

## Troubleshooting steps for when the cartridge does not light up

We created this document to summarize the troubleshooting steps required to answer the question "Why is the cartridge not lit?"

The most common reason why the cartridge does not light is due to a problem with the cable connecting the equalizer to the cartridge and not supplying power.

A break in the continuity of the blue or green lead wires or a short in the grounding of the phono cable will cause an issue.

Voltage is necessary for lighting the LED inside the optical cartridge and is supplied from the equalizer.

For that reason, the cartridge will not light up or operate unless the proper power is provided.

If you change the tonearm cable, headshell lead wire, or phono cable, it often turns on, so if the cartridge does not light up please first replace these with another and check again.

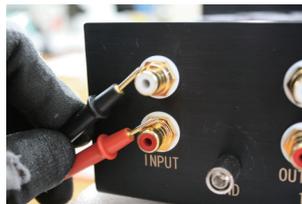
Do not use any equalizer or power supply other than a DS audio product for testing

because there is a possibility that the cartridge may be damaged if power is supplied with an appropriate protection circuit.

### Further testing



The cartridge does not light up



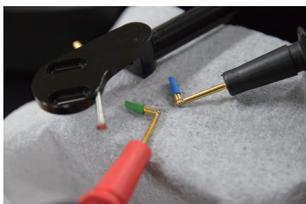
Turn on the phono equalizer and check the outer rings of the RCA inputs with a volt meter.

Touch one probe of the volt meter to the outer ring of the right input, and the other probe to the outer ring of the left input.

This should give a reading of approximately 5V.

There is no problem if the value is between + 4.5V and 5.5V.

○ If there is proper voltage supply from the equalizer:



Next steps

After connecting the tonearm cable to the RCA inputs, use your volt meter to check the blue and green lead cables in the tonearm headshell.

Confirm that the voltage measurement at this point is between +4.5V and 5.5V

○ If proper voltage is confirmed at the headshell leads:

Please contact your dealer or DS Audio to check if there is a problem with the cartridge



× If there is no voltage at the headshell leads:

It is possible that there is a disconnection, short, or lack of continuity in your tonearm cable, internal tonearm wiring, or phono cable.

Please replace the tonearm, lead wires, or cable and check again.

The majority of cases where the cartridge does not light up are caused by this issue.



× There is no voltage supply from the equalizer or Equalizer is not turned on



Next Steps

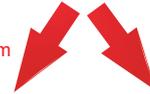
Please take out the fuse and check it as there is a possibility that the fuse is blown, missing, or of an incorrect value.

Use your volt meter to confirm that the fuse has continuity.

You can access the fuse by pushing out the plastic tray in the AC power supply connector on the back of the equalizer inlet.

○ If there is no voltage supply from the equalizer or Equalizer is not turned on

Because there is a possibility of breakdown of the equalizer, Please contact your dealer or DS Audio.



× If the fuse is blown.

Please replace the fuse and check again.