



Owner's Reference

Owner's Reference *StellarGold* Preamplifier

Instructions for Use



Stellar™ *Gold* Preamplifier

PS Audio® Inc. 800-PSAUDIO 4865 Sterling Drive Boulder, Colorado 80301



Introduction

Owner's Reference StellarGold Preamplifier

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. For the Piano Finish Top refer to the instructions on page 8 of the Quick Start Guide.

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. Removing or bypassing the ground pin on any electrical component is potentially dangerous and should be avoided for safety reasons. A polarized plug has two blades, one wider than the other. A grounding type plug has two blades and a third grounding prong. 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 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.

Rev. A1



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 arrow-head within a triangle is intended to tell the user that parts inside the product are a risk of electric shock to persons.





Introduction

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Welcome

The PS Audio StellarGold Preamplifier is an affordable state-of-the-art Preamp.

The StellarGold Preamplifier features two hand crafted discrete audio amplification stages, both enjoying extremely high slew rate, high bandwidth, low distortion signal handling capabilities that honor the music.

Based on a combination of JFET and BJT devices along with hand-selected purist components, the musical signal is delivered without the interference of capacitors in the signal path. Each amplification stage is based on a minimal global feedback design that achieves its low distortion status through careful balancing and high current design choices.

Its high current class A output stage is more than capable of driving long cable lengths without compromise so that your power amplifier enjoy all the benefits StellarGold Preamplifier has to offer.

Nearly as important in this level of Preamp is its power supply. Here, StellarGold Preamp enjoys the performance enhancement afforded by multiple two-stage linear power regulators for both the analog and digital sections. Feeding these ultra low noise 2-stage regulators is an oversized toroidal power transformer with separate windings for analog and digital.

The PS Audio StellarGold Preamp represents a major step up in performance for any music lover who cares about the sonic qualities afforded their systems. We believe this new instrument will further our company's quest to bring audio excellence to the world and will provide years of musical ecstasy.



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Quick Start Guide

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Unpacking and Connections

- The following items are included with the StellarGold Preamplifier:
 - Power Cord
 - Stellar Remote
 - Quick Start Guide
- Carefully unpack the unit and place in the chosen location.
 - Care should be taken to keep it away from power amplifiers or large potentially hum inducing products.
 - The IR infrared receiver is located to the right of the menu button. A direct line of sight will help with the Preamp's IR sensor when using the remote.
- Connect inputs to your analog sources using the appropriate connections.
 - There are 4 analog inputs, which are accessible via the 2 balanced XLR inputs and 2 single ended RCA connectors. Connect your sources to the appropriate connection.
- Connect outputs to your power amplifier using the appropriate connections. The Preamp features two output types: RCA and XLR.
 - The RCA connector delivers a single ended output for compatible power amplifiers.
 - The XLR connector delivers a balanced signal to compatible power amplification devices.
 - They can both be connected at the same time, allowing you to connect one to a power amplifier and the other to a subwoofer (for example).
 - Please be advised that the XLR output has twice the output voltage as the RCA output. Typically this results in 6dB louder sound through units connected via the XLR input. Care should be taken to match levels accordingly.
- Connect the AC cable into the receptacle in back and plug the unit into your Power Plant or into the wall.
 - While the supplied cord is of good quality, it is recommended that you replace it with a high-end power cord for optimum performance. It is also recommended that you connect your new StellarGold Preamplifier to one of PS Audio's award-winning AC power products such as the P12, P15, or P20 Power Plants.
- Connect power amps to trigger ports (this is optional). There are two trigger ports on the rear panel. Each of the two trigger jacks outputs a +12V signal to connected equipment when the StellarGold Preamplifier front panel standby button is activated. The +12V signal will stop when the Preamplifier is in standby mode. These trigger



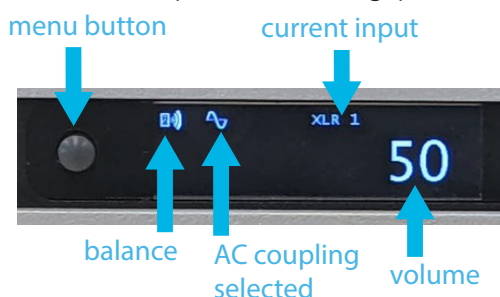
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outputs are typically used to switch on/off compatible power amplifiers when the *StellarGold* Preamplifier is active.

- Power Up the Unit** Once everything is connected, it is time to power up the *StellarGold* Preamplifier. Switch the master power switch, located on the rear panel of the unit, to on.
- We recommend the master power switch be left in the On position and AC power continue to be supplied even when the preamplifier is not in use. Instead, push the front PS Logo button to put the preamplifier in Ready or Standby mode when not in use. This will keep the power on to critical circuitry.

- Main Display** Once on, PS Audio flashes across the display and then the main display appears.
- The main display shows the volume. Turning the volume knob changes the volume (1-100).
 - When you modify certain settings, such as the balance, the main display will indicate this with an icon (see below image).



- To change the input, do a quick press of the menu button. Then press it again to scroll through the input options (RCA 1 or 2, XLR 1 or 2) until you land on the input you want. Changes take effect immediately.

- Menu** To enter the menu system, execute a long press of the menu button. To scroll through menu items, do another quick press of the menu button. Use the volume knob to change an item's value. Changes typically take effect immediately.

For more on operating the preamp and navigating menus, see the Operating section of this manual (pages 3-7).

- Register the Unit** To register your new unit, look on the back panel of *StellarGold* Preamp and note the serial number. Using any web browser, go to www.psaudio.com, click on Support and select Product Registration from the drop down menu. Once you have completed the registration process, you can go to the PS website and look at the My Registered Products page. The link to this page is located at the top right hand corner of the website once you are logged in. If you do not have web access, you may register the unit via mail or phone. Notification of software upgrades to this product will be available only to registered owners via the web and email.



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Front Logo Button

The front panel PS logo button, located on the upper left hand corner of the unit, is the Ready/ Operational Mode control for *StellarGold* Preamp. This control has two modes: Ready Mode and Operational Mode. Ready Mode (Idle) is designed to keep power on to critical internal circuitry, including power supply capacitors, thermally sensitive semiconductors and integrated circuits.

Press this front panel button to activate the Ready Mode or to place *StellarGold* Preamp in Operational Mode. When pressed to activate the Ready Mode, the display as well as the outputs are turned off, but all the unit's critical internal circuitry remains active.

If you wish to conserve energy consumed by *StellarGold* Preamp, it will be necessary to use the rear panel power switch. Using this rear panel switch will remove power from critical components. In order to gain maximum performance levels, you will need to turn the power on at least 1 hour before use.

Reboot

Should the preamp need to be rebooted, use the rear panel power switch to power cycle the instrument. It's best to wait 30 seconds before powering back on.

Main display

The main display shows you the volume. Turning the volume knob right or left changes the volume (0-100).

Select Input

To select an input, execute a quick press of the menu button to the left of the display. Continue pressing until you land on the input you want (RCA 1 or 2, XLR 1 or 2). Alternatively, you can use the remote.

Menus

The *StellarGold* Preamp features a menu display system that is accessible using the menu button. To access the menu, execute a long press of the menu button. A gear icon (see arrow) will appear in the upper right corner showing that you are in the Settings menu.



Once in the menus, a long press of the menu button (holding for more than two seconds) will also exit the menus and return the unit to the Home screen. The menu screen will also



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time out after 15 seconds of inactivity. Note that changes to settings are typically saved in real time as the changes are made.

Main Menu

To scroll through menu items, press the menu button once in the menus. To change an item's values, use the volume knob. The main menu has the below features.

- Balance
- Coupling
- Versions (informational only)
- Audio (sub-menu)
- System (sub-menu)

Balance

The Balance feature allows you to adjust the center location of the stereo image. Turn the knob to the left to reduce the gain of the right channel, thus making the image come more from the left channel. Turn the knob right to reduce the gain of the left channel, thus making the image come more from the right channel. The balance steps are each 1/4dB and the range is 48 steps each way for a maximum shift of 12dB.

When the balance is set to anything other than the center position (0), there will be an icon on the Home screen to indicate this state (see blue arrow).



Coupling

Use the volume knob to choose either AC or DC coupling. When coupling is set to AC, a sine wave icon will appear on the home screen (see green arrow).

Versions

This menu display shows the versions of the *StellarGold* Preamp's operating firmware. If you need to contact our customer service team for help with your unit, please have this information ready.

Sub-Menus

There are 2 sub-menus that can be accessed from the main menu. They are:

- Audio
- System

Click the menu button twice to enter a sub-menu. To click through sub-menu items, do a quick press of the menu button. If you need to go back one level to the previous menu, do two quick presses of the menu button.

Audio Sub-Menu

The Audio sub-menu allows you to change the below:

- Input Names (sub-menu)
- Input Trim (sub-menu)
- DAC Input
- Phono Input
- RCA 2 Fixed Vol



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-
- Max Volume

Input Names (sub-menu)

This feature allows you to rename the inputs (XLR 1, XLR 2, RCA 1, RCA 2) using a preset list with items like CD, DVD, Blu-ray, Phono, SACD, etc. This option has a sub-menu, so do two quick presses of the menu button to enter it. To use this feature:

- Use the volume knob to scroll through the inputs until you land on the input you want to rename. Press the menu button to select it.
- Use the volume knob to scroll through the list of names until you land on the name you want. Press the menu button to select it.
- A pop up will appear to ask if you want to rename it. Click the menu button to choose okay or use the volume knob to navigate to cancel first if you change your mind.
- The input has now been renamed. Do a long press of the menu button to return to the main display.

Input Trim (sub-menu)

This feature is helpful if one of your sources has a much higher or lower output than the others. Input trim allows you to adjust the dB level on that input to better match the levels of your other sources. This way when you switch between inputs the sound level will be consistent. To use this feature:

- Use the volume knob to find the input you would like to trim.
- Click the menu button once to select it.
- Use the volume knob to add or take away dBs (make it louder or quieter).
- Changes take effect immediately.

DAC Input

Use the volume knob on the Preamp to select which input on the Preamp your DAC is attached to. Once selected, whenever the Preamp sees a valid DAC input IR code (when you use your remote), the Preamp will automatically switch to this input. You can also select "Off" to disable this feature.

Phono Input

Use the volume knob on the Preamp to select which input on the Preamp your Phono is attached to. Once selected, whenever the Preamp sees a valid Phono input IR code (when you use your remote), the Preamp will automatically switch to this input. You can also select "Off" to disable this feature.

RCA 2 Fixed Volume



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Use the volume knob to set RCA 2 to a fixed volume. Options are 1-100. To disable this feature, scroll down to 0 or Off.

Max Volume

Setting this value limits the maximum volume when using the up volume control. Use the volume knob to set the max volume (1-100). Set to 100 to disable this feature. This value is ignored if the Fixed Volume setting is enabled.

System Sub-Menu

The System sub-menu allows you to change the below:

- Backlight
- Trigger Timeout
- IR Enable
- Firmware Update
- Factory Reset (sub-menu)

Backlight

The brightness of the display and logo button can be adjusted to suit your room. The range is from 1 to 10, with 10 as the brightest.

Trigger Timeout

This feature allows the trigger output to be delayed a period of time after the *StellarGold* Preamp is activated. In other words, you can adjust the time it takes for any other units plugged into the trigger output of the *StellarGold* Preamp to turn on once the Preamp is powered up. The time delay can be adjusted in increments from 0 to 60 seconds.

IR Enable

There are 3 options - Off, IR1, and IR2. If you experience interference with your other devices and your *StellarGold* Preamp when using the remote, you can change this setting.

- Off: This makes it so that no remote works with the *StellarGold* Preamp.
- IR1: This is the default setting. If you are not experiencing interference with your other devices, leave this setting.
- IR2: This changes the remote to a different code set. If your remote is interfering with other devices, for example, turning off your television, change to this setting.

Firmware Update

This feature allows you to select from multiple firmware loads on a USB thumb drive. It provides a faster and easier method of upgrading and downgrading new firmware for A/B style testing.



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Preparing the USB thumb drive

- You can have as many files on the USB thumb drive as you want, but only the first five valid files for the device are displayed.
- The files must be named stellar_pre_v#.##.bin. For example, stellar_pre_v2.4.1.bin.
- You can have other bin files for other products on this thumb drive (for example, stellar_dac_v2.1.2.bin). Only files that start with "stellar_pre_" will be loaded by the *StellarGold* Preamp.

WARNING: In the past, you would update a unit by copying an "image.bin" file to the thumb drive. This method still works to automatically update a unit after a reboot (you do not need to go through the menus to use the image.bin file). The image.bin file takes precedence over the stellar_bin_XXX.bin files. It is recommended to NOT have an image.bin file on the thumb drive if you are using the stellar_pre_XXX.bin files and the System | FW Update method to update files.

Upgrading/ Downgrading

- Plug the USB thumb drive into the unit in USB-A slot on the back panel marked FW.
- Enter the menus and go to System | FW Update.
- The files will display on the screen in alphabetical order.
- Scroll up or down to highlight the file you want to load.
- Press the menu button to select the file.
- A progress screen will display. The update process will initialize and then a progress indicator in percentage complete will display.
- Once complete, the progress screen will indicate the unit is resetting.
- The unit will reset. The Logo LED will blink rapidly as the unit is being programmed.
- Note that if you select the same version that is already loaded, the upgrade will be skipped and the Logo LED will not blink. The unit will still reset.
- If there is an error, the error will be displayed.
 - If you have problems with loading firmware, you can contact PS Audio customer support with the error you see.
 - Press the menu button to exit from the error screen
- You can exit the FW Update screen using a long press of the menu button.

Factory Reset

This feature allows you to reset all of the configuration settings back to what they were when the *StellarGold* Preamp was shipped from the factory. Any input names and other settings you have changed will be erased.

Do two quick presses of the menu button to start the factory reset. It will ask "Factory Reset System?" Use the volume knob to select reset and then press the menu button. After a few seconds, your unit will automatically restart with factory settings restored.

Your *StellarGold* Preamp comes with a full-function remote control. In addition to



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Remote

operating your *StellarGold* Preamp, this remote works with all Stellar products and most functions will translate to the PerfectWave line.

Remote Code Settings:

Your *StellarGold* Preamp comes with a default code set. If your remote is interfering with other devices, you can switch to the second code set. To do so, press the Light Bulb button (bottom of the remote) and the circular Off button (top center of the remote) at the same time. If the remote backlight flashes green once, you are on code set 1. If it flashes green twice, you are on code set 2.

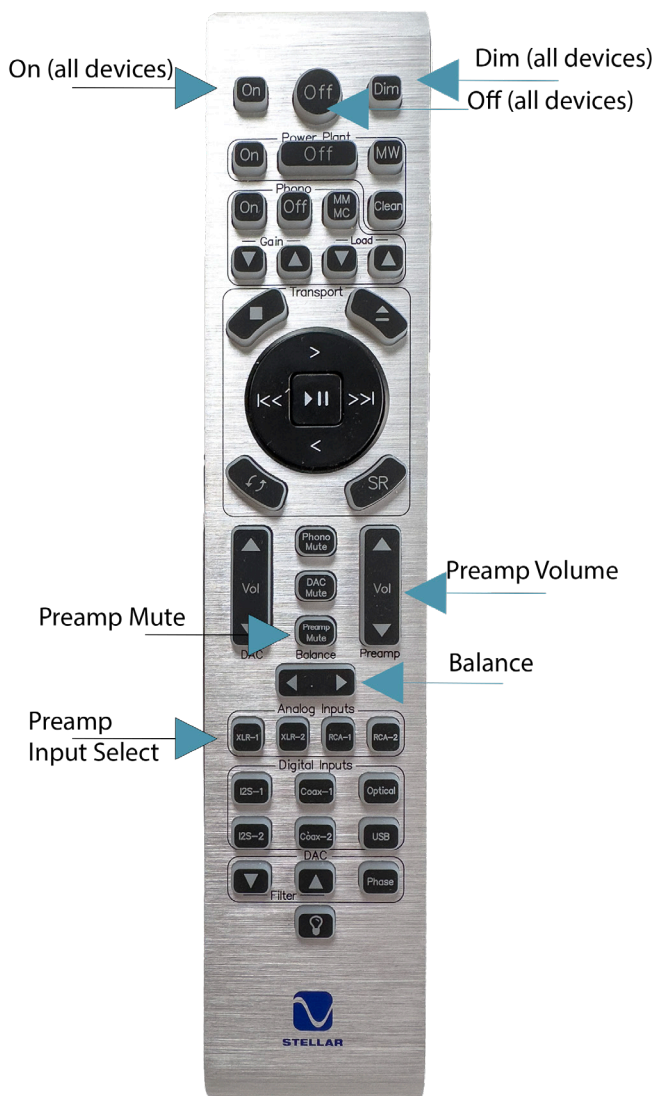
Button Guide

On: Takes the Preamp out of Ready (Idle) mode and puts it in Operational mode. In addition, it undoes the Dim function.

Off: Puts the Preamp in Ready (idle) mode.

Dim: Dims the logo button and turns off the screen and control navigation backlight. Press On to undo it.

Analog Inputs: Lets you select the desired input.





Reference

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Product Specifications

Physical:	
Unit Weight	24.1 lbs or 10.9 kg
Unit Dimensions	17"W x 3.3"H x 13"D (with knob, without knob 12"D) [43.18 cm x 8.38 cm x 33.02 (with knob, without 30.48 cm)]
Shipping Weight	27.6 lbs or 12.5 kg
Shipping Dimensions	22"W x 8"H x 17"D [55.88 cm x 20.32 cm x 43.18 cm]
Power Requirements:	
Input Power	Model specific 100VAC, 120VAC, or 230VAC 50 or 60Hz
Power Consumption	15W
Connectors:	
Audio Inputs	RCA / Single-Ended: 2 pair XLR / Balanced: 2 pair
Audio Outputs	RCA / Single-Ended: 2 pair XLR / Balanced: 2 pair
Trigger Output	2
USB	For USB firmware update only
Performance:	
Max Gain	12.6dB
Frequency Response	15Hz-150kHz, +/- 0.1dB
Input Impedance	50K Ω RCA / Single-Ended 100K Ω XLR / Balanced
Bandwidth	5Hz-500kHz, -3dB
THD	< .0002% @ 1kHz, 1VRMS input



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THD+N	< .0003% @ 1kHz, 1VRMS input
IMD	.0005% @ 1VRMS input, CCIF, 20kHz mean, 1kHz difference
Crosstalk	-115dB, One channel driven
Output level	10VRMS Single-ended / 20VRMS Balanced @ 1% THD+N
Output Impedence	100 ohm



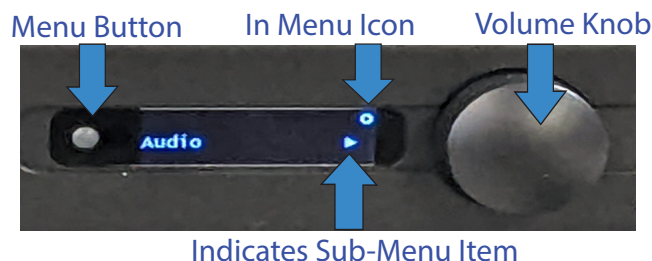
Reference

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Menu Charts

Navigating the Menus:

- To enter the menus, do a long press of the menu button. A gear icon will appear in the right corner of the screen to show you are in the menus. Do another long press to leave the menus. Note: Menu time out after 15 seconds of inactivity.
- Scroll through menu and sub menu items using one press of the menu button. Use the volume knob to change values for specific items.
- Unless otherwise specified, scrolling to your choice and leaving it on the screen updates your settings.
- Menu items with sub-menus are indicated by a right arrow. Press the menu button twice to enter them.
- Two quick presses of the menu button take you back one menu level. For example, if you are in the Audio sub-menu and press the menu button twice, you will return to the top level menu.



Note: You do not enter the menus to change the input. Instead, do a quick press of the menu button. Continue pressing until you land on the input you want (RCA 1 or 2, XLR 1 or 2). Alternatively, you can use the remote.

Top Level Menu

Top Level Menu	
Press the menu button once to scroll through menu and sub-menu items. Use the volume knob to change menu item values.	
Balance	<ul style="list-style-type: none">• Turn knob left to reduce the gain of the right channel, thus making the image come more from the left channel.• Turn the knob right to reduce the gain of the left channel, thus making the image come more from the right channel.
Coupling	Turn knob to select AC or DC coupling.
Versions (Informational Only)	Turn knob to scroll through the operating firmware versions.
Audio (Sub-Menu)	Hit menu button twice to access the below settings: <ul style="list-style-type: none">• Input names• Input Trim• DAC Input• Phono Input• RCA2 Fixed Volume• Max Volume



Reference

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Top Level
Menu
Continued

System (Sub-Menu)	Hit menu button twice to enter this sub-menu and access the below settings: <ul style="list-style-type: none">• Backlight• Trigger Timeout• IR Enable• Firmware Update• Factory Reset
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Audio
Sub-Menu

Audio Sub-Menu	
From the main menu, find Audio then press the menu button twice to enter the Audio sub-menu. Hit the menu button once to scroll through the sub-menu options.	
Input Names (Sub-Menu)	<ul style="list-style-type: none">• Hit the menu button twice to enter Input Names.• Use volume knob to scroll through inputs and highlight the input you want to change.• Once the name is highlighted, hit the menu button once.• Use the volume knob to scroll through the naming options.• Once the name you want is highlighted, hit the menu button once to select it.• A pop up will appear and ask "Rename....?" Hit the menu button to select OK or use the volume knob to highlight Cancel first if you change your mind.
Input Trim	<ul style="list-style-type: none">• Use the volume knob to highlight the input you would like to trim.• Hit the menu button once to select it.• Turn the volume knob right to add dBs and left to lower dBs.
DAC Input	Use the volume knob to find the input your DAC is attached to. Now when you hit buttons relating to the DAC on your remote, the Preamp will automatically switch to that input.
Phono Input	Use the volume knob to find the input your Phono is attached to. Now when you hit buttons relating to the Phono on your remote, the Preamp will automatically switch to that input.
RCA2 Fixed Volume	Use the volume knob to select a fixed volume (1-100) for RCA2. To disable this feature, scroll to 0 or off.
Max Volume	Use the volume knob to select a max volume (1-100). If undesired, select 100 to disable.



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System Sub-Menu

System Sub-Menu	
From the main menu, find System then press the menu button twice to enter the System sub-menu. Hit the menu button once to scroll through the sub-menu options.	
Backlight	Use the volume knob to select a brightness setting for the display and logo button. Options are 1-10, where 10 is the brightest.
Trigger Timeout (delay output to other devices for short period after StellarGold Preamp activated)	Use the volume knob to select 0 seconds to 1 minute for trigger timeout. Select off to disable.
IR Enable	Use the volume knob to select Off (no remote works), IR1 (default) or IR2 (if remote is interfering with other devices).
Firmware Update	This is a multi-step process. Please see the Firmware Update section of this manual for instructions.
Factory Reset	<ul style="list-style-type: none">• Hit the menu button twice to select factory reset.• A pop up will appear and ask "Factory Reset System?" To continue with the reset, use the volume knob to highlight Reset and press the menu button. If you changed your mind, leave Exit highlighted and hit the menu button.• After hitting the menu button, there will be a about a 5 second delay and then your Preamp will automatically switch off and then back on.



Warranty

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Registering

Product registration

By registering your product, you are validating the start date of your limited warranty. This limited warranty is in effect for 3 years from the date the unit was first purchased from PS Audio or its dealers and agents. If you do not register your product within 30 days of service, a copy of your purchase receipt from an authorized PS Audio dealer may be used as proof of purchase to establish the warranty start date. If no proof of purchase from an authorized PS audio dealer or registration is provided, the production date of the product will be used to determine the warranty start date. You can register your product online, by phone, by mail, or by email.

Coverage

What this warranty covers

This warranty covers defects in material and workmanship for products purchased from PS Audio or its authorized dealers and agents. In the event your product fails, your sole remedy under this limited warranty shall be to return the product to PS Audio or an authorized PS Audio repair center. At the option of PS Audio, the product will be repaired without charge for parts or labor, replaced, or the purchase price refunded through the original point of purchase.

Shipping

Shipping

You are responsible to pay for the safe and proper shipment of the warranted product to PS Audio or its authorized repair center. Under this limited warranty, PS Audio or its authorized repair center will pay the cost of returning the repaired or replacement product to you.

Not Covered

What this warranty does not cover

This warranty does not cover damage due to:

- Accidents, carelessness, improper transportation, misuse, neglect, or abuse
- Failure to follow the operating instructions that are provided by PS Audio in the Owner's Reference Manual (available for download at www.psaudio.com)
- Use in any manner inconsistent with PS Audio's operating instructions (available for download at www.psaudio.com)
- Lack of routine maintenance
- Connection to an improper voltage supply
- Alterations or modifications to the unit
- Improper or unauthorized repair, including repairs not authorized by PS Audio or a PS Audio authorized repair center



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- Fire, lightning, flood, "Acts of God," or other contingencies beyond the control of PS Audio
- Products purchased through an unauthorized source (if you have questions as to whether or not a dealer is authorized, please contact customer support at www.psaudio.com)
- Products with a factory-applied serial number that has in any way been altered, defaced, or removed

Limitations

Limitations under this warranty

In no event will PS Audio's liability to you exceed the original purchase price of your unit. This warranty does not cover the cost of custom installation, customer instruction, setup adjustments, or signal reception problems. Consequential and incidental damages are not covered under this warranty. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you. In the event that your warranted product cannot be repaired, PS Audio will either replace or refund the cost of the unit. We reserve the right to replace any out-of-stock, discontinued, or limited edition products with a comparable product. Discontinued products may not be available for warranty.

Warranty Transfer

Warranty transfer

This warranty is for the benefit of the original purchaser of the product. The warranty may be transferred to a subsequent purchaser during the 3 year warranty period. To do this, you must contact PS Audio directly to set up a transfer of warranty registration.



Service

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If you require service in North America

Warranty Service within North America

Please contact PS Audio customer support for service assistance, help with locating an authorized PS Audio repair center, help with the operation of a product, or for more information.

Obtain an RMA number

Obtaining an RMA#

In order to receive warranty service, you must first obtain a Return Merchandise Authorization Number (RMA#) prior to returning any item. Please contact PS Audio or an authorized PS Audio repair center to receive an RMA#. The RMA# must be on all returned items. If it is not clearly marked, PS Audio will return the package back to you, freight collect.

Use original packing

Packaging and Shipping

Original packaging should be used for the safe transit of your PS Audio unit to the repair center. If you do not have the original packaging, PS Audio can sell and ship replacement packaging to you. You are responsible for the cost of shipping the product to a PS Audio authorized repair center. You should insure the product for its full retail cost, in the event it gets lost or damaged in transit. PS Audio is not responsible for damage incurred during the transit of products sent to us. Shipping your product in non-PS Audio packaging may void this warranty. PS Audio reserves the right to charge you for new factory packaging to return your product after a repair.

State law

State Law

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

If you are outside the US

International Warranty Service

PS Audio has authorized distribution in many countries of the world. In each country, the authorized importing distributor has accepted the responsibility for warranty of the products sold by that distributor. Warranty service should be obtained where the product was purchased.

Changes to Our Products

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 products without notice or obligation to any person.



Notes

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Notes

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Notes

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At PS Audio, we're family.

Not just a family that runs in bloodlines, but in frequencies.

Because while we may not all share the same genes here, we are all related by a passion, nay, obsession with listening to the music we love at the highest, most breathtaking quality possible.

And in our minds, that makes us kin.

In fact, we believe that every nutty, hertz counting audiophile out there is part of our tribe.

That's how we've built our company over the last 50 years - with the kind of care and respect that you give to your family.