

Cary Audio Troubleshooting Checklist

The following Troubleshooting Tools have been generated to help solve product issues in the field. After trying the Troubleshooting Tips related to your particular issue(s) and product, and you are still experiencing problems, please visit our [Service Center](#) to request a RMA to return the product to the factory for service.

Vacuum Tube Products

No Power:

- _____ Check to make sure the AC cord is plugged all the way into the rear of the unit.
- _____ Check the AC line fuse. Always replace fuse with appropriate fuse. See Owner's Manual.

NOTE: Shorted output tube or tube not installed correctly will cause the fuse to blow.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

The AC Line Fuse Blows/Continues to Blow:

- _____ Replace the fuse and check the bias with the Cary Audio MA-300 Bias Meter. Make sure it's set to the recommended bias per Owner's Manual.
- _____ Check to make sure the tubes have been inserted correctly. Most tubes have a guide pin to align within the socket. Make sure tubes are seated in the sockets all the way.

NOTE: Try using a known good backup spare tube set.

NOTE: If your component has produced smoke, it should be sent in for testing and repair.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

No Music in One of the Channels/Channel Dead/Channel Went Out:

- _____ Check the tube fuse for that channel.
- _____ Check the bias for that channel.
- _____ Check the balance switch to make sure it's set in the middle of left and right.
- _____ Check to make sure the headphone switch has not been activated (if you have one).
- _____ Swap interconnects to see if the defective channel now operates and the other does not.

NOTE: Swapping tubes from one channel to the other channel can determine if a tube is bad.

- _____ Turn off the unit and swap your input tubes from one channel to the other channel.
If this doesn't resolve the issue, try the following.
- _____ Turn off the unit and swap your driver tubes from one channel to the other channel.
If this doesn't resolve the issue, try the following.
- _____ Turn off the unit and swap your rectifier tubes from one channel to the other channel.
If this doesn't resolve the issue, try the following.

_____ Turn off the unit and swap the output tubes from one channel to the other channel.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

Noise/Buzzing/Crackling in One or Both Channel(s):

_____ Remove all other sources to your component. Only have the amplifier and the speakers connected. Is there any hum, noise, crackling? If yes, try the following.

NOTE: If noise/buzzing/crackling is only in one channel, swapping tubes from one channel to the other channel can determine if a tube is bad, which may be causing the noise, crackling, buzzing.

_____ Turn off the unit and swap your input tubes from one channel to the other channel.
If this doesn't resolve the issue, try the following.

_____ Turn off the unit and swap your driver tubes from one channel to the other channel.
If that doesn't resolve the issue, try the following.

_____ Turn off the unit and swap your rectifier tubes from one channel to the other channel.
If that doesn't resolve the issue, try the following.

_____ Turn off the unit and swap the output tubes from one channel to the other channel.

NOTE: Excessive bias will cause buzzing in a channel.

NOTE: Mis-matched output tubes can cause hum in an amplifier channel.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

No Bias in One or Both Channel(s):

_____ Check the tube fuse for that channel or both channels.

_____ Replace the output tubes with a known good set of output tubes.

_____ Check the AC line fuse if there's no bias in both channels and the component doesn't turn on.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

Tube Red Plating and Tube Overheating:

_____ If you experience a tube red plating, turn off the component immediately.

_____ Turn the bias adjustment pot all the way left (counter clockwise for that channel).

_____ Disconnect the input from the amplifier. You can leave the speakers connected.

_____ Plug your Cary Audio MA-300 Bias Meter into the channel where the tube is red plating.

NOTE: If a tube red plates, it may blow a tube fuse. If the component doesn't power on, then check the main fuse.

_____ Turn the component on and slowly increase the bias watching the bias meter. Set bias to appropriate setting using the Owner's Manual. Keep the bias meter plugged into the component.

_____ Let the component and bias stabilize. The bias may drift upwards. Keep an eye on it for the next 30 minutes to make adjustments. You can play music if you'd like. If the bias starts rising quickly, turn off the component immediately.

_____ After making the bias adjustments, did the bias remain stable? If no, you may have an internal component failure and the component will need to be serviced.

NOTE: Mis-matched tubes can cause more current to flow into one tube. Always use matched tubes when tube rolling or replacing.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

Cannot Adjust the Bias:

_____ Determine if it's both channels or one channel.

_____ Check the tube fuse to that channel and replace, if necessary.

_____ Replace the output tubes with a known good set of output tubes.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

Solid-State Products

No Power:

_____ Check to make sure the AC cord is plugged all the way into the rear of the unit.

_____ Check the AC line fuse. Always replace fuse with appropriate fuse. See Owner's Manual.

_____ If you have a "Master Power Switch" on the rear of the unit, make sure it's set to the "On" position.

_____ Try unplugging any trigger cables.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

Hum:

_____ Disconnect all the sources from the amplifier. Only have the amplifier connected to the speakers.

_____ Turn the amplifier on and listen to hear if the hum persists. Is there a hum, buzz? If no, the problem is with the preamplifier or other source component. If yes, the amplifier will need to be sent in for service.

_____ Now plug in the preamplifier to the amplifier and speakers. No source equipment connected at this point. If no hum, then plug in one source component at a time until you hear a hum to figure out which component is causing the issue.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

Channels Out:

_____ Swap interconnects to verify the cables are good.

_____ Swap speaker cables to verify the cables are good.

_____ Make sure the “mute” function was not accidentally selected on the preamplifier with the remote or switch.

_____ Try turning the component off for a couple of seconds and back on to see if this solves the issue.

If this doesn't resolve the issue then the component needs to be sent in for repair using our RMA Services.

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