

17. TROUBLESHOOTING

PROBLEM

Red light is blinking 5x.

SOLUTION

Something is wrong with the speed of the platter.

Move the tonearm back into the tonearm rest, turn the button to off mode, and restart the process of playing a record.

The weight is not properly set and the stylus is slowing down the platter.

Readjust the counterweight.

Sensors are dirty.

Clean the sensors with a dry cloth.

Sensors are exposed to direct sunlight or strong spotlight

Move the position of the turntable away from direct light so it does not hit the sensors.

Red light is blinking 4x.

The conditions for starting the turntable are not met.

Move the tonearm back into the tonearm rest, turn the button to off mode, and restart the process of playing a record.

Red light is blinking 6x.

The sensors do not recognize the platter, or the platter falls down or is not in position.

Remove the platter completely, move the tonearm back into the tonearm rest, turn the button to off mode and press RESET 1x, on the bottom side of the turntable.

Red light is blinking 1x.

Turntable is only drawing power from the UPS, due to a power outage or a bad connection.

Make sure all of the cables are properly installed.

Amber (White) light is blinking 4x.

The coils are overheating, due to overuse of the control button and lots of acceleration and deceleration.

Move the tonearm back into the tonearm rest, turn the button to off mode, remove the power cord and leave the turntable to cool off for about 30 minutes.

Amber (White) light is blinking 2x.

Starting initialization of the turntable.

Leave the UPS to charge.

The platter does not spin.

Is the power cable plug connected to the outlet?

Connect the power cable plug to the outlet.

Is the control button in OFF or Levitation mode?

Turn the control button into 33 or 45 mode.

Are your sensors in the middle of the turntable dirty?

Gently clean the sensors with a soft dry cloth.

Are the mirrors on the bottom of the platter dirty?

Gently clean the mirrors with a soft dry cloth.

Was the tonearm inside the tonearm rest when you started the playing record process?

Always make sure when you put the tonearm back into the tonearm rest, to push it down into the rest.

Put the tonearm back into the tonearm rest, remove the platter, do a reset (page 36).

If the reset does not work, do a hard reset (page 38)

The platter spins, but there is no sound or the volume is not loud enough.

Are all the cables connected correctly?

Connect all the cables correctly (page 16)

Are any of the cables damaged?

Contact customer support.

Are your cables going to a preamp phono input first?

Use a preamp or a unit with a built in preamp.

Have you chosen the right mode on your amplifier unit?

Choose the correct mode on your device.

Are your speakers connected to the amplifier unit?

Check the cable connection and volume.

The stylus skips.

Is the counterweight set up correctly?

Refer to page 20 and reset the counterweight.

Is the anti-skating weight set up correctly?

Refer to page 25 to set up the anti-skating weight.

Is your record dirty?

Clean the record with a record cleaning brush.

There is noise when the record is playing.

Have you connected the grounding wire?

Grounding wire must be connected from the turntable to the preamp or amplifier unit with the preamp. If you have a preamp, make sure the grounding wire is connected from the preamp to the amplifier also.

The sound when the record is playing is either too fast or too slow.

What is the stated playing speed on your record?

Make sure you use the right speed for each record being played. Switch between 33 and 45 RPM with the control button.

Are your sensors in the middle of the turntable dirty?

Gently clean the sensors with a soft dry cloth.

Are the mirrors on the bottom of the platter dirty?

Gently clean the mirrors with a soft dry cloth.

Playback speed slows down or there is irregular rotation. Light in the control button is blinking, signaling an error. Control button is blinking red (5 x red light flashes).

Is the counterweight set up correctly?

Refer to page 20 and reset the counterweight.

Is the anti-skating weight set up correctly?

Refer to page 25 to set up the anti-skating weight.

Is your record dirty?

Clean the record with a record cleaning brush.

A mistake with the tonearm sensors.

Move the tonearm into the tonearm rest and move the control button to off mode. Remove the platter and check if the sensors on the middle part of the turntable body are clean. Clean them with a soft dry cloth. Also clean the mirrors on the bottom of the platter.

Make sure the sensors are not in direct sunlight or direct artificial light.

Do a reset (page 36). If it does not work, do a hard reset (page 38)

The platter has fallen down and is stuck to the turntable body.

Control button is blinking red (3 flashes every 2 seconds)

Move the tonearm back to the tonearm rest. While holding the turntable body, slowly and carefully pull the platter off the body. Be careful as there are strong magnetic forces present. Do not place the platter back on the turntable. Place it away from any electronic or magnetic items and devices. Do a reset (page 36). If it does not help, do a hard reset (page 38). Also be sure to clean the mirrors on the bottom of the platter and make sure if anything is damaged. If there is extensive damage, contact customer support. If not, start using the turntable following the instructions (page 15).

The platter is swaying more than 2mm.

Are you using the correct equipment?

Only use the provided or suggested placemats.

Do not use any weights.

Is the surface for the turntable flat and solid?

Make sure to set up the surface correctly (page 10).

Do you have any magnetic, electronic or metal items closer than 30cm to the turntable?

Make sure you keep such items at least 30cm or 12" away.

Is your floor bouncy?

If your floor is bouncy, we advise to set up the turntable on a wall mounted shelf, to avoid vibrations and swaying.

The tonearm does not lift itself at the end of the record.

Do a reset (page 36).

The LED light does not come on.

Is everything else working normally?

Contact customer support.

The apparatus has no power.

Is the green light in the adapter working?

If not, the adapter needs to be changed.

If yes, contact customer support.

Other problems

All of the above does not help? Do one of the following.

Do a reset (page 36).

Do a hard reset (page 38).

Contact our Customer Service Department at **0038641771907** or at **customersupport@maglevaudio.com**.