

Primus 360

Infinity Loudspeaker Troubleshooting/Repair Tips

Most customers prefer to do simple loudspeaker repairs themselves. By following the steps below, a majority of loudspeakers can be returned to their original factory performance with minimum effort. Choose the example that best describes the problem you are experiencing.

Problem 1: No sound or distorted sound from one loudspeaker in a pair (or set)

Connect the dead/distorting loudspeaker to a different amplifier channel (one that had a functioning loudspeaker connected to it). If it functions normally, the problem is not loudspeaker-related. If the loudspeaker still makes no sound or sounds distorted, a wire may have become loose or disconnected, the network (also known as a crossover) may be defective, the drivers (woofer, tweeter, etc.) may be defective or, in very rare cases, all may be defective.

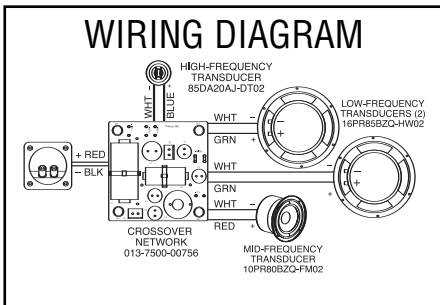
Refer to the wiring diagram and exploded view below. The network is a small circuit board found on the inside of the terminal cup, or mounted to an inside wall of the enclosure. It sends low-frequency sounds to the woofer, high-frequency sounds to the tweeter and, if applicable, mid-frequency sounds to the midrange driver. Make sure all wires are secure and connected. Look for components on the network that look burnt, "bulged," or abnormal. If everything looks normal, connect the network to the drivers from another matching loudspeaker. **MAKE SURE** you attach the correct wires to each driver – mid- and low-frequency sounds can damage the tweeter! If there is still no sound or distorted sound, the network is defective. If there is clean undistorted sound, the drivers are defective.

Problem 2: No sound or distorted sound from one or more (but not all) drivers in an enclosure

Remove the problem driver(s) from the enclosure and make sure all wires are secure and connected. If they are, proceed with the following test:
Woofer or midrange driver – Connect the driver's + and – input terminals directly to the loudspeaker wires from your receiver/amplifier and play some music at a reasonable volume. If the driver now sounds normal (produces a clean, undistorted sound), the network is most likely defective.
Tweeter – Replace the tweeter with a functioning tweeter from another loudspeaker. If the tweeter now functions normally (produces clean, undistorted sound), the original tweeter is defective. If the replacement tweeter also sounds distorted or produces no sound, the network is most likely defective.

Problem 3: Loudspeakers distort, rattle or pop at higher volumes

This is usually NOT a loudspeaker problem. Common causes are too much power (playing the loudspeakers too loud and causing them to distort), an amplifier with not enough power (the amplifier can't produce the required volume without distorting), excessive equalization (turning the tone controls too far clockwise, and/or engaging the loudness/bass boost button on your receiver) or some combination of the above. If only one loudspeaker is exhibiting the problem, and you're confident that it's not caused by too little power/too much power/excessive equalization, see solutions for Problems 1 and 2.



Note: A Phillips screwdriver and "Torx" bit screwdriver T20 size are required to service this product.

ITEM NO.	DESCRIPTION	QTY.	PART NO.	ITEM NO.	DESCRIPTION	QTY.	PART NO.
1.	Crossover Network	1	013-7500-00756	15.	Midrange Screw	4	352-FM04014D602
2.	Woofer	2	16PR85BZQ-HW02	16.	Faceplate/Tweeter FE Screw T4.5*25	16	352-DM04525D597
3.	Midrange	1	10PR80BZQ-FM02	17.	Terminal Cup Screw 3.5*L20 d=6mm	4	352-GM03520D850
4.	Tweeter	1	85DA20AJ-DT02	18.	Network Screw t4*18	4	352-HM04018D497
5.	ABS Midrange Plastic Ring 139*93*8T	1	213-040-00490	19.	Feet	4	320-ABS-00195
6.	ABS Woofer Plastic Ring 196.5*144*8T	2	213-060-00492	20.	Foot Screw	4	352-CM04020D202
7.	Grille 757.9*203.8*3T Black Grille 757.9*203.8*3T Gray	1	244-060-00261B 244-060-00261G	21.	Rubber Footbase	4	320-RUB-00199
8.	Midrange Flowerpot	1	306-HIPS-00713	22.	Grille Cup	8	338-RUB-00114
9.	Flowerpot Gasket	1	336-EVA-01035	23.	Outer Carton	1	400-000-04522
10.	Flowerpot Screws	4	352-CM04012D170	24.	Owner's Manual	1	406-000-01536
11.	Port Tube 84.9*32.6	1	249-HIPS-00162	25.	Foam End Pad (Top) Primus 360 430*308*95mm	1	431-000-02195
12.	ABS Infinity Gold Logo 38.5*11.5	1	316-ABS-00532-2	26.	Foam End Pad (Bottom) Primus 360 430*308*95mm	1	431-000-02196
13.	Network Cup W/Binding Posts 80*80mm ABS Gold Plating	1	317-ABS-00165	27.	Warranty Card	1	405-000-00312
14.	Woofer Screw 4*L16 d=7mm	8	352-AM04016D834				