REPAIR/SERVICE REPORT

CSR NO.	DATE:
Customer Name	**Address:**

NATURE OF PROBLEM

Problem Reported:
No power

Make: NAD	**Model** 3020	**Serial No**

SERVICE DETAILS

Initial inspection and testing revealed neither pre nor power amp working as well as burnt out main power switch. Power switch replaced and PSU found to be missing 30V regulated supply due to a short circuit electrolytic. Tone controls found to be intermittent and noisy.

All electrolytic capacitors replaced with higher quality Nichicon audio grade components and most were failing when tested after removal. Volume potentiometer desoldered from PCB, flushed clean with solvent, chemically cleaned to restore internal contact surfaces, dried and track lubricated with Caig Deoxit faderlube. Process repeated for treble, bass and balance controls. All switch contacts lubricated and intensively cleaned with Caig Deoxit D5 contact treatment. RCA sockets resoldered as these often suffer from failed solder joints caused by repeated plugging in of connectors. PCB inspected under magnification to identify and correct any further dry solder joints and several poor joints found and rectified. Speaker binding posts installed which can be used either with 4mm banana plugs or wires on screw terminals.

DC offset on both channels measured and within 5mV after warm up. Frequency response measured and exceeds original spec (15Hz to 40Khz -3dB). Quiescent bias measured on both channels after a 30 minute warm up and within NAD specification. Phono stage driven with test tone and RIAA response within spec. Noise on both channels less than 1mV as measured on distortion analyzer and harmonic distortion also meets spec for both channels at all power levels. Power tested into load and output stable and clean. Maximum power of 34W obtained per channel into 8 ohm load prior to clipping, both channels driven with tone at 1Khz. All inputs fed with test tone and selectors switching cleanly and all controls operating quietly. 4 hour test into speaker using all inputs with no further anomalies observed.

INVOICING/PAYMENT

Fixed price overhaul - £145
Replace all electrolytics - £40
Upgrade to speaker binding posts - £45
Total - £230
All work carried out guaranteed for 3 months from date of receipt following repair (covers parts/labour only)