

WARRANTY AND SERVICE INFORMATION

Call Toll-Free 800-854-2235 if you need help with your CARVIN product. If you need to return it for service, our service dept. will issue a Service Number so that we can expect your shipment. Write the Service Number on the carton and be sure to include a full description of every problem. Pack in its original carton using all its packing material. Return by UPS pre-paid. Units returned with physical damage, missing parts, or damage from improper service are not serviceable.

REPAIRS UNDER WARRANTY (1 YEAR)

There is no charge for service under warranty. However, shipping is to be paid both ways by the customer. All tubes are warranted for 90 days.

REPAIRS OUT OF WARRANTY

After your warranty has expired, call us for the current flat rate charge which includes parts labor and testing to bring your unit up to factory specifications.

SERVICING IN YOUR AREA

You may select your own service center or have your own qualified technician work on the unit at your own expense. This will not void the warranty unless damage was done because of improper servicing. Under the ONE YEAR WARRANTY, Carvin will ship parts pre-paid to you or your technician providing that the defective part(s) are first returned for our inspection. If you do not have a qualified service person, we ask that you do not involve yourself in servicing the unit.

LIMITED WARRANTY

Your Carvin Professional Series Product is guaranteed against failure for ONE YEAR. Carvin will service the unit and supply all parts at no charge to the customer providing the unit is under warranty. CARVIN DOES NOT PAY FOR PARTS OR SERVICING OTHER THAN OUR OWN. This warranty is extended to the original purchaser only and is not transferable. THIS WARRANTY DOES NOT INCLUDE TUBES or FAILURES CAUSED BY INCORRECT USE, INADEQUATE CARE OF THE UNIT, OR NATURAL DISASTERS. A COPY OF THE ORIGINAL INVOICE IS REQUIRED TO VERIFY YOUR WARRANTY. Carvin takes no responsibility for any horn driver or speaker damaged by this unit. This warranty is in lieu of all other warranties, expressed or implied. No representative or person is authorized to represent or assume for Carvin any liability in connection with the sale or servicing of Carvin products. No liability is assumed for damage due to accident, abuse, lack of reasonable care, loss of parts, or failure to follow Carvin's directions. CARVIN SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

In the interest of creating new products and improving existing ones, Carvin is continually researching the latest state of the art audio design methods, and modern packaging and production techniques. Thus, Carvin reserves the right to make changes in its products and specifications without notice or obligation.

CARVIN

800-854-2235

HELP SECTION

1) AMP WILL NOT TURN ON

After checking that the amp is properly plugged in and the amp does not turn on, remove the AC cord from the amplifier chassis. Remove the FUSE holder that is built into the AC cord receptacle. Check the fuse and replace if necessary with a 3 AMP SLOW BLOW 5x20mm type.

If the fuse is OK, than the fuse receptacle has to be re-adjusted. This happens when the AC cord has been severely pulled to one side. To correct this, take a small slot screw driver (with the fuse holder out) and push the tabs in the receptacle (that hold the fuse) in towards each other about 1/16". After inserting the fuse holder with the fuse, the problem should be corrected.

2) GUITAR FEEDBACK FROM CHANNEL 2

If feedback is occurring in Channel 2, reduce the DRIVE and move the guitar away from the speakers. Because channel 2 incorporates a "Hot Rodded" preamp, you can expect some feedback unless you correct for it. Likewise, If you turn every control in channel 2 full on, you can expect some kind of oscillation or feedback.

3) EXCESSIVE PREAMP NOISE

The 12AX7 preamp tubes can add noise if they have become defective. Normally they last a long time once they have settled-in. It's normal that Channel 2 is noisy when the DRIVE and VOLUME 2 are turned full on. However, excessive noise can develop from V1 and V2 tubes which adds to the overall noise of channel 2. To reduce channel 2 noise, try exchanging V1 and V2 with V3 and V4.

4) TUBE ORDER & FUNCTIONS

The following 12AX7 preamp tubes— V1, V2 and V3 drive channel 1 and 2. V4 drives the reverb system and V5 drives the power amp. Note: Each tube has 2 sections for a total of 10 12AX7 stages in the Valve Master. TUBE ORDER: The V1 tube is next to the outside edge of the chassis with V2, V3, V4 and V5 following towards the center of the chassis—in order. To remove a tube, be sure to push the top of the retainer to the side freeing the top of the tube. All 12AX7's are "Keyed" in the same direction.

The power tubes V6, V7, V8 and V9 are located in the center of chassis next to the rear panel. To remove the tubes, take a flat blade screwdriver and push the retainer down—working it from side to side—pulling the tube out. Be sure to reset the BIAS switch if changing tube types.

5) SHORTEN LIFE FROM POWER TUBES OR EXCESSIVE HEAT

Check the rear BIAS switch for the correct tube model. This switch selects the proper bias voltage range for either EL34's or 5881/6L6GC's. For the exact bias voltage, the internal (P11) calibration control can be adjusted for the correct 100 ma A/B idle current. Set the P11 control for 100 ma across the terminals of the STANDBY switch (set the STANDBY switch in the OFF position and the POWER switch in the ON position). Be sure the BIAS switch is selected for the correct tubes model and the 1/2 power switch is selected for 4 TUBES (100 WATTS) before adjusting. CAUTION: Only a quality technician is to make the internal bias adjustments—LETHAL VOLTAGES EXCEED 500 VOLTS! Note: Tubes with listed gain numbers, such as 1 through 10, should be internally adjusted. The output does not vary between high and low numbers—only the bias setting.

6) KEEPING YOUR AMP LOOKING NEW

Use a damp cloth to wipe down the controls and chassis. Make sure that all items are dry when through cleaning.