



Owner's Reference

Owner's Reference PerfectWave PowerBase

Instructions for use



PerfectWave® PowerBase™

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.

PS Audio® is a registered trademark of PS Audio Inc., and is restricted for use by PS Audio, 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.





Introduction

Owner's Reference PerfectWave PowerBase

Thank you

Thank you for your purchase of the PS Audio PowerBase.

The PowerBase is a state-of-the-art high-end isolation base that provides component level AC cleaning, isolation and vibration control in a single package. The PowerBase provides both vibration isolation as well as AC power isolation and cleaning from both common and differential mode noise on the AC line.

Dynamics never restricted

The PS PowerBase will not restrict dynamics or soundstage in any high-end system and will, in fact, provide a superior level of performance in micro and macro dynamics, maintain harmonic integrity and improve the spatial and tonal character of instruments and vocals in any recording.

Dual isolation

The PowerBase uses a two stage broad spectrum isolation technique to diffuse and redistribute both surface and airborne vibrations from the loudspeakers. The first stage utilizes a relatively stiff Sorbothane suspension supporting a low mass chassis while the second stage incorporates a magnitude softer Sorbothane suspension system supporting a high mass 1/4" solid steel platform. Between the stiff low mass base coupled with the soft high mass platform, a broad spectrum of vibration diffusion is achieved that helps reduce microphonics in equipment.

One way gate

The PS PowerBase utilizes large core high permeability magnetic devices, wound with heavy gauge OFC windings for both common and differential mode filtering chores forming a virtual one-way-gate for AC power issues both from the equipment itself as well as what comes out of your AC wall socket. This construction technique allows PS engineers to use a minimal amount of heavy gauge copper wire to build effective low loss filters, thus preserving micro and macro dynamics for both audio and video systems.

Built to the highest standards

PS PowerBases are built in Boulder Colorado by American craftsmen to the highest standards internally and externally.

PS PowerBases should provide years of trouble free performance for your connected equipment with the peace of mind they will always sound their best.



Getting Started

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Location	Once your new PowerBase is unpacked, you'll need to find a convenient place to set it. We recommend shelf mounting if at all possible. We do not recommend adding any further isolation products to the PowerBase as it is designed to work independently.
Keep the protective cover	If you are in the process of evaluating the PowerBase, please keep the protective plastic cover on the mirror finish top during the entire evaluation process. Any damage to the top cover will be charged to you if you decide to return the product for credit to PS Audio or your dealer.
Adjustable feet	The feet on the PowerBase are adjustable. Use this feature to set the height and level the PowerBase if needed.
What you can place on it	The PowerBase can effectively hold up to 100 pounds of equipment. The sweet spot for this product will be between 15 to 85 pounds. The PowerBase is most effective with just one piece of equipment on it but is certainly fine with two pieces if needed.
Power Output	The Power Port AC receptacle on the rear of the PowerBase is a duplex socket sharing a single IsoZone™ filtering system.
Power Cables	<p>Once you have chosen the location for the PowerBase you can use the supplied AC power cord to connect it to the supported equipment or you can use an aftermarket power cord. We recommend you use a heavy gauge shielded power cable to connect the PowerBase to the AC wall receptacle.</p> <p>We strongly recommend the use of a PS Audio PerfectWave® Power AC cable or any good aftermarket power cable for best results as it is always preferable to feed your equipment with the best power cables possible. Choosing any PerfectWave Power cable will make a significant performance improvement over the stock power cable.</p>
Conditioners	The PowerBase can be fed from a Power Plant™ to improve its effectiveness or you can place the Power Plant on the PowerBase for improved performance from the Power Plant as well as keeping the noise generated by that Power Plant from going back onto the AC line. We do not, however, recommend feeding the PowerBase with anything other than a Power Plant because you may wind up restricting the dynamics and bass response of the system.



Quick Start Guide

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Power down first We would recommend that you power the entire system down, before attempting to connect equipment to the PowerBase.

Plug in the PowerBase Plug the PowerBase into an AC receptacle with at least 15 amps of service (in the US) or 7.5 amps of service (in 220 volt countries), preferably using a dedicated AC line. A dedicated line means there is nothing else plugged into the wiring feeding the AC receptacle and that wiring returns directly to the AC breaker box.

Use the heaviest gauge shielded cable possible Use the heaviest gauge shielded AC power cable you can to connect a PowerBase to its AC source. The heavier the gauge used, the less the chance for restricted dynamics in both audio or video systems.

Each PowerBase has a single isolated zone called an IsoZone™. This is an isolated and filtered zone that cleans and isolates the power between equipment as well as keeping the AC line free of noise generated from the equipment itself.

How to stack equipment PowerBase performance is always best if you have a single product isolated by the PowerBase such as a turntable or CD player. You can also stack two pieces on the PowerBase, such as a Power Plant and a power amp or a DAC and Transport.

Stacking equipment should be done with some care. For example, the PowerBase has but one Isozone power center inside and that zone is shared by the equipment being powered on the PowerBase. This means you should choose like-equipment to take advantage of the Isozone's limitations.

For example, digital equipment stacked is fine as are two pieces of analog equipment. A Power Plant and a power amplifier, two monoblock amplifiers of any kind are good examples.

If you are planning on supporting a turntable we would strongly urge you to not stack anything beneath it unless it is related to the turntable, such as a separate phono preamplifier.

In some cases it may be advantageous to the user to stack multiple products on the PowerBase for space or budgetary reasons. This is certainly acceptable just make certain you do not exceed the 100 pound overall weight limit of the PowerBase.

The PowerBase vibration diffusion performance will always be at best advantage when only a single product is sitting on the PowerBase.

How to turn it on Once everything is connected you can power the unit by plugging its AC connector into the AC power from the wall. This will energize the PowerBase and you are ready to go. The blue PS logo light on the front panel will light up indicating the PowerBase has power. The logo light is not a power switch and will not do anything if pressed.

The PowerBase will operate at any voltage from 90VAC to 270VAC 50/60Hz.

flashing on and off slowly, indicating the condition. Once the power has returned to its proper



Questions And Answers

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Should the unit be on all the time?	<p>The PowerBase is best left plugged in to the AC source at all times. The current draw is negligible and keeping it powered on will make sure the internal components stay working properly.</p> <p>There is no harm in leaving the unit on at all times as the lifespan of the PowerBase will be unaffected by leaving it on.</p>
Fuses?	<p>There are no internal fuses or circuit breakers inside the PowerBase.</p>
Placement?	<p>Placement of the PowerBase is not critical but some care should be taken to make sure whatever it sits on is reasonably steady. It is not permissible to stack PowerBases on top of each other.</p> <p>In some cases, PowerBase can be used on the floor to support equipment effectively if that works for you. A solid floor is best but a short knap rug will also work. Do not place cones, spikes or any other support products under the feet of the PowerBase as it is designed to work its magic independently.</p>
Break in?	<p>The PowerBase AC filters, as well as the suspension system, will need some period of break in to reach maximum potential. We recommend at least a week before you make a critical judgment. Break in is an important aspect of products and a little patience and play will go along way towards maximizing the PowerBase potential.</p>
What's important to watch out for?	<p>Cables and good vibration control. It is important to use the best power cables possible as well as the best vibration control in any critical listening system. Remember that everything you see and hear in an AV system is affected both by the power that is feeding it as well as the acoustic vibrations from your loudspeakers that are modulating the equipment. Every piece of electronics in the audio chain is sensitive to vibrations, in particular tubes, turntables and sources like CD players and transports.</p>
Keep it level	<p>The PowerBase platform that supports the equipment you place on it floats inside the PowerBase chassis, thus it is recommended you keep the PowerBase level. The best way to do this is with a spirit level sitting on the platform and adjust the PowerBase feet.</p>
Adjustable feet	<p>The Sorbothane feet on the PowerBase are adjustable by screwing them in or out to make them longer or shorter. Once you have leveled the PowerBase using a spirit level and adjusted the feet if necessary, place the intended equipment on the base and then place the level on the equipment.</p> <p>In some cases you will find that heavy equipment may not have evenly distributed weight and may cause the floating platform to dip in one area causing the equipment on the PowerBase to not be level. This is perfectly fine unless you are bothered by the look of this arrangement, in which case you can use the PowerBase adjustable feet to remedy the situation.</p>
The mirror finish top	<p>If you are evaluating the PowerBase before purchase, we strongly recommend you leave the protective plastic cover of the mirror black platform. While this platform's mirror finish is quite resistant to scuffing and scratching it is not impervious. If you should scratch or mar the top cover during the evaluation period and then decide to return the unit for credit, we will have to replace the top cover which is expensive and you will be charged for the replacement.</p>



Troubleshooting

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PowerBase won't turn on

If no power comes out of the PowerBase, check to make sure power is going into the PowerBase. You can do this by testing the outlet it is plugged into with another device such as a lamp. Sometimes, we find PowerBases plugged into switched wall outlets. These are typically the lower of the two AC receptacles and are controlled by a light switch. If you have no power to the receptacle, check the circuit breaker feeding the receptacle.

Check the logo

If you have verified there is power to feed the PowerBase, check the PowerBase's blue PS logo to see if it is lit. If not, check the AC power cord in the back of the PowerBase to make sure it is functional and inserted properly. There is no power switch or fuse on the PowerBase.

If you have hum

If you experience a hum through the speakers once the PowerBase is powering your equipment 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 preamplifier, integrated, receiver or Control Amplifier off, disconnect the audio cables between it and the sources, and see if the hum goes away when you turn the preamplifier, integrated, receiver or Control Amplifier back on. If it does, it's most likely a ground loop or buzz from a dimmer.

If this doesn't solve the problem this would indicate you probably have a ground loop between equipment and next you should follow these easy humbusting tips.

The easiest way to figure out where ground loop problems lie is by the process of elimination. You 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. It is important to do this in the correct order and take the time to perform the test in a methodical step-by-step manner.

If you have a preamp, or 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.

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. Use the same method described above to remove the ground on the offending piece of kit.

VCR's, surround processors, and any device that is connected to a television cable or satellite dish

Ground loops

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.



Warranty

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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 90 days from the date of purchase** by the original purchaser or date of shipment from the authorized PS Audio dealer, whichever comes first. This warranty period can be extended to three (3) years by registering your product. To register, go online www.psaudio.com.

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

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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 PS Audio corporate to discuss the problem before you return the component to our Colorado manufacturing facilities for repair. Products shipped to either the factory or the corporate center may be refused if not accompanied by a PS Audio Service Department issued return authorization number (RA Number).

Obtain an RA number

It's easy to obtain an RA number. Simply email or call us in Colorado and we'll be happy to take care of you. Return authorization numbers should 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 our 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 may 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.



Service

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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.

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