

SLM Electronics

CSB0002

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Customer Service Bulletin

Units Affected:

Crate **BX-15** amplifiers from Serial # AFTDJ20001 through AFTDJ31710

Concern:

Some units in the above series were shipped to the field with incorrect panel graphics that transposed the legends and symbols for the Headphone and External Speaker jacks. Units will appear to function somewhat normally but headphone audio will be in only one side of headphone and volume of external speaker will be weak. User's manuals on affected units also contain incorrect markings for these functions.

Corrective Action:

A field update kit (SLME part number 92-145-01) containing replacement graphic overlays to correct the nomenclature on the unit, a replacement user's manual, and application instructions is being sent to all affected retailers. In order to determine which units require correction, please refer to the illustration below for the correct and incorrect markings for these controls. (Note: Some units in this series have been corrected at the factory - they can be identified by the presence of a green dot by the serial number label on the shipping carton and do not need to be inspected.)

Due to the remote possibility that damage could be incurred with the use of certain types of headphones, and to ensure that users of the product have a fully functional and properly documented amplifier, we recommend that all units in store stock be modified, and that all end users of products be notified to bring their unit back to the store for updating with correct labeling.



Correct Labeling



Incorrect Labeling