

CP-800 and SIGMA SSP Headphone Jack cleaning

Service Notice # 0014

Release date: May 5, 2015

SYMPTOM/PROBLEM DESCRIPTIONS:

Output of preamp or processor may cut out or become intermittent

TEST CONDITIONS FOR VERIFICATION:

To verify if the intermittent or absent audio at the main outputs is due to a faulty motherboard or headphone jack, play audio through the preamp/processor and listen with headphones. If the audio is consistent and stable, this would prove the motherboard to be fault free. Proceed to the headphone jack cleaning procedure.

ROOT CAUSE:

The headphone jack has a contaminated switch which may require cleaning or replacement of the entire headphone jack assembly.

SCOPE:

CP-800 S/N 2146044 and below, replace headphone jack assembly. Part no. R7E07-00-02A
CP-800 S/N 2146045 - 2146199, clean headphone jack contacts.
SIGMA SSP S/N 2201056 and below, clean headphone jack contacts.

SOLUTION:

Use recommended flux remover such as MicroCare General Purpose Flux Remover C or similar product that is ESD and plastic safe.

**General Purpose Flux Remover**
Flux Remover C™

- Cleans no-clean and rosin flux
- Nonflammable and fast-drying
- Non-corrosive
- No residue/no rinsing
- Safe on most plastics
- ESD-safe
- Suitable for use in vapor degreasers
- MicroCare TriggerGrip™ cleaning system compatible

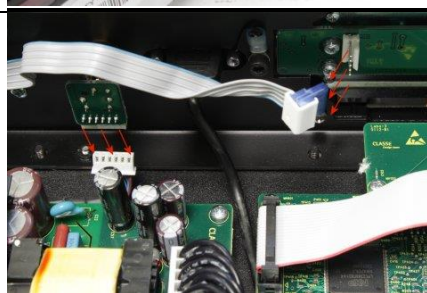
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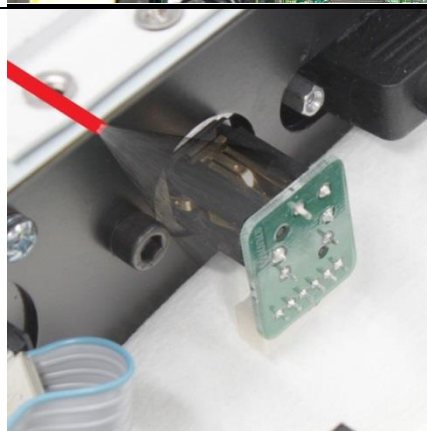
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CP-800**Step #1**

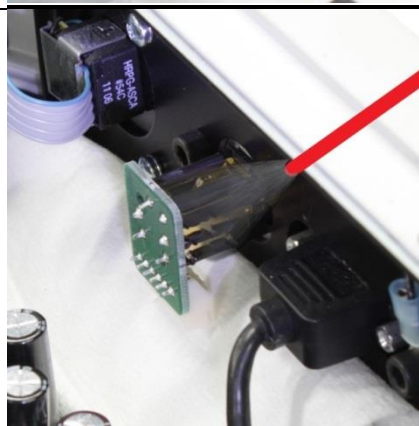
Remove the top cover and insert a 1/4" phone plug in the headphone jack to open up the switch contacts.

**Step #2**

Disconnect the volume encoder and headphone jack connectors. Clear these cables away to expose the complete headphone jack assembly.

**Step #3**

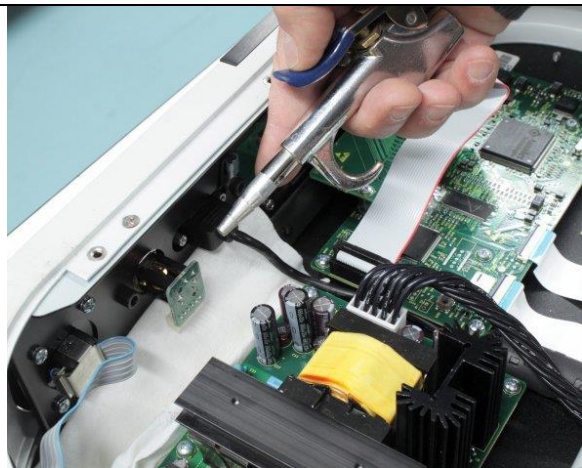
Apply cloth under the headphone jack assembly to soak up any residual contact cleaner. Liberally apply contact cleaner on opened up contacts located on the top and sides of the headphone jack.



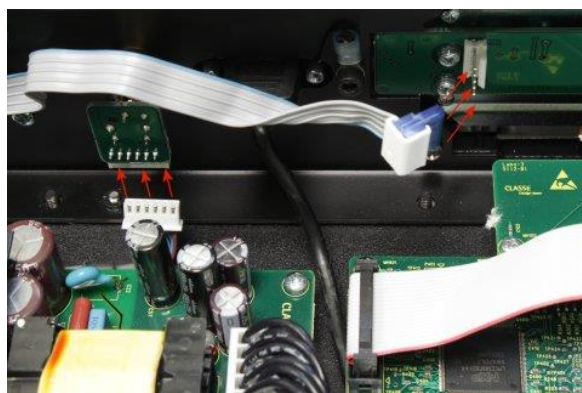
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**Step #4**

Once completely cleaned, thoroughly dry the headphone jack with compressed air. Repeat steps 3 & 4 a second time to insure proper cleaning.

**Step #5**

Reconnect the volume encoder and headphone jack connectors.

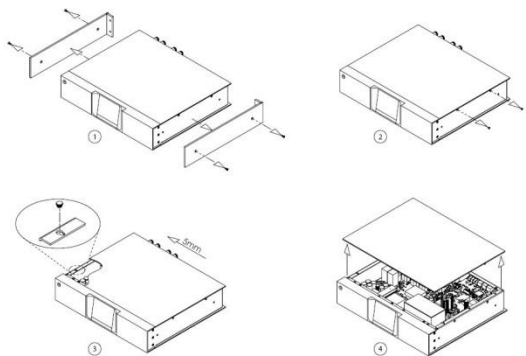
**Step #6**

Remove the 1/4" phone plug and install the top cover.

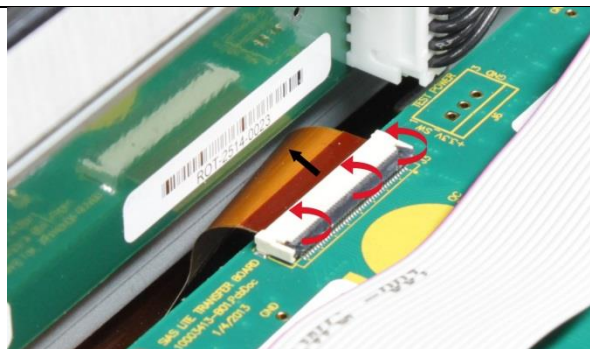
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SIGMA SSP**Step #1**

Remove top cover.

**Step 2**

Lift connector tab of J3 on PCB R8508. Completely retract LCD flat cable out of J3 connector.

**Step #3**

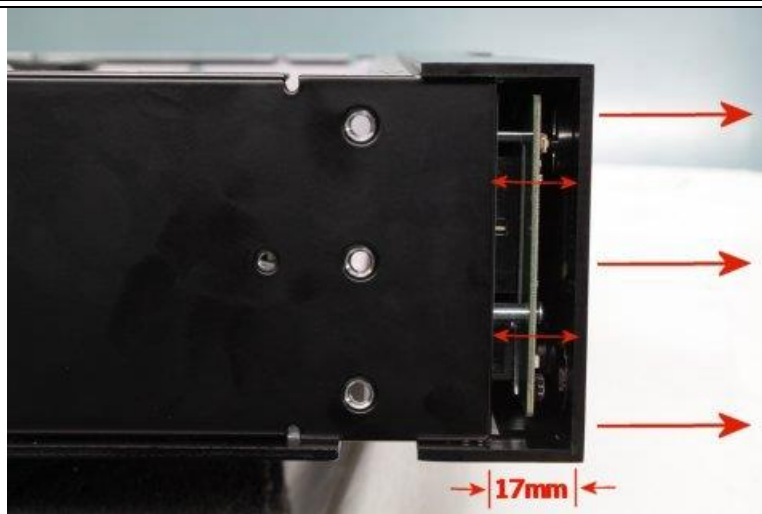
Remove the identified screws at bottom of SSP with a Phillips #1 screwdriver. Remove the identified screws on both sides of SSP with Phillips #2 screwdriver.



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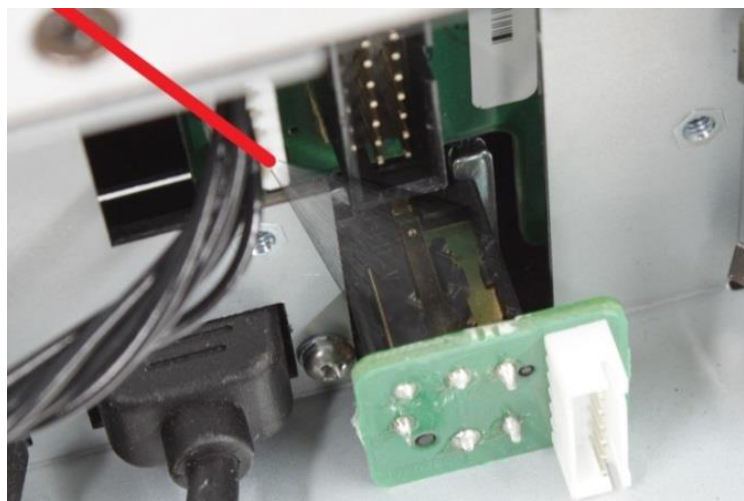
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**Step #4**

Partially pull the front fascia to expose the side opening by approximately 17mm.

**Step #5**

Insert a 1/4" phone plug into the headphone jack to open up the switch contacts.

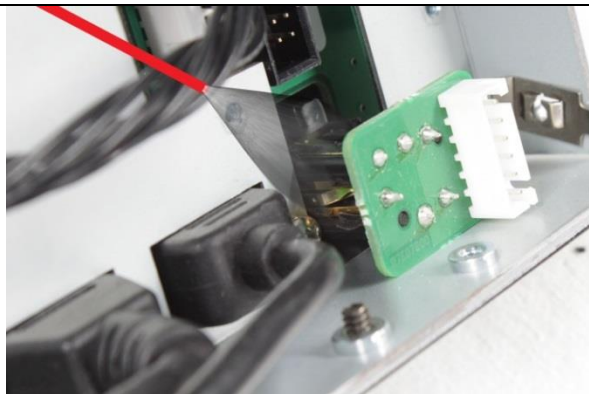
**Step #6**

On the back side of the headphone jack assembly, spray flux remover on the top switch contacts.

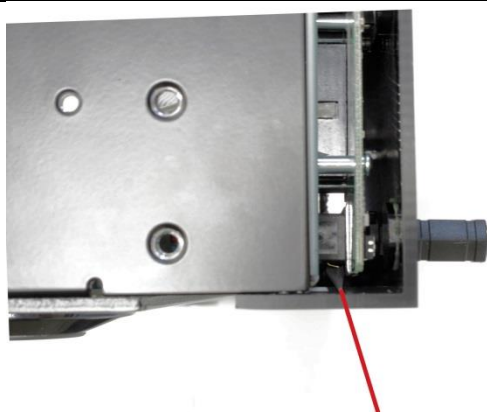
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**Step #7**

Apply flux remover on the side switch contacts.

**Step #8**

Locate the switch contacts on the underside of the assembly and apply flux remover.

**Step #9**

Using compressed air, dry the top, side and bottom of the headphone jack assembly. Repeat steps 6-9 a second time to insure proper cleaning.

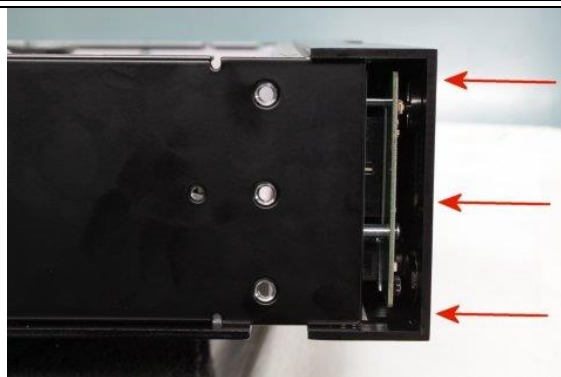
**Step #10**

Remove the 1/4" phone plug.

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**Step #11**

Push front fascia back into place.

**Step #12**

Insert the LCD flat cable into connector J3 of PCB R8508. Tightly push down connector tab of J3.

**Step #13**

Install screws for bottom and sides and install the top cover.