

Service bulletin # H/K2000-07 July 2000

Warranty labor rate: MINOR repair

To: All harman/kardon Service Centers

Models: Signature 2.0 Processor/Tuner

Subject: Remote Control Works Intermittently

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**In the event you receive a Signature 2.0 with the complaint of “the remote control only works at certain angles, or when it’s very close to the unit,” perform the necessary steps listed below:**

1. Make sure there are fresh batteries in the remote, and they are installed correctly.
2. Question for customer: Are you sure the area between the remote control and receiver is not blocked by some object, and the distance is no more than 15 feet, at an angle no greater than 30° from the front of the receiver ?
3. Question for customer: Are you sure strong lighting is not being directed towards the IR sensor of the unit ?

**If the remote control of the Signature 2.0 Processor/Tuner still does not function correctly under proper conditions, then verify that the position of the IR sensor located behind the Signature 2.0 front panel is correct, as per steps below.**

4. Remove the top cover to the unit (10 Phillips screws).
5. In the front left corner, carefully unplug the two colored female connectors on the Power Switch PCB.
6. Remove the (5) Phillips screws holding the front panel onto the chassis; there is one screw on either side, and three bottom screws.
7. Carefully disengage the front panel from the chassis; you may now remove the four plated Phillips screws deep in the recesses of the stamped metal cover plate at the rear of the front panel. A magnetic screwdriver bit is recommended.
8. Disengage rear cover from the front panel; you should now see the rectangular IR sensor at the left side of the VLF display. Align and straighten the sensor as indicated below; it should be straight and parallel in relation to the front panel; the rounded lens should be pointed straight forward.
9. Replace all screws and reassemble, following the instructions in reverse order; be sure and replace the two power switch connectors.
10. Connect all cables necessary for proper operation; power up the unit and check that the remote control is working properly.

