DAC-1v2

DIGITAL-TO-ANALOG CONVERTER

USER MANUAL

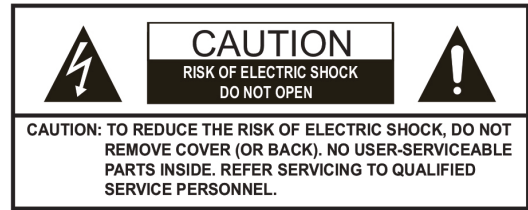*Wyred 4 Sound*

What's Included

- User Manual
- 6 ft. AC Power Cable
- 1.5 meter USB 2.0 A to B cable
- DAC-1v2 Digital-to-Analog converter

We strongly suggest keeping the original packaging in case of the need to ship the DAC in the future.

Important Safeguards

- All the safety and operating instructions should be read before this product is operated.

- The safety and operating instructions should be retained for future reference.

- All warnings on the appliance and in the operating instructions should be adhered to.

- Follow all instructions.

- The appliance should not be used near water or moisture – for example, in a wet basement or near a swimming pool, and the like.

- Clean only with dry cloth.

- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

- Do not defeat the safety purpose of the polarized or grounding plug. A polarized plug has two blades with one wider than the other. A grounding 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 your outlet, consult an electrician for replacement of the obsolete outlet.

- Protect the power cord from being walked on or pinched particularly at the plugs, convenience receptacles, and at the point where they exit from the apparatus.

- Unplug this apparatus during lightning storms or when unused for long periods of time.

- Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way such as the power cord or plug is damaged. Other damage may occur if liquid or objects have been dropped or spilled into the apparatus. Dropping the apparatus, exposure to rain, and excessive moisture may cause additional damage.

- Keep the unit in a well ventilated environment. Ensure at least 4" clearance around top and sides.

- CAUTION: These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

- WARNING: To reduce the risk of electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing and that objects filled with liquids, such as vases, shall not be placed on apparatus.

- WARNING: The mains plug/appliance coupler is used as disconnect device, the disconnect device shall remain readily operable.

- The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

- No naked flame sources, such as lighted candles, should be placed on the apparatus.

- WARNING: The terminals marked with symbol of "+/-" may be of sufficient magnitude to constitute a risk of electric shock. The external wiring connected to the terminals requires installation by an instructed person or the use of ready made insulated leads or cords.

- Correct Disposal of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

- Keep your packaging! It is custom made for your unit and will effectively protect it for possible future use.

- Be sure to register your product. It is very important to complete the warranty registration form located on our website. Complete and submit the form within 30 days of purchase to activate your warranty.

FCC Warning
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Contents

Introduction

Wyred 4 Sound products are a perfect example of what is accomplished when practical engineering and knowledge are combined. All components are selected for the greatest possible functionality, durability, and most importantly, quality. Wyred 4 Sounds' excellence in engineering will provide you with first-class performance and years of satisfaction. All Wyred 4 Sound products are proudly designed and assembled in California.

Our product goal is simple: to deliver the beauty and realism of your music into your home with as little change as possible. We know what our competition has to offer, and you can be sure that we constantly strive to make the value of our products substantially more. We hope you enjoy your new Wyred 4 Sound product for years to come, and that you consider us in the future as we continue to provide exceptional and innovative audio components to music lovers worldwide.

Design Features

There are many aspects of the DAC-1v2 which make it one of the finest DACs on the market today. Among its highlights is the latest 32-bit, 8-channel ESS Sabre 9026PRO DAC chip, one of the best on the market. The heart and soul of the DAC-1v2 uses the 8ch ESS chip in quad-differential mode meaning that there are actually 4 differential D-A conversion circuits for each channel in parallel. This greatly helps achieve the spectacular S/N ratio and output drive capability.

The DAC-1v2 can process signals up to 24/200 kHz via the coax digital inputs. Toslink inputs are tested to function up to 192 kHz sample rate, although due to limitations inherent in toslink transmission, a maximum of 174.6 kHz has proven to be more reliable. The DAC-1v2 USB input will process signals up to 32 bits in length and sample rates of up to 384 kHz PCM and DSD 256.

Each of the coax inputs are transformer coupled to isolate the source while maintaining proper loading. To ensure that the lowest input signal level will satisfy the digital conversion engine, the signals also pass through TTL buffers to maintain consistent signal integrity. To simplify input selection, the ESS chip is also used as the receiver chip and performs all the signal selection and routing. Automatic signal up-sampling is done internally to keep output filtering to a minimum, and is a crucial part of the jitter elimination. To ensure source immunity, the time domain jitter elimination is executed as the signal enters the DAC chip by re-clocking to the desired rate selected by the ESS chip.

With an oversized toroidal transformer, more than 115,000uF of capacitance, 3 stages of filtering and 13 regulation points, the power-supply in the DAC-1v2 is incredibly robust. The analog output stages are powered by a separate power-supply to ensure isolation from the digital front-end. House-keeping voltages also use separate supplies to guarantee minimal supply contamination. The digital board is supplied with 7 out of the 13 dedicated regulators to ensure tight tolerances and consistent power delivery.

Another key component adding to the incredible sound quality of the DAC-1v2 is the proprietary discrete output stages. Instead of choosing the simple path like many others, we took the "dirt road" and it paid off in a big way in the form of transparency and naturalness of sound. The grain-free soundstage reproduction is the product of our discrete dual-differential FET input amplifier stage which uses all Dale RN55d resistors for precise control. Because of the dual differential circuits, the completely balanced signal offers balanced and unbalanced outputs which both take advantage of common-mode rejection.
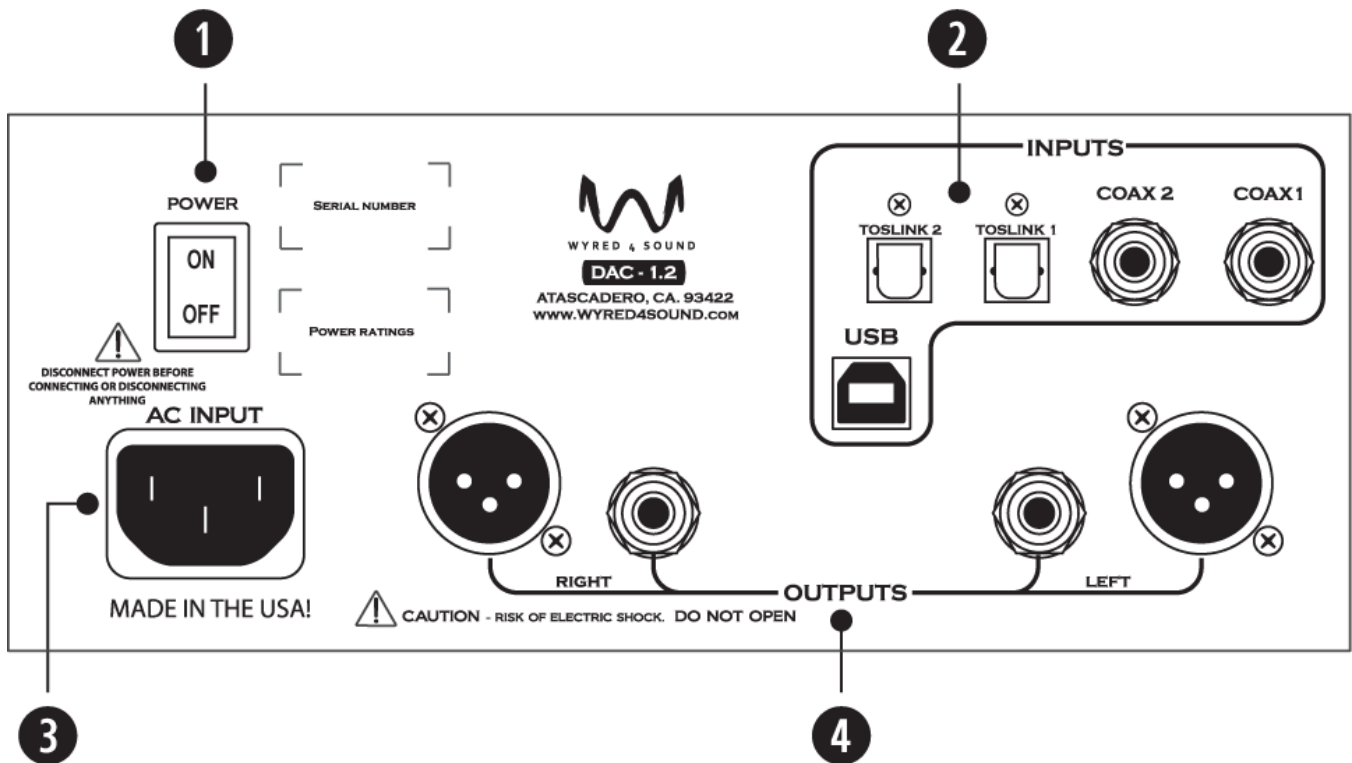
Powering Your DAC

When a power cord is connected to the AC input and the rear switch is turned on, the DAC is ready to be turned on. Use the power button on the front to turn the DAC on or put it into a low-power "standby" mode (display will be off). Leaving the rear switch in the on position will keep power supplied to the DAC. Turning the rear switch off disconnects all power.

Getting Connected

⚠ **CAUTION:** *Disconnect the power cord or turn the rear switch off before making connections to the DAC. Doing so will minimize any risk of equipment damage.*

1. **Rear power switch**
   Turn the switch on to supply main power, off to disconnect power.

2. **Digital inputs**
   Toslink inputs are tested up to 24 bit/192 kHz, coaxial inputs can receive up to 200 kHz. The USB input is capable of up to 32 bit/384 kHz PCM files as well as DSD 256.

3. **AC input**
   Connect power cord.

4. **Analog outputs**
   Connect to your preamplifier via interconnect cables. The outputs can be used simultaneously.

Front Panel Operation

The front of the DAC-1v2 is a model of simplicity yet usefulness. Please refer to the diagram below and the following descriptions.
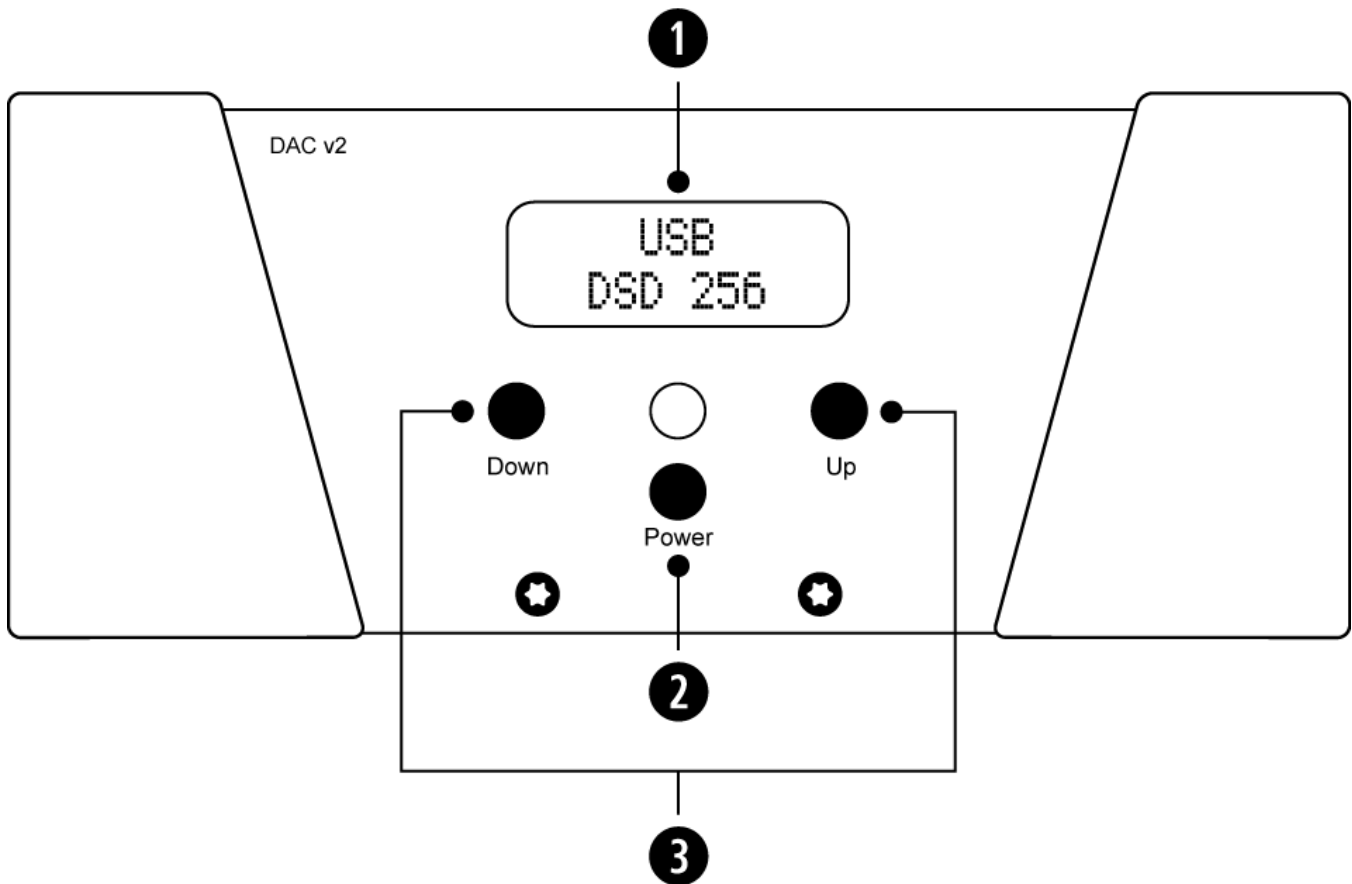
1. **LED display**
   The LED display will show the selected input on the top line and the sample rate on the bottom line. When a sample rate is displayed, the DAC is receiving and locked onto that rate. "< ? >" indicates no or lost signal. When in the Setup Menu, the LED display will show the menu options.

2. **Power button**
   The power button serves several functions. When the rear switch is on, the power button turns the DAC on or puts it in low-power standby mode. If music is playing, tapping the power button quickly will mute the DAC. When in the Setup Menu, the power button is used to select and confirm options. *We strongly recommend putting the DAC in standby mode when not in use. This prolongs the life of DAC and display.*

3. **Down and Up buttons**
   In normal operation, use the down and up buttons to toggle through different inputs. To enter the Setup Menu, press and hold the down and up buttons and the power button simultaneously when the DAC is in standby mode. While in the Setup Menu, use the down and up buttons to toggle through menu options.

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Setup Menu

The preceding front panel diagram can be referenced for button operation. To enter the Setup Menu, ensure the DAC is in standby mode (the rear switch is on but the DAC is not powered on with the front power button).

1. Push and hold the up and down buttons while pressing the power button until the setup menu is shown on the LED display.
2. Once the menu is activated, you can use the up and down buttons to scroll through the menu.
3. When an item is displayed that you wish to adjust, press the power button quickly (do not press and hold or the unit may power off) to enter that item and use the up or down arrows to scroll through item options. When the desired option is displayed, press the power button quickly again to save the selection and return to the main menu.
4. When finished, press and hold the power button while in the main menu. The unit will go back in standby mode and your changes will be ready for use.

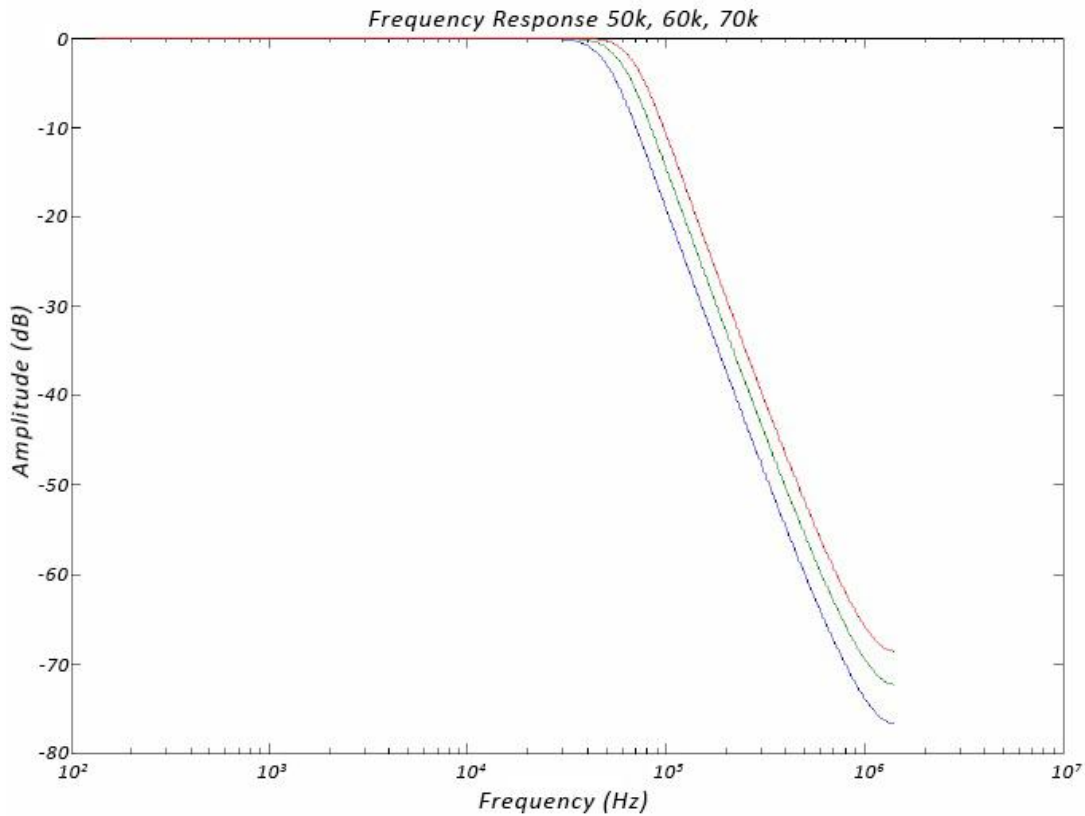The Setup Menu is as follows (default settings are **bolded**):

IIR Bandwidth	(**<50k** / 50k / 60k / 70k)
Filters	(Slow rolloff, linear phase / Slow rolloff, minimum phase / Fast rolloff, linear phase / Fast rolloff, minimum phase / **Apodizing fast rolloff, linear phase** / Hybrid fast rolloff, minimum phase / Brickwall)
Display Dim Level	(Off / Low / Medium / **High**)
Coax 1 Maximum Level	(**-0**-70 db)
Coax 2 Maximum Level	(**-0**-70 db)
Toslink 1 Maximum Level	(**-0**-70 db)
Toslink 2 Maximum Level	(**-0**-70 db)
USB Maximum Level	(**-0**-70 db)
Automatic Input Scrolling	(**Off** / Up / Down)
Default Reset	(On / **Off**)

Explanations of the Setup Menu options are on the next two pages.

Setup Menu Options

Bandwidth/IIR Settings

The Bandwidth/IIR Setting more for personal taste and fine-tuning. The default setting is typically the best for most users, however, feel free to adjust it according to your preference. PCM bandwidth selects the range of which the DAC will filter the signal. Allowing higher bandwidths may introduce more information, but also more noise. IIR stands for Infinite Impulse Response. Please note that these settings will likely not offer significant sonic differences and might not be appreciated until the unit is fully "broken-in".

Filters

Each filter curve subtly affects sonic signature and allows the user to fine-tune the overall rendition to individual tastes. Default setting is what we prefer, but feel free to experiment with different options.

- Slow rolloff, linear phase
- Slow rolloff, minimum phase
- Fast rolloff, linear phase
- Fast rolloff, minimum phase
- Apodizing fast rolloff, linear phase
- Hybrid fast rolloff, minimum phase
- Brickwall

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Display Dim Level

Choose your preferred brightness of the LED display. If "Off" is chosen, the display will wake up and briefly display any change made when a button is pushed on the front panel.

Maximum Volume Level Settings

The Max volume settings can be set differently for each input. The Default level is set to -0 db which will offer the highest level output. Some users may choose to lower the output level of the DAC to prevent overdriving components connected to its outputs. We recommend that you research the maximum recommended preamp or amps input voltage for your product to maintain proper levels.

Automatic Input Scrolling

When this feature is turned on, the DAC will search for the first input with an active signal in the indicated direction (up or down). In a practical sense, this feature is used if the user simply wants to turn on the source and begin playing music without turning the DAC on. Keep in mind two things:

1. An active signal does not necessarily need to have music playing for the DAC to recognize it.
2. Enabling this feature effectively disables the ability to put the DAC in standby mode if you have an input connected, since the DAC will always find that input and remain on. Disable this feature if you wish to put the DAC in standby mode.

Default Reset

Engaging the Default Reset sets all Setup Menu options to factory default settings.

"Break-in" Period

Your new DAC will deliver outstanding performance brand new. However, over the course of playing it for the first 200 hours or so, the DAC will go through a "break-in" period as it reaches its ultimate sonic potential. This is a normal phenomenon of high-end audio equipment and the before/after differences are readily audible. If you are hearing bright, tight, light or dimensionally flat characteristics, those are symptoms of a product that is not quite broken in yet. Patience will reward you! After the break-in period, your unit will be ready to perform as soon as it's powered on. If you have any questions on your DAC's performance, contact your dealer or Wyred 4 Sound directly.

USB Configuration

The USB interface of the DAC-1v2 is driverless for Mac and Linux, thus 'plug-n-play' for those operating systems. For Windows, the included driver disk has standard drivers as well as ASIO® drivers. All users (Mac, Linux, PC) will need to configure the DAC as the output device for their computer. Please see step 6 below.

Windows Setup

When using the DAC with a Windows machine via USB you MUST install the drivers before connecting the DAC. Do not connect the DAC with a USB cable until the drivers are completely installed. The included ASIO® drivers are not required for audio playback but can be beneficial in some configurations. If you do choose to install the ASIO® drivers, be sure to install them after the standard driver installation is complete. (*ASIO® is a registered trademark of Steinberg Media Technologies GmbH.*)

1. Insert the included CD into the disk drive of your computer
2. Locate and open folder that shows the contents of the CD
3. Double click the correct Setup32 or Setup64 file to initiate the install.
4. Once the install process has begun, follow the on-screen instructions. The install wizard will prompt you when the process is complete.
5. Connect the DAC to your computer with a USB cable, power the DAC on, and select the USB input. You may be prompted by an install wizard that additional installation steps are required. Follow the on-screen instructions. The install wizard will prompt you when the process is complete.

Selecting the DAC as the Audio Output Device

6. It is now necessary to select the Wyred 4 Sound USB interface as the default output device for your system. The device name will vary depending on the operating system you are using.

    a. MAC OS: **32bit 384kHz DSD Interface**
       Locate and open the Audio MIDI Setup: Go to Finder > Applications > Utilities > Audio MIDI Setup. Select the W4S DAC as the default output device and apply the setting.

    b. Windows: **Digital Output / Wyred 4 Sound USB Driver 1.0.56**
       Locate the Audio output device (Manage Audio Devices) selection which is found in the control panel located in the startup menu. You will need to set the default output device to the Wyred 4 Sound interface. This setting will be part of the OS and not the media player.

    Please note: Additional output configuration and device selection may be required in your media player.

7. The last step is easy—enjoy your music!

Troubleshooting

No sound? If you have your input source and speakers connected, and you can't get music to play, check the following:

1. Verify that the power cord is plugged in and that the outlet is powered up.
2. Check the front panel and make sure that the display lights up.
3. If the display is on and the DAC is locked onto a signal, increase the volume to a significant level to ensure the level is high enough for music playback.
4. If you can hear the slight turn on and off noise when the DAC is activated, but there still isn't any sound, make sure you are getting a signal to it.
5. Verify that you have the DAC set to the input that you are using, and is displaying a sample rate.
6. If the input is in the proper position and still no sound, then try replacing the interconnects to verify the connection between the DAC and source.
7. Verify that the interconnects are conducting by replacing them on a different set from a connection that you know works.
8. Now that you have interconnects that you know work, try connecting the DAC to another source that you know has worked in the past.

If you are still experiencing problems after checking all possibilities and using the resources provided please contact your dealer or Wyred 4 Sound directly for further assistance.

*Note: Because the DAC-1v2 is really an 8ch DAC inside, make sure that all sources (where applicable, ie: DVD players, cable/satellite boxes) are programmed in their setup menu to output **2ch PCM or stereo digital signals.** In some cases, the DAC will actually try to decode multichannel formats, but will be unsuccessful because the DACs outputs are tied together internally. If the DAC is playing music, then there is nothing to worry about, but if you get loud switching noises, or no sound at all, this is probably why.*

Got Hum?

Is there too much hum or hiss coming out of your speakers? If you put your ear right next to the tweeter of your speaker, you should **barely** be able to hear any hiss in normal conditions, depending on amps. If the noise is easily heard at a distance, try putting your source on mute, or pause. If this eliminates the noise, it's inherent in the source. If the noise is still there when the preamplifier is muted, try disconnecting the inputs to the amplifier. If the noise is still there when the amp inputs are disconnected, and the inputs are shorted with shorting plugs, then your amplifier may need some servicing. If the noise is not there when the inputs are disconnected, try putting a cheater plug (ground isolator) on one or all components in order to eliminate a ground loop issue. NOTE: We only recommend using a ground isolator for troubleshooting purposes, and should be removed after the problem has been found. Having the ground of any unit disconnected can potentially create a dangerous situation.

An easy way to locate a noisy component is to replicate the problem then start disconnecting components one at a time, starting with a source. Digital cable boxes and satellite receivers are notorious for making ground loop hum. This is normally caused by the potential difference on the input wire (shield side) for either of the boxes when referenced to ground. If this is the case in your system, the installation of an isolating transformer would be the easiest solution and are normally readily available at your local electronics parts store. A better solution is a power strip with grounded and surge protected F-connectors that you can pass a signal through. Where possible, use the Toslink inputs. Because of the optical transmission, there isn't any audio connection path to ground between components, and the possibility of a ground loop should disappear.

Specifications

Typical Distortion THD+N (20-20kHz A-weighted)	<0.002% THD+N
Frequency Response (20-20kHz)	± 0.05db
S/N Ratio	> 112 db
Crosstalk	> 120 db
Noise (A-weighted)	< 7uV
Noise	< 10uV
Balanced Output Level	5.3V (14.4 db)
Unbalanced Output Level	2.6V (8.4 db)
Output Impedance	100Ω
Channel Tracking	< ± 0.50 db
Dimensions	8.5"W x 4.125"H x 13.5"D
Weight	14 lbs.

Warranty Coverage

Wyred 4 Sound, as defined below, warrants this Wyred 4 Sound-branded hardware product against defects in materials and workmanship under normal use for a period of FIVE (5) YEARS from the date of retail purchase by the original end user purchaser ("Warranty Period"). If the product has been transferred from the original owner to a second hand owner it has a ONE (1) YEAR warranty, valid from the original date of purchase by the original owner. Displays are warranted from a year of purchase. We strongly recommend dimming or turning off the display when not in use. If a hardware defect arises and a valid claim is received within the Warranty Period, at its option, Wyred 4 Sound will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. Wyred 4 Sound may option that you replace defective parts with new or refurbished user-installable parts that Wyred 4 Sound provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by Wyred 4 Sound, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Wyred 4 Sound's property. Parts provided by Wyred 4 Sound in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned to Wyred 4 Sound and becomes Wyred 4 Sound's property.

EXCLUSIONS AND LIMITATIONS

Wyred 4 Sound does not warrant that the operation of the product will be uninterrupted or error-free. Wyred 4 Sound is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (a) to damage caused by use with non-Wyred 4 Sound products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by Wyred 4 Sound; (d) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Wyred 4 Sound or a Wyred 4 Sound Authorized Service Provider; (e) unauthorized removal of cover (f) to a product or part that has been modified to significantly alter functionality or capability without the written permission of Wyred 4 Sound; (f) if any Wyred 4 Sound serial number has been removed or defaced.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED. AS PERMITTED BY APPLICABLE LAW, WYRED 4 SOUND SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, AND WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF WYRED 4 SOUND CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY WYRED 4 SOUND IN ITS SOLE DISCRETION EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, WYRED 4 SOUND IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING,

OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH WYRED 4 SOUND PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS. WYRED 4 SOUND DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY.

Obtaining Warranty Service

Please access and review the resources referred to in the documentation accompanying this hardware product before requesting warranty service. If the product is still not functioning properly after making use of these resources, please contact your Wyred 4 Sound representative. Wyred 4 Sound or its Wyred 4 Sound Authorized Service Providers will provide warranty service on products that are tendered or presented for service during the Warranty Period, as permitted by law. Wyred 4 Sound is not responsible for freight charges to our facility for warranty repairs. We will cover return freight charges (domestic only) if the unit is found to be faulty and still within the warranty coverage period. You will be responsible for delivery and return shipping and handling charges if the product cannot be serviced in the country it is in. In accordance with applicable law, Wyred 4 Sound may require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service.

Service

In the event there is a problem with your Wyred 4 Sound component, first contact your dealer, distributor, or Wyred 4 Sound directly to discuss the issue before you return the component to our manufacturing facilities for repair. **Products shipped to the factory will be refused and returned freight collect if not accompanied by a Wyred 4 Sound Service Department issued return authorization number (RA Number)**.

Wyred 4 Sound
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Fax: +1 (805) 462-8962
Email: support@wyred4sound.com
Website: wyred4sound.com
Office hours: Mon – Thurs: 7am – 4:30pm. Fri: 7am – 11am, PST

Service procedure

1. Contact your dealer or Wyred 4 Sound to discuss the issue(s)
2. If repair is deemed necessary, fill out the online Service form at wyred4sound.com/support/service-request
3. After the form is received, Wyred 4 Sound will email you an RA number and instructions.
4. Write the RA number on the outside box. Insure and accept all liability for loss or damage to the product during shipment to the Wyred 4 Sound factory and ensure all freight (shipping) charges are prepaid.

The product may also be hand delivered to the California facility if arrangements with the Service Department have been made in advance. Proof of purchase from an authorized Wyred 4 Sound dealer, distributor or agent will be required for warranty validation at the time of hand delivery. Use of the original packaging to ensure the safe transit of the product is strongly recommended. To purchase additional packaging if needed, please contact your authorized Wyred 4 Sound dealer, distributor, or the Wyred 4 Sound Service Department for assistance.

Voltage changes to match your country's voltage and frequency requirements to your Wyred 4 Sound product are possible only at the time of purchase. The SX-1000R amplifier is set to a fixed voltage to match your country's requirements and may not be easily changed. Should voltage change be required, contact Wyred 4 Sound.

Notes

Wyred 4 Sound

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