

ALPHA 37c

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.

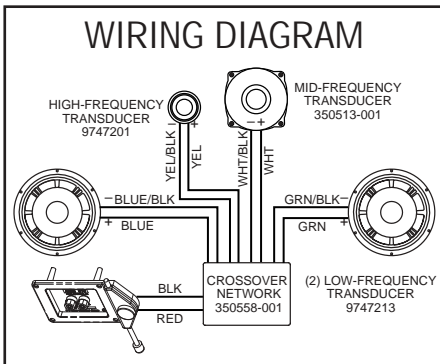
Refer to the wiring diagram and parts list below. The network is a small circuit board found on the inside of the terminal cup, or mounted to an inside wall of the enclosure. It sends low-frequency sounds to the woofer, high-frequency sounds to the tweeter and, if applicable, mid-frequency sounds to 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.



TO SERVICE THE ALPHA 37c

1. Remove the grille.
2. Remove both woofers; remove the (6) Torx screws on each woofer with screwdriver bit #T20.
3. Remove the (4) plastic grille retainers on the mid/twt faceplate; this can be accomplished by carefully pulling them out of their cavities with long-nosed pliers or similar tool. If damaged upon removal, order part# 9330070. Remove the (4) Phillips screws that are now exposed.
4. Remove the (4) Torx screws surrounding the Midrange driver.
5. Carefully separate the front faceplate, with tweeter attached, from the cabinet. NOTE: Upon re-assembly, notice the woofer trim rings have a contour that conforms to the front baffle, and must be positioned correctly.

In the event of a complaint of "video distortion," see Service Bulletin #INF2003-02.

EXPLODED VIEW

Alpha 37c Cabinet - Not for Sale

ITEM NO.	DESCRIPTION	QTY.	PART NO.
1.	Owner's Manual	1	350581-001
2.	Warranty Card	1	335841-002
3.	End Pads	2	350582-001
4.	Outer Carton	1	350580-001
5.	Tweeter	1	9747201
6.	Tweeter Hold-Down Bar	1	339983-001
7.	Tweeter Gasket	1	9254859
8.	Front Faceplate	1	339973-001
9.	Faceplate Gasket	1	350076-001
10.	Woofer	2	9747213
11.	Midrange	1	350513-001
12.	Grille	1	339974-001
13.	Grille Retainer	8	9330070
14.	Midrange Cup	1	339996-001
15.	Crossover Network	1	350558-001
16.	Terminal Cup	1	350596-001
17.	Screw (faceplate) #8 x 3/4 FLHDPH BLK	4	59460
18.	Screw (woofers) TORX HD 3.9 x 30mm	12	9412730
19.	Screw (midrange) PB PPH #6 x .625"	4	903401-010
20.	Screw (tweeter) MS PHH H/L 6-19 x 3/8 BLK	2	905401-006
21.	Screw (network) PB PPH #6 x 3/4 BLK	4	903401-012
22.	Screw (4 faceplate, 4 terminal cup) TORX HD 3.9 x 22mm	8	9412722