

HiFi Made Fun

www.fosiaudioshop.com

Q1. How to contact us?

Please contact us via email at customer@fosiaudioshop.com or fosiaudio@hotmail.com.

Q2. Why the sparks flying when I plug the power cord into the amplifier?

Please plug the power cord into the amp THEN the AC outlet, plug the audio cables into amp THEN switch on.

Some customers may see some slight sparks flying when they plug the power supply into the amplifier, because they use it in wrong way, you need to connect the amp to the power supply first, then plug the power supply into the 110v AC outlet, don't worry about the sparks, because this is class d amplifier, the capacitors need to charge when the power in, it's normal and safe.

Q3. My amplifier doesn't turn on, the power LED light never on.

Check to see that the AC power cord is securely connected to the power supply and to an AC power outlet.

Check that the AC power outlet is supplying power.

Please change another power supply(DC12V- 24V) to have a try if you have, if the amplifier power LED light still off, please contact seller support.

Q4. How to connect the audio system?

Step1: connect the amplifier to your speakers via banana plugs or bare wire.

Step2: connect the amplifier to power supply;

Step3: connect the power supply to AC outlet;

Step4: connect the amplifier to your audio source via RCA cable;

Step5: turn on this amplifier and connect the Bluetooth if need.

Step6: Volume up and enjoy;

Q5. Why the LED light of the amplifier stay on even I turn off the switch of the amplifier?

The amp will off when you switch off, but it's normal that the power LED light stay on even switch off, the power LED light on means the power supply connected. The switch off can turn off the amplifier as well as the speakers.

Q6. My Bluetooth device will not pair with this amplifier.

Verify the power switch is turned on, and the power LED light on the device is on.

Make sure your device is within range of Bluetooth.

Make sure no other devices are connected, if so, disconnect or turn off Bluetooth on the other devices, then try to pair again.

Try to turn off the amplifier and turn on again.

Cycle the power by disconnecting and reconnecting the power cable.

Q7. The amplifier LED on, but there is no sound out from speakers.

Did this amplifier ever connected to your Bluetooth device? Please turn off Bluetooth from the Bluetooth device you ever connected with this amplifier. If Bluetooth connects, playback from

the physical input is interrupted. If you want to connect this amplifier with the audio cable(physical RCA input), you need to interrupt the Bluetooth first.(turn off Bluetooth from your Bluetooth device).

Recheck speaker wire connections from the amplifier to each speaker.

Verify that the amplifier and your source components are turned on.

Check that the AC wall outlet is on and working.

Check that the volume/power knob on the front panel is turned on and not set to minimum volume.

Check that your audio sources (iPod, computer, etc) are turned on and not set to minimum volume.

Check that the cables from your audio sources are working and are properly connected.

Q8. Why there is a click noise when Bluetooth connecting?

There will be a momentary pop while Bluetooth connected, but don't worry, it will disappear immediately, and won't occur any more if they connect stability. So please volume-down before Bluetooth connects.

Q9.Sound through one speaker only.

Recheck all speaker wire connections on the speakers and the amplifier.

Check that the cables from your audio sources to the amplifier are properly connected.

If using a computer, verify that the audio output balance setting is centered.

Please remove the amp and try to connect your audio player (CD player, computer, etc.) directly to your speakers, if the problem remains: Audio Player Problem / Speaker Problem;

Please change the input/output audio cable and try again. If the failed channel changes: Cable Problem;

Please exchange the left and right speakers and try again. If the failed channel changes Speaker Problem;

Q10. Sound Distorted.

Unplug the RCA cable(or Bluetooth), connect this amp to speakers, and then plug into the power supply, power on and volume up, hear whether noise exists on speakers, if noise existed, the noise may from speakers or amp, so you need to change speakers for further confirmation. If no noise existed, the noise may from the audio source.

Q11. Music volume too low:

Make sure your speakers are between 4-8Ω;

If you're using LP player (turntable/phono player), you'll need a phono pre-amp, and the correct installation is:

LP Player > Phono Pre-amp > Tube Amp > Speakers

Q12.Hum

Adding a new component can bring out hum or buzz that may not have existed before. Your first assumption may be that something is wrong with the component but this is generally caused by a "ground-loop" in your system. Consider these tips for possible solutions:

- First try moving all components to the same electrical circuit or AC outlet.
- If the hum or buzz is still present, power off all gear and remove the mini-jack and/or RCA

audio cables to and from the amplifier.

- Turn the amplifier back on and check for hum. If the noise is still audible try plugging the amplifier power cable into a different AC outlet.
- If the hum goes away while the audio cables are still disconnected, the noise is likely coming from another component in your system. Connect each component back one at a time and the one that causes the system to hum is likely the culprit.
- A common ground-loop source is from cable TV or satellite cables. If the hum or buzz persists after trying the previous tips, disconnect the cable from your cable box, TV, or DVR and if the hum goes away the cable is the cause. In this case you can get a ground-loop isolator from your local electronics store. These are inexpensive and easy to connect inline with your video cable.
- Sometimes something as simple as a portable heater or dehumidifier will add noise into your wall wiring that could be picked up by your audio gear. A dimmer switch on a halogen lamp, a wireless internet router, or wireless phone near the amplifier, for example, could also all be possible culprits.

The best overall solutions are to use an AC line filter, plug the unit into a different AC circuit, or in the case of noise introduced by a wireless router, for example, move it further away from your audio gear.