ARC-10 & ARC-15

Service Manual



Rev 1.0.4



How to contact Arrakis Systems

Arrakis Syst	tems inc. is located at	Arrakis Systems inc 6604 Powell Street Loveland, Colorado 80538
Business Ho	Urs:	8:00am - 4:30pm mountain time
Contact:	Voice: Fax: email: web:	970-461-0730 970-663-1010 support@arrakis-systems.com arrakis-systems.com
	Having di Refer to the web for cur	fficulty contacting Arrakis? site at www.arrakis-systems.com rrent contact information



Safety Instructions

1. **Read All Instructions**. All safety and operating instructions must be read before operating the product.

2. **Retain All Instructions.** All safety and operating instructions must be retained for future reference.

3. Heed All Warnings. All warnings on the product and those listed in the operating instructions must be adhered to.

 Follow All Instructions. All operating and product usage instructions must be followed.
 Heat. This product must be situated away from any heat sources such as radiators, heat registers, stoves, or other products (including power amplifiers) that produce heat.

6. **Ventilation.** Slots and openings in the product are provided for ventilation. They ensure reliable operation of the product, keeping it from overheating. These openings must not be blocked nor covered during operation. This product should not be placed into a rack unless proper ventilation is provided through following the manufacturer's recommended installation procedures.

7. Water and Moisture. Do not use this product near water—for example; near a bath tub, wash bowl, kitchen sink or laundry tub; in a wet basement; or near a swimming pool or the like.
8. Attachments. Do not use any attachments not recommended by the product manufacturer as they may cause hazards.

9. **Power Sources.** This product must be operated from the type of power source indicated on the marking label and in the installation instructions. If you are not sure of

the type of power supplied to your facility, consult your local power company.

10. **Grounding and Polarization**. This product is equipped with a polarized AC plug with integral safety ground pin. Do not defeat the safety ground in any manner.

11. **Power Cord Protection.** Power supply cords must be routed so that they are not likely to be walked on nor pinched by items placed upon or against them. Pay particular attention to the cords at AC wall plugs and convenience receptacles, and at the point where the cord plugs into the product.

12. Lightning. For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the AC wall outlet. This will prevent damage to the product due to lightning and power line surges.

13. **Dverloading**. Do not overload AC wall outlets, extension cords, or integral convenience outlets as this can result in a fire or electric shock hazard.
 14. **Dbject and Liquid Entry.** Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.

15. Accessories. Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious damage to a child or adult, and serious damage to the product. Any mounting of the product needs to follow manufacturer's installation instructions. 16. A Product and Cart Combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and the cart combination to overturn.

17. **Servicing.** Refer all servicing to qualified servicing personnel.

18. Damage Requiring Service. Unplug this product from the wall AC outlet and refer servicing to qualified service personnel under the following conditions:

a. When the AC cord or plug is damaged. b. If liquid has been spilled or objects have fallen into the product.

c. If the product has been exposed to rain or water.

d. If the product does not operate normally (following operating instructions).

e. If the product has been dropped or

damaged in any way.

f. When the product exhibits a distinct change in performance. This indicates a need for service.

19. Replacement Parts. When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or that have the same characteristics as the original parts. Unauthorized substitutions may result in fire, electric shock, or other hazards.

Safety Check. Upon completion of any repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.
 Cleaning. Do not use liquid cleaners or aerosol cleaners. Use only a damp cloth for cleaning.



Warranty

This console carries a manufacturer's warranty subject to the following guidelines and limitations:

A) Except as expressly excluded herein, Arrakis Systems inc. ("Seller") warrants equipment of its own manufacture against faulty workmanship or the use of defective materials for a period of one (1) year from date of shipment to Buyer. The liability of the Seller under this Warranty is limited to replacing, repairing or issuing credit (at the Seller's discretion) for any equipment, provided that Seller is promptly notified in writing within five (5) days upon discovery of such defects by Buyer, and Seller's examination of such equipment shall disclose to its satisfaction that such defects existed at the time shipment was originally made by Seller, and Buyer returns the defective equipment to Seller's place of business in Loveland, Colorado, packaging and transport guaranteed.

B) Equipment furnished by Seller, but manufactured by another, shall be warranted only to the extent provided by the other manufacturer.

C) Thermal filament devices (such as lamps and fuses) are expressly excluded from this warranty.

D) The warranty period on equipment or parts repaired or replaced under warranty shall expire upon the expiration date of the original warranty.

E) This Warranty is void for equipment which has been subject to abuse, improper installation, improper operation, improper or omitted maintenance, alteration, accident, negligence (in use, storage, transportation or handling), operation not in accordance with Seller's operation and service instructions, or operation outside of the environmental conditions specified by Seller.

F) This Warranty is the only warranty made by Seller, and is in lieu of all other warranties, including merchantability and fitness for a particular purpose, whether expressed or implied, except as to title and to the expressed specifications contained in this manual. Seller's sole liability for any equipment failure or any breach of this Warranty is as set forth in subparagraph A) above; Seller shall not be liable or responsible for any business loss or interruption, or other consequential damages of any nature whatsoever, resulting from any equipment failure or breach of this warranty.

General Repair Considerations

WARNING

The console should be repaired by qualified, professional, & experienced, audio technicians ONLY. Before beginning any type of repair or opening the console CALL Arrakis customer support for recommendations.

DESIGNED FOR MODULAR PART REPLACEMENT

The ARC series console is designed for modular replacement rather than repair. The power supply is external and plug in. The rotary faders are plug in. Most ICs are plug in, and a physical board layout is provided with descriptions of the functions of each IC. ICs can be individually replaced to test for functionality. A small amount of disassembly is required. Diagrams on the following pages explain the required disassembly.

PC BOARD COMPONENT LEVEL REPAIR

If possible, PC board component level repair requiring soldering should be performed at the factory. In particular, replacement of slide faders and switches should be performed at the factory. If the repair must be made in the field, then extreme care must be taken to not damage the PC board or other components. Arrakis can not warranty non-factory service.

POWER SUPPLY

The power supply is a sealed module that must be replaced in whole if there is a problem.

REPEATED EQUIPMENT FAILURES

If a specific part of the console is failing regularly, it is likely that it is being subject to unusual stresses. Examples are;

(1) Switch or fader failure-rough physical treatment(2) Mic channel IC failure-static discharge to mic(3) Input op amp failure-lightning, power surge, or other transient on this cable(4) Dutput op amp failure-lightning, power surge, or other transient on this cable(5) Power Supply failure-lightening, power surge, or other transient on the AC power line

SUGGESTED REPAIR PROCEDURES

(1) NO AUDIO OUT OF ONE INPUT CHANNEL- (Swap Cables) Be certain that the problem is in the console itself. If mic channel two doesn't function but mic channel one functions properly, then plug the cable from the good mic into the channel that you suspect to be bad. If the channel that you suspect to be bad now functions, then the problem is external to the console and is in the source or the wiring. This is a very fast and easy way to test your system.

(2) VU METERS MOVE BUT NO AUDIO OUT OF THE CONSOLE- The VU meters measure the actual output of the console itself. If the meters move but no audio is present, the problem is after the console output and is in the following signal chain. Plug a set of headphones into the output of the console and listen to the Program output to confirm this.

(3) LOUD LOW FREQUENCY HUM IN AUDIO- Many years ago this would mean a power supply failure. In today's electronics, this is an installation problem such as a ground loop. To confirm the problem is not in the console, remove ALL wiring from the console and connect a pair of headphones to the output you are testing. The hum should be absent. All wiring must be removed and headphones only used. A very common problem is for an audio power amp and speakers to create the ground loop with the console.

(4) NO AUDIO OUT OF THE MONITORS- Be certain that the monitor system is not muted due to a mic channel being on or talkback being activated.

Opening the Console

WARNING

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ACCESSING THE MOTHERBOARD

The motherboard is accessed from the bottom of the console. Six screws must be removed from the bottom panel to have access to the console electronics for test and IC replacement. Be careful to not scratch the console when turning the console over.

REMOVING THE MOTHERBOARD

The motherboard is attached on the top of the front panel (slide fader screws) and with screws on the bottom of the motherboard, requiring access to the inside of the console. When replacing the motherboard, be certain to replace all of the screws so that switches and faders will operate properly.

ACCESSING THE INTERIOR OF THE VU METER PANEL

The VU meter panel is opened by removing the screw at the left and right front of the panel.





Replacing Slide Faders, Switches, and other parts

Slide faders and switches are soldered onto the PC board and should be replaced at the factory if at all possible. The procedure requires proper tools, and it can be difficult to remove the parts without damaging traces or pads on the PC board. Also, the switches are very sensitive to temperature and duration during the soldering process and can be electronically damaged or destroyed when being soldered. If a slide fader, switch, or other part must be replaced in the field, then extreme care must be taken.

Tools required:

- 1) Hand held solder sucker (stranded solder wick is not suggested)
- 2) Temperature controlled soldering iron with pencil tip (soldering guns should not be used)

Procedure:

- 1) Suck the solder from all holes until the damaged component is entirely free from the PC board. Remove the damaged part.
- 2) Place the new part onto the PC board. Slide faders and switches (and some other parts) ARE oriented and MUST be replaced in the correct orientation.3) Carefully solder the new part to the PC board.
 - a) Clean the tip of the soldering iron on a wet sponge.
 - b) Tin the tip of the soldering iron (cover the tip of the soldering iron with a small amount of solder).
 - c) Set the soldering iron to 734 degrees Fahrenheit (390 degrees celsius).
 - d) Touch the tip of the 'soldering iron' to the junction of the PC board pad AND the component lead.
 - e) Immediately touch the 'solder' to the junction of the soldering iron and the PC board pad.
 - f) Flow only enough solder to fill the hole. Immediately remove the soldering iron from the part.
 - g) Do not keep the soldering iron on the part for more than 2 seconds.
 - h) Clean the solder rosin from the PC board if required. (See Note #1 below)

Note #1: Arrakis uses aqueous core (water soluble) solder that requires the solder joint to be cleaned by water after soldering. Aqueous core solder is acidic and must be cleaned so as to not damage the PC board over time. Rosin core solder is not water soluble and requires a flux remover if it is to be cleaned. The rosin residue however does not have to be removed for rosin core solder.

Warranty: Arrakis can only warranty service performed at the factory. All field service is performed at the customer's risk.

Replacing Rotary Faders

Removing the KNOB



Replacing ICs

ICs must be replaced with care. Most ICs in the console are socketed so that they can be replaced.

When replacing an IC, be careful to not bend legs under the IC or outside the socket. Be extremely careful to not shock an IC or the PC board with a static discharge. In some cases, you must use a grounded arm or anklet if there is a possibility of a static discharge.

In all cases, retain the old IC because it may be found to not be damaged.

Factory Service

Technical Questions

Arrakis Systems maintains a staff of friendly broadcast engineers, design engineers, and technicians who have many years of in depth field experience in broadcasting. All of our technical resources are available to you to answer installation questions, solve problems, and repair equipment. If you have a question or problem, please feel free to call us. We can not solve every problem, but our people are here to try.

Our customer support de	partment is open from:	8AM - 4:30PM,	Monday -Friday (except for Holidays)
Voice:	970-461-0730		
Fax:	970-663-1010		
email:	support@arrakis-sy	ystems.com	
IMPORTANT	Collect calls will not	t he accented	

Warranty Service Procedure for the ARC console hardware

Arrakis Systems assumes that its customers have on staff (or access to) competent technical personnel and adequate test equipment.

If a product fails, Arrakis will first seek to ascertain the problem over the phone and solve it at the modular replacement level where we find the specific part(s) that have failed and repair or replace them. This is the least expensive and time consuming solution for you. Depending on the circumstances and at our discretion, Arrakis will replace the specific PC board suspected to be at fault. If replacing PC boards does not resolve the problem, then the console is to be returned to the factory where it will we repaired and returned to you. Repair time at the factory is normally two week days. If the customer chooses to repair the console in the field, then Arrakis will, at its sole discretion, send replacement parts under warranty. Arrakis can not warranty labor performed in the field.

Shipping- The customer is responsible for payment for shipping to the factory. Parts returned to the factory freight collect will be refused. Return shipping over and above the cost of UPS ground will be born by the customer. In the case of international shipments, all cost of shipping and duties are born by the customer, both to and from the factory.

Under no circumstances will Arrakis replace a defective console with a replacement console.

IMPORTANT- Under no circumstances does Arrakis take any responsibility for non-factory technical expenses.

Warranty Replacement of Parts

To have a part replaced under warranty, you must:

1) Provide a valid product serial number that is within the warranty period

2) Contact the Arrakis customer service department and describe what parts need replacement and the circumstances of the failure. (The customer service department may require on site test by your technician to confirm the part replacement is appropriate for your problem.)

3) A Return Merchandise Authorization Number (RMA #) will be issued when a part s to be returned to the factory.

4) Return ALL defective parts to the factory (shipping prepaid) to the attention of the "Customer Service Departent" with a letter including your name, address, call letters, serial number, date, and valid RMA #.

5) Parts replaced under warranty will be shipped at Arrakis expense by UPS ground. Any expense over and above UPS ground will be born by the customer.

IMPORTANT- If the defective parts are not returned to the factory within 30 days, you will be invoiced for them and it will be assumed that they do not fall under warranty. Further customer service will be denied until the defective parts are returned of paid for.

Spare Parts (not provided with the ARC-10 or ARC-15 consoles)

A spare parts kit may be provided with the console. These parts are provided in case of emergency failure and normal infant mortality. These parts, when used to replace failures, are not replaced under warranty.

Purchased Parts

An Arrakis customer may purchase spare or replacement parts from the factory. The cost of the parts will include a service charge, the cost for the parts, and the cost of the shipping.

Parts may be purchased by:

C.D.D. shipping
 Valid and approved Credit Card (below our current credit limit)
 Prepaid by company check (shipment after check clears the bank)
 Wire transfer of funds

5) Through an Arrakis authorized dealer

Arrakis does not sell items on open account.

IMPORTANT- Non payment or late payment for parts will result in refusal of further customer service until the problem is resolved.



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ARC-10 Motherboard IDC Connector Diagrams



1.15

ARC-15 Electronic Block Diagram



1.16



ARC-15 Motherboard IDC Connector Diagrams







10 ground

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CN2

10 Ch Motherboard Bus Block Diagram

This diagram documents the basic bus tracing on the motherboard.



ARC Console

5/21/2007

















Balanced Inputs

Input channels with balanced audio using RJ45 connectors as illustrated below. Pins 5,7,8 are not connected.

The balanced inputs are > 10,000 ohm input impedance and levels are set for +4dBu signals.

			177/5670
PIN	Wire Color	Audio	
1	White w/Orange Stripe	Left (+)	
2	Orange	Left (-)	
3	White w/Green Stripe	Right (+)	
4	Blue	Ground	
5	White w/Blue Stripe		RJ45
6	Green	Right (-)	
7	White w/Brown Stripe		
8	Brown		

Console Logic

The DB-15 connector on the rear panel of the console has the logic & audio signals required for supporting a talk studio and controlling the starting & stopping of sources.



IMPORTANT- improper connection to console logic can damage the console.

Channel Logic

Channel 3,4,5,6,7,8, & 10 feature channel logic for use in talk studios or starting and stopping source devices. The logic requires an interface circuit to be built by a qualified broadcast technician.

Channel

Loaic

a) Remote Channel On-off w Tally

The circuit shown at the right will remotely turn a console channel on and off and drive a tally lamp to display the On-off satus.

b) Source Start-stop Circuit

The circuit shown at the right will close the relay for ~ 0.5 seconds to start & stop an audio source device such as a CD player.



+17V

ON/OFF TALLY I FD

2N3904

□ DFF

77 lk