



Owner's Reference

Owner's Reference GCA-MC Power Amplifier

Instructions for use



GCA-MC Power Amp Series

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.

This product is manufactured in the United States of America. PS Audio® is a registered trademark of PS Audio International Inc., and is restricted for use by PS Audio International, Inc., its subsidiaries, and authorized agents.



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.





PS AUDIO

Table Of Contents

Owner's Reference GCA-MC Power Amplifier

Introduction	IV
Getting Started	1
Quick Start Guide	2 - 3
Questions and Answers	4 - 5
Troubleshooting	6 - 8
Warranty	9 - 10
Service	11 - 12



Introduction

Owner's Reference GCA-MC Power Amplifier

Thank you

Thank you for your purchase of the GCA-MC multi-channel power amplifier.

The GCA-MC is a full function multi-channel power amplifier that can be configured, at the factory or through your dealer or distributor, with as few as three channels and as many as 7 channels of any of the three available wattage modules: 100 watt, 250 watt and 500 watt (into 8 Ohms, double that into a 4 Ohm load). Each module, regardless of its wattage rating is capable of driving nearly every loudspeaker load with ease and beauty. GCA-MC power amplifiers are based on our unique and proprietary Gain Cell Technology for the input electronics and high efficiency analog Class D switching power amplification for the output.

Cool and efficient running

The GCA series amplifiers have high efficiency analog amplification stages that allow them to run cool to the touch even while driving demanding loads and should offer years of trouble free performance of the highest standards.

What you can expect

You should expect state of the art performance and sonics from any of the GCA Series power amplifiers. These power amplifiers are unmatched by any other power amplifier on the market in terms of performance within their rated power levels and will provide excellent performance in either a two channel or multi-channel environment.



Getting Started

Owner's Reference GCA-MC Power Amplifier

- Location** Once your new GCA-MC multi-channel power amplifier is unpacked, you'll need to find a convenient place to set it.
- There are several ways to mount the GCA-MC power amplifier: on a rack shelf, on the floor behind the loudspeakers or on shelf near your preamplifier or surround processor.
- Cautions** If the GCA-MC multi-channel power amplifier is to be placed on the floor or carpet, make sure the unit is not going to come in contact with water or cleaning solvents. Make sure the carpet does not interfere with airflow to the amp.
- Isolation** The GCA-MC multi-channel power amplifier can benefit from aftermarket isolation devices such as cones, spikes and Sorbothane pads.
- Rack mounting** Should you choose to rack mount the GCA-MC you will need to purchase an optional rack mount shelf. Contact your dealer or PS Audio for options.
- Once you have chosen the location for the GCA-MC multi-channel power amplifier 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 to feed the GCA-MC multi-channel power amplifier power. 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 power conditioning equipment, such as a PS Audio P1000 Power Plant, UPC-200 or any of the Ultimate Outlet or Power Director series from PS. We do not recommend the use of simple AC filter power conditioners not made by PS Audio as most of these may "bleach" the sound and rob the music or video soundtrack of life and dynamics. If you do not use PS Audio power conditioning equipment, you would be advised to plug the GCA-MC Power amplifier directly into the AC wall receptacle.

Once you have decided on the location and chosen the appropriate power cables, you are ready to install the GCA-MC multi-channel power amplifier.

Power down first

We would recommend that you power the entire system down before attempting to insert the GCA-MC multi-channel power amplifier into your system.

Insert the GCA-MC multi-channel power amplifier into the system.

Connect the inputs

Connect the inputs of the GCA-MC multi-channel power amplifier to the output of your preamplifier or surround sound processor. There are two choices of inputs: balanced or single ended. Once chosen, you must switch to the appropriate input via the rear mounted input selection switch on the GCA-MC Power Amplifier.

Rear switch

The switch on the rear of the GCA-MC has three positions: RCA/-6dB/0dB. RCA should be used if you are connecting with a single ended RCA connector. -6dB or 0dB should be used if you are connecting with a balanced XLR connector. The -6dB or 0dB choices adjust the gain of the balanced XLR input. Normal is 0dB. If some channels of the GCA-MC are connected with an RCA and others connected with an XLR, you may use the -6dB position for the channels fed with the XLR to gain match to the RCA on the other channels if necessary.



Make sure the rear mounted input selection switch is placed in the appropriate position. Only one input on the GCA-MC multi-channel power amplifier can be used at a time, either XLR or RCA.

Speaker Cables

Speaker cables are a critical link between your loudspeakers and your new GCA-MC power amplifier. Make sure you use only the highest quality. PS Audio makes an entire line of excellent choices for speaker cables, perfectly matched to your equipment's needs.

Check for proper polarity

Pay close attention to the polarity on the rear panel binding posts. It is critically important that you match plus and minus (red and black) of the GCA-MC multi-channel power amplifier to the plus and minus of your speaker. Carefully observe the polarity. The plus or red terminal of the GCA-MC multi-channel power amplifier must eventually be tied to the plus or red terminal of your loudspeaker. The GCA-MC multi-channel power amplifier is a non-inverting amplifier design meaning it is in phase with the input signal.

Most subwoofers have low level inputs only, as in an RCA or XLR connector. Some subwoofers have high level inputs where the output of the amplifier can be connected as an input to the subwoofer.



Quick Start Guide

Owner's Reference GCA-MC Power Amplifier

- Be careful when connecting a subwoofer** Generally there is no problem. In a few rare instances there may be a problem, which will show itself as problematic if the amp's protection comes on after hooking up the sub. REL subwoofers and some Sunfire subwoofers can be problematic. Please check with the factory or your dealer if you encounter these subwoofers or any problems.
- Locking binding posts** These binding posts, on the rear panel of the GCA Series Power Amplifier, will accept either spade or banana type connectors. To use a spade or forked connector, simply unscrew the binding post, place the tongs of the spade over the threaded binding post and tighten the outer barrel of the binding post. It is permissible to use a wrench to tighten the binding post down.
- Connecting a banana style** The banana style connectors should be inserted into the center hole on the rear of the binding post. The PS Audio binding post is a unique locking design for banana style connectors. You should not attempt to insert a banana connector into the GCA Series Power Amplifier's binding post while the binding post is locked closed. To insert a banana style speaker cable connector, loosen the outer barrel of the GCA Series Power Amplifier's binding post, insert the banana connector and then tighten. Note that once this has been tightened, the banana connector is locked securely in place. Do not attempt to remove the banana connector without first loosening the outer barrel of the binding post.
- Do not ground the outputs** Make sure that neither the + nor the – terminals of the amplifier come in contact with each other, or ground, or anything other than the speaker terminals when the amplifier is on. This will shut the amp off and place it in a protection mode.
- Plug it into a power source** Plug the GCA-MC multi-channel power amplifier into the power source using the AC power cable you selected. It is advisable to use as short a power cable as possible to the GCA Series Power Amplifier. We do not recommend plugging the GCA-MC multi-channel power amplifier into an extension strip or plug extender unless it is of the highest quality and heavy duty design, such as the PS Audio Juice Bar or device with similar properties.
- Turn your equipment back on. Make sure everything is powered up properly with the GCA-MC multi-channel power amplifier between the AC receptacle and your AV equipment.
- Push the front panel logo to turn it on** Make sure the preamplifier or surround processor that is feeding the GCA-MC multi-channel power amplifier is turned on first. Then, press the front panel PS logo on the GCA-MC multi-channel power amplifier to power up the GCA Series Power Amplifier. There is a normal 2 second delay for the amplifier once powered up.
- At this point you should be ready to enjoy the benefits of the GCA-MC multi-channel power amplifier and enjoy!
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Should the unit be on all the time?

The GCA-MC multi-channel power amplifier is best left powered on at all times. The current draw is negligible and keeping it powered on will make sure the internal electronics are ready and sounding great.

There is no harm in leaving the unit on at all times as the lifespan of the GCA-MC multi-channel power amplifier will be unaffected by leaving it on. We recommend placing the amplifier in its standby mode via the front panel logo/standby button when the amp is not in use. We further recommend leaving power to the GCA-MC multi-channel power amplifier at all times.

Are there any internal fuses?

There are no user replaceable internal fuses inside the GCA series power amplifier. There is an internal fuse, specific to each power module, that should only be replaced by an authorized service center if needed. The components inside the GCA-MC multi-channel power amplifier have lethal voltages when powered and even when un-powered. Capacitors inside the GCA-MC multi-channel power amplifier 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 GCA-MC multi-channel power amplifier cease to function, contact your dealer or PS Audio's service center for help.



Placement?

Placement of the GCA-MC multi-channel power amplifier is not critical. Placement with respect to other equipment can be important. In general, place the GCA-MC multi-channel power amplifier close to the preamplifier or surround processor as possible. It is always preferable to have long speaker cables and short interconnects if there is a distance problem. Long interconnect cables may degrade the performance of most preamplifiers, surround processors or integrated amplifiers and receiver preamp outputs.

Isolation?

Isolation through the use of spikes, cones or Sorbothane feet is recommended for the GCA-MC multi-channel power amplifier if space and budget allows. Isolation of any piece of high-end stereo and theater equipment is always recommended wherever practical.

Front panel blue light

The brightness of the blue light on the front of the GCA-MC multi-channel power amplifier can be adjusted via the rear panel three position switch. The switch is located on the upper left hand corner of the GCA-MC multi-channel power amplifier as you face the rear panel. When the switch is in the upper most position, the front panel light will be the brightest. The middle position of the switch



PS AUDIO

Questions And Answers

Owner's Reference GCA-MC Power Amplifier

provides medium brightness, the lower position shuts the light off.

- Front panel power button** The front panel PS logo is the power button. Press the blue PS logo on the GCA series power amplifier's front panel to turn the amplifier on or off. We recommend keeping the rear mounted switch for the blue light brightness at one of the two visible levels so you can tell if the GCA-MC multi-channel power amplifier is on or off.
- Do cables make a difference?** Yes, cables make a difference. It is important to use the best power cables, interconnects and speaker cables when operating the GCA series power amplifier.
- What speakers can I use?** You can power nearly every loudspeaker made with a GCA-MC power amplifier. It is relatively tolerant of most loudspeakers loads and will not be damaged by attempting to power heavy loads. If, while playing music, the GCA-MC multi-channel power amplifier continues to go into a protection mode when the music gets loud, it means that the speaker load is probably too difficult for the GCA-MC and the next higher wattage model should be considered.
- What voltages can the amp run on?** The GCA-MC multi-channel power amplifier is specific to your country's voltage. Do not use the GCA-MC on a voltage higher than it is rated for. For instance, do not take a 120 volt rated GCA-MC multi-channel power amplifier and attempt to use it in a 230 volt country. Failure to observe this cautionary note will void your warranty and will damage the amplifier. If you need to operate the GCA-MC at a voltage other than the voltage it was designed for, contact your dealer, distributor or the factory.
- Protection circuitry** If the GCA-MC multi-channel power amplifier protection circuitry is activated, the amplifier will immediately shut off. Check for the source of the problem, then use the front panel logo switch to restart the amp.
- Does the amp require ventilation?** The GCA-MC multi-channel power amplifier produces little heat under normal operation. There are vent holes at the rear of the chassis, both top and bottom and you should be careful not to obstruct these vents if possible.
- How does the DC trigger work?** The GCA-MC multi-channel power amplifier can be remotely activated by a DC control voltage. Using a small mini jack, you can turn the GCA-MC multi-channel power amplifier on and off with a 12 volt trigger. For instance, the PS Audio GCP preamplifier has a trigger output jack. When connected to the GCA-MC multi-channel power amplifier trigger input jack, located on the lower left hand corner of the GCA series power amplifier's rear panel (as you face the panel) the preamplifier will now turn the GCA-MC multi-channel power amplifier on and off with a single push of the preamplifier's power button.
- How do you determine what wattage module is powering each channel?** You can determine the wattage module inside the GCA-MC by observing the sticker on the rear panel of the amplifier. Each channel has a wattage sticker.
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Troubleshooting

Owner's Reference GCA-MC Power Amplifier

No sound comes out of the amp

If no sound comes out of the GCA-MC multi-channel power amplifier there are several areas to check. Either you are not getting an audio signal into the amplifier, you are not properly connected to the loudspeakers so the audio can get out of the GCA-MC Power Amplifier, there is no power from the AC socket, or you have the DC trigger jack connected without an appropriate voltage to turn it on.

Check the input

It is obviously important that the GCA-MC multi-channel power amplifier receive a high level signal from the preamplifier, surround processor or whatever source you are feeding it. One way to determine if this is the case, would be to first go to your loudspeaker. Place your ear very near the tweeter and listen for a very slight hiss. If you hear one, chances are good the amp is working fine, connected properly at the speakers and you have an input problem. If you suspect an input problem, the first thing to check is the rear panel switch. The switch on the rear of the GCA-MC multi-channel power amplifier is an input and gain selector. With a source connected to the preamp and the preamp volume turned up, click the rear mounted input selector on the GCA-MC multi-channel power amplifier to all three positions and see if this solves the problem.

Check the rear input selector first

Try another source

If not, place the switch to the proper position and replace the interconnects between the preamp and power amp. At last resort, if you suspect an input problem, try another preamp, or plug the output of your CD player or DVD player directly into the GCA Series Power Amplifier. Be careful to choose a CD or DVD with relatively soft music because this will play very loudly.

If you suspect an output problem

If you suspect an output problem, use the same technique of placing your ear very close to the speaker's tweeter while the GCA-MC multi-channel power amplifier is turned on. You should hear a very slight amount of hiss from the tweeter. If you do not, check the speaker cable/amp connection. Make sure the amp's front panel light is on, indicating proper performance.

If there is no sound and you are convinced the GCA-MC multi-channel power amplifier has power and its front panel light is lit, contact your dealer, distributor or PS Audio for further assistance.

If there is a lot of hiss in your speaker

If there is an excessive amount of hiss or noise from the loudspeaker, it is probably not from the GCA-MC multi-channel power amplifier as this amp has extremely low self noise. Turn the amp off, remove the interconnect cables from the GCA-MC multi-channel power amplifier and then turn the amplifier back on. Listen once again to see if the noise has been diminished. If it has, chances are good you either need to replace your surround processor or multi-channel source with a quieter one or you may need to experiment with better shielded interconnect cables.

If you have hum or buzz

If you experience a hum through the speakers 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 amp off, disconnect the cables feeding its input, and see if the hum goes away when you turn it back on. If it does, it's most likely a ground loop or buzz from a dimmer.

The easiest way to figure out where ground loop problems lie is by the process of elimination. You

Finding a ground loop

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 surround 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.

Try a cheater plug

Process of elimination

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.

Blue light is too bright

If the blue light is too bright, or if it is not lit but the amplifier plays, check the rear panel of the GCA-MC Power Amplifier for the three position dimmer switch. The switch is located on the rear panel, upper left hand side as you face the rear of the unit.

Problems with subwoofers

If you have a problem connecting a subwoofer, please refer to the quick start guide in the front of this manual. We do not recommend connecting the high level inputs of a self power subwoofer to the outputs of the GCA-MC Power Amplifier. For many subwoofers it will be fine. Some, like the REL subwoofers, and the Carver, Sunfire type of subwoofers will not work properly when connected to the GCA-MC Power Amplifier's outputs. This is because the GCA-MC Amplifier is a balanced type of output with a DC voltage as referenced to ground.



PS AUDIO

Troubleshooting

Owner's Reference GCA-MC Power Amplifier

If the amp shuts down while playing music

If the GCA-MC Power Amplifier shuts off when playing music, there are several possibilities. If the music plays quite loudly but shuts off on the most explosive parts of the music or video soundtrack, then the GCA-MC Power Amplifier is probably underrated for the type of speaker you are using. See your dealer or call PS Audio for advice.

If the amplifier shuts down with very little volume, then check the speaker cable connections. The GCA-MC Power Amplifier is so powerful that it can actually play music at low levels even into a near short on its outputs. Chances are good that you have a shorted connector (plus touching the minus) and you should simply check carefully on the back of the speaker and the back of the amplifier.



Warranty

Owner's Reference GCA-MC Power Amplifier

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 three (3) years from the date of purchase by the original purchaser or date of shipment to the authorized PS Audio dealer, whichever comes first.

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



Warranty

Owner's Reference GCA-MC Power Amplifier

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 720-406-8946
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