

# TROUBLESHOOTING GUIDE

If you are having a problem with your subwoofer, please read through this "Trouble Shooting Guide". Many times problems are actually caused by other items in the system or the subwoofer's interaction with those items. These problems can easily be resolved with this guide.

Problem	Cause	Solution
<b>1) HUMMING OR BUZZING NOISE</b>	You have a Ground Loop or problem with other equipment. This causes the vast majority of hum related complaints. The electrical grounds of the components in your system are not at the same electrical potential.	A very common ground loop source is cable TV or satellite cabling. Very few installers take the time to ground the cable to the house ground, causing a 60 Hz hum that the subwoofer reproduces. Disconnect the coaxial cable from your TV or cable box. If the hum goes away, the cable is the cause. In that case contact your cable company or get an inexpensive 75 ohm ground loop isolator on line or at a local electronics store. Ground loops can also come from faulty electrical wiring in your home. Consult a licensed electrician to evaluate and possibly repair the AC wiring in your home.
	You have an amplifier problem.	<ul style="list-style-type: none"> <li>• Disconnect all interconnects from the amplifier. If still hums, call or email technical support.</li> </ul>
	Your speaker wires or interconnects are the cause.	<ul style="list-style-type: none"> <li>• It is possible that some cables have a poor or broken ground due to poor construction, oxidation, or damage. Also, poorly shielded cables can potentially pick up noise. Try another cable or speaker wire. Also, move the signal cable away from AC cables, power transformers, or other EMI sources.</li> </ul>
	A light dimmer or other triac based (SRC) device is on the same AC circuit.	<ul style="list-style-type: none"> <li>• Use an AC line filter or plug the unit into a different circuit.</li> </ul>
<b>2) Subwoofer thumps when the system is being turned on and off.</b>	Noise is being generated by upstream equipment.	<ul style="list-style-type: none"> <li>• When you shut down your equipment, turn off the subwoofer first. When powering up, turn on the subwoofer last.</li> </ul>
<b>3) Subwoofer goes into STANDBY MODE while material is playing.</b>	The source is not providing enough signal.	<ul style="list-style-type: none"> <li>• The unit is going into STANDBY mode during the quiet passages. Try turning the source signal up. On a Dolby Digital receiver, turn the SUBWOOFER level up in the SPEAKER SET-UP menu. After you turn the signal up, turn down the volume knob on the subwoofer to compensate.</li> <li>• An alternative is to turn the subwoofer ON/AUTO/OFF switch to the ON position. When playing, it does not use any more power and does not affect reliability.</li> <li>• Check to see if the crossover through the receiver is set too low, or if setting crossover from the sub, check to see if the crossover set through the sub is set too low. This will greatly reduce the signal going to the sub and hence make it go into STAND BY MODE.</li> </ul>

Problem	Cause	Solution
<b>4) NO OUTPUT FROM SUB LED DOES NOT LIGHT UP</b>	AC power is not getting to the amplifier.	<ul style="list-style-type: none"> <li>• Make sure the switch on the back of the sub is in the "ON" position.</li> <li>• Check that you are using the correct power cord and that it is plugged in securely at both ends and make sure that the AC outlet the subwoofer is plugged into is working. Try another power cord.</li> </ul>
	Fuse is blown or subwoofer amplifier is not working.	<ul style="list-style-type: none"> <li>• If you have determined you are using the correct power cord, it is plugged in securely at both ends, and your AC outlet has power but the LED is still not lighting up, check your fuse (see #9, Page 5). If this does not correct the problem, your amplifier needs service. Please contact BIC Tech Support.</li> </ul>
<b>5) NO OUTPUT FROM SUB LED LIGHTS UP GREEN with Power Switch set to AUTO</b>	Connection between 12" woofer and sub amplifier is loose or not connected.	<ul style="list-style-type: none"> <li>• Unplug your subwoofer. Unscrew the outer screws on the back of the sub amp. Wiggle the amp out and make sure both (+) and (-) leads from the amp are securely connected to the (+) and (-) leads on the woofer. If not, this will solve the problem.</li> </ul>
	12" woofer or sub amplifier is faulty.	<ul style="list-style-type: none"> <li>• <b>Determine whether the woofer or amplifier is defective.</b></li> </ul> <p>Unplug your subwoofer. Unscrew the outer screws around the woofer. Take the 12" woofer out of the cabinet and perform one of the testing steps below:</p> <ol style="list-style-type: none"> <li>1) Touch the woofer's (+) and (-) terminals to the (+) and (-) terminals on a 9-volt battery. If you hear a popping noise, the woofer is good and the amp needs repair. If you do not hear a popping noise, the woofer is bad.</li> <li>2) Touch the woofer's (+) and (-) terminals to the (+) and (-) leads of a speaker wire connected to a main channel of your receiver. If the woofer plays fine, then the amp needs repair. If it does not play, then the woofer is bad.</li> </ol>
<b>6) NO OUTPUT FROM SUB LED LIGHTS UP RED with Power Switch set to AUTO</b>	The subwoofer is not receiving a signal.	<ul style="list-style-type: none"> <li>• Make sure your digital receiver is set to "SUB ON".</li> <li>• Recheck the connections between the receiver and the subwoofer.</li> </ul>
	Subwoofer amplifier may not be not working. See solution to troubleshoot.	<ul style="list-style-type: none"> <li>• Set the subwoofer level to a minimum. Use a different RCA cable to hook the sub to a DVD players analog output or to an MP3 player. Play some music and slowly turn the volume up on the sub. If the sub plays, then the sub is fine and the problem lies either in the subwoofer cable, the setting on the receiver, or you have connected to the wrong jack on the receiver. If still no sound, contact BIC Tech Support.</li> </ul>
<b>7) LOW BASS OUTPUT from SUB</b>	Volume level on subwoofer or receiver's subwoofer output is too low.	Increase the volume control located on the back of the subwoofer and the subwoofer level or LFE level on the receiver or other source. It is best to set the level of the subwoofer relative to the other speakers.
	Subwoofer is not placed correctly.	See "Placement" Page 3 of this manual.
<b>8) LITTLE/NO SOUND from one main speaker</b>	You used speaker level connections and have mixed up the polarity of the wires, thus shorting one channel of the main amplifier.	<ul style="list-style-type: none"> <li>• Correct the polarity of the speaker wires by matching the (+) and (-) from the receiver/amplifier to the (+) and (-) of the subwoofer's speaker level input.</li> </ul>