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Title: **PL380 and Standby**
Bulletin #: PL30001
Issue Date: August 30, 2007
Models Affected: PL380
Bulletin Revision: A
Production Range: 04/2007 through 09/2007 (serial numbers **0407xxxxx-0907xxxxx**)

Description

When connected to a QSC Basis device, QSC amplifiers from the CX, the DCA, and the various PowerLight series are designed to go into standby if the Basis device loses power. They will stay in standby until the Basis unit turns back on fully. We have found that early PL380 amplifiers do not behave like this.

A PL380 amplifier responds correctly to a normal standby command from the Basis unit, except that the "Clip/Prot" LEDs will light as long as the amplifier is in standby. If the Basis unit is turned off (by removing its AC power), amplifiers connected to it will still go into standby, but voltage from the PL380's "Clip/Prot" LEDs will bleed back through the DataPort connection and the unpowered Basis circuitry. This will cause the clip LEDs to light on other amplifiers connected to the Basis unit. If more than one PL380 amplifier are connected to the Basis unit, they will erratically cycle in and out of standby, causing moderate popping in the loudspeakers. This will not harm the loudspeakers or amplifiers, aside from undue wear on the amplifiers' internal relays.

Immediate work-around *(pending redesign of the affected circuitry)*

Customers should avoid the practice of shutting off power to the Basis unit to put their PL380 amplifiers in standby. To shut off PL380 amplifiers or put them into standby, we recommend these options:

- Issue a QSCControl standby command through the Basis unit.
- Shut off amplifiers using their power switches.
- Shut off AC to both amplifiers and Basis unit(s) at the same time.

Cosmetic issue regarding "Clip/Prot" LEDs

The PL380 uses "ultra-bright" red LEDs as clip and protect indicators, which may draw attention while the amplifier is in standby, possibly creating the impression that amplifier is defective. The LED indication, though, is normal for this model. A redesign is underway to correct the standby problem, which will make the PL380 behave like the PowerLight 2, CX, DCA, and the other PowerLight 3 models. Contact QSC Technical Services for availability of this update if you experience the standby problems described in this bulletin.

Contact information

This bulletin is available for download from the Service Bulletins page in the *Tech Support* section of the QSC Audio Web site: http://www.qscaudio.com/support/technical_support/bulletins.htm. If you need any further information regarding this service procedure, please contact QSC Technical Services at the addresses or numbers below.

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