuse or improper use of cleaning material.
- Burnt tracers on PCB.
- Product/part damaged due to poor packaging or abusive shipping conditions.
- Subsequent damage to other products.

**A** warranty claim will not be valid if the warranty registration card is not properly filled & returned to Earthquake with a copy of the sales receipt.

**(E) Service Request:**

To receive product service, contact Earthquake Service Department at (510) 732-1000 and request an RMA number (Return Material Authorization). Items shipped without a valid RMA number will be refused. Make sure you provide us with your complete/correct shipping address, a valid phone number, and a brief description of the problem you are experiencing with the product. In most cases, our technicians might be able to resolve the problem over the phone, thus eliminating the need to ship the product.

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## 5 Year Warranty Information Cont'd

### **(F) Shipping Instructions:**

Product(s) must be packaged in its original protective box(es) to minimize transport damage and prevent repackaging cost (at the ongoing rates). Shipper claims regarding items damaged in transit must be presented to carrier. Earthquake Sound Corporation reserves the right to refuse improperly packed product. Original bill of sale must accompany product returned to service. We encourage you to include with the package a written description of the problem. Ship product to:

Earthquake Sound Corp.  
2727 McCone Avenue, Hayward, CA 94545.  
Tel: (510) 732-1000.

You are responsible for the cost of shipping the product to Earthquake Sound Corporation.

### **(G) Disputes Resolution:**

All disputes between clients and Earthquake Sound Corporation resulting from the five (5) year limited warranty policy must be resolved according to the laws & registration of the county of Alameda California.

## **PRODUCT REGISTRATION**

This Earthquake product can be registered by returning the Product Registration card attached to this manual. Please also retain sales receipt, which represents proof of purchase.

## Notes

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## For Your Records

Date of Purchase: \_\_\_\_\_

Authorized Dealer/Installer Info:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Serial Number:



The Sound That Will *Move* You

Earthquake Sound reserves the right to amend details of the specifications without notice.

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Earthquake Sound Corporation

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