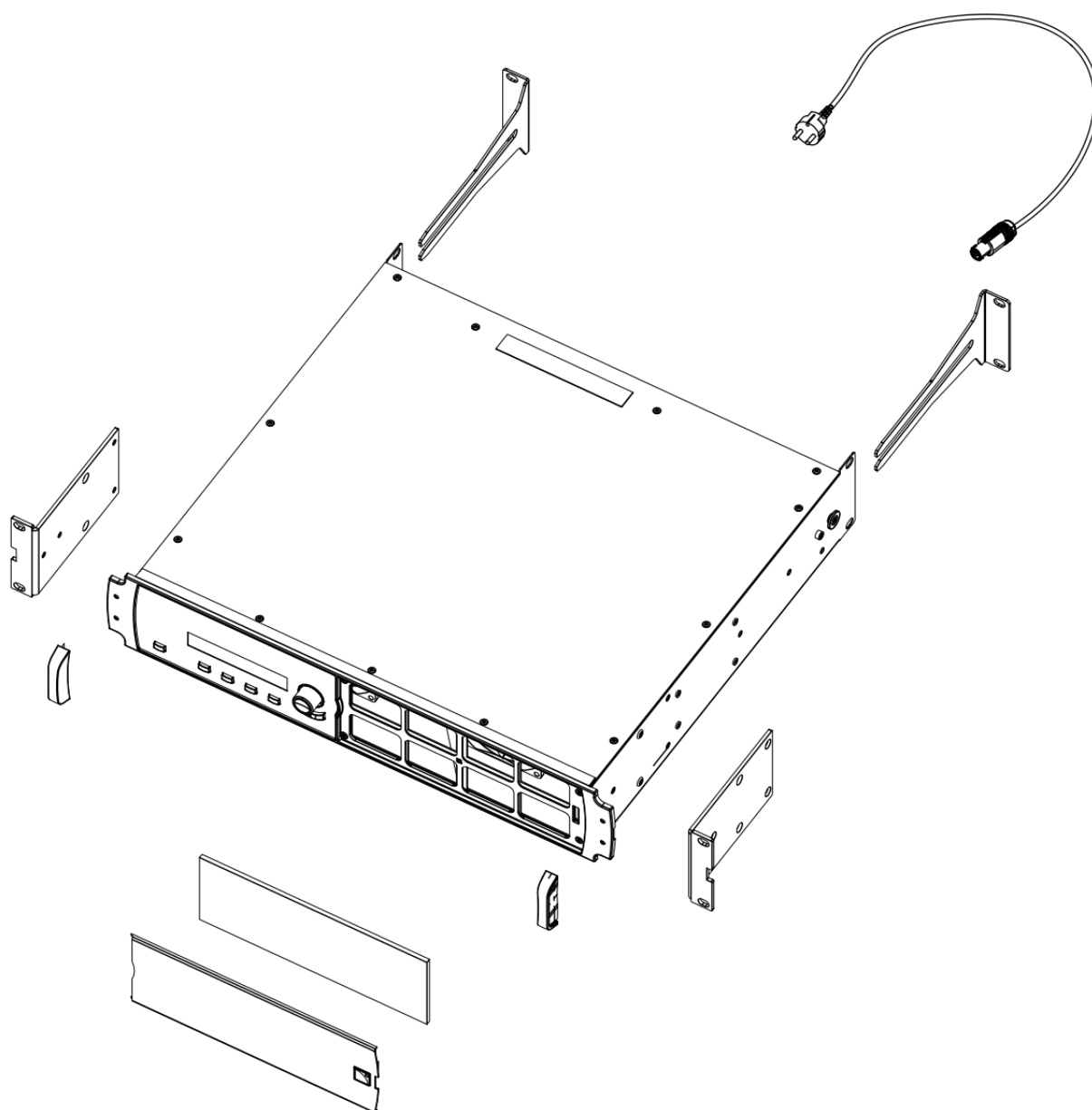


LA4X



maintenance manual - level 1 (EN)



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Safety instructions

- 1. Strictly follow the sequence of successive steps in all procedures.**
- 2. This manual contains the maintenance operations authorized for the end users.**
Performing another operation exposes to hazardous situations.
- 3. Never incorporate equipment or accessories not approved by L-Acoustics®.**
- 4. Do not expose the apparatus to extreme conditions.**
Do not expose the apparatus to dusty environments, moisture or excessive heat when storing or performing maintenance procedures.
- 5. Do not store the product on an unstable cart, stand, tripod, bracket, or table.**
- 6. Never use a faulty apparatus.**
An apparatus showing any sign of issue must immediately be put aside and withdrawn from use.
- 7. Contact L-Acoustics for advanced maintenance.**
Any unauthorized maintenance operation will void the warranty.
Before sending a product to L-Acoustics for maintenance, save all user presets to files using LA Network Manager.

Symbols

The following symbols are used in this document:



This symbol indicates a potential risk of harm to an individual or damage to the product. It can also notify the user about instructions that must be strictly followed to ensure safe installation or operation of the product.



This symbol indicates a potential risk of electrical injury. It can also notify the user about instructions that must be strictly followed to ensure safe installation or operation of the product.



This symbol notifies the user about instructions that must be strictly followed to ensure proper installation or operation of the product.



This symbol indicates the equipment, tools, and spare parts required to perform a procedure.



This symbol notifies the user about complementary information or optional instructions.

Revision history

Document identification	Distribution date	Modifications
LA4X_MM1_EN_1.0	June 10, 2014	Initial version
LA4X MM1 EN version 2.0	March 20, 2017	<ul style="list-style-type: none">- Added <i>D/R 004 bis – FRONT HANDLE</i>- Updated Exploded view- Updated Appendix: KR list

Introduction

This manual is intended for end users and gathers the level 1 procedures.



This manual contains the maintenance operations authorized for the end users.

Performing another operation exposes to hazardous situations.

Diagnosis table

This section contains the diagnosis tables and procedures to identify the issues and how to address them.

Exploded view

This illustration gives an overview of the order in which the elements must be disassembled and reassembled. Each assembly refers to the corresponding module, D/R procedure and inspection procedure (if any).

Disassembly and Reassembly procedures

This section contains the maintenance procedures for each assembly identified in the exploded view.

Quality Control

These checks allow to detect an issue. The quality control must be performed regularly.



It is mandatory to perform preventive maintenance actions on a regular basis.

Insufficient upkeep of the product can void the warranty.

1 Equipment and tools

The following table is the complete list of equipment and tools required to perform **all level 1 maintenance procedures** on the **LA4X amplified controller**.

Equipment and tools	Reference	Manufacturer
audio source with a known musical program	—	—
CAT5e U/FTP cable	—	—
ear protections	—	—
electric screwdriver	DW920K	DeWalt
Torx® T10 bit	EX.010	Facom
Torx® T15 bit	EX.615	Facom
3.5 mm flat screwdriver	AN3,5X100	Facom
wire stripping pliers	793936	Facom
LA NWM	—	L-Acoustics
full range loudspeaker	—	L-Acoustics
subwoofer	—	L-Acoustics
Stanley knife	0-10-018	Stanley

* Refer to the documentation of the electric screwdriver manufacturer to obtain the setting corresponding to a given torque value. This setting can vary depending on the age of the tool. Verify it on a regular basis.

2 Quality Control

This procedure must be performed for periodic maintenance and to detect possible issues on a controller.

Tools



Name	Reference	Distributor
audio source with a known musical program	—	—
LA NWM	—	L-Acoustics
CAT5e U/FTP cable	—	—
full range loudspeaker	—	L-Acoustics
subwoofer	—	L-Acoustics
ear protections	—	—

Procedure

1. Inspect the external structure of the controller for any lost or damaged part.
2. To verify if the controller is clean, follow these steps:
 - a. Disassemble the GRILL and the FOAM FILTER, see procedure **D/R 003**.
 - b. Verify if the FOAM FILTER is clean.
 - c. Look inside the controller through the front grill (do not touch any part) and verify if the inside is clean.
 - d. Reassemble the GRILL and the FOAM FILTER, see procedure **D/R 003**.
3. Plug the controller to mains and power it on.
Verify if the LCD screen and all LED lit during the start-up sequence.
4. To verify if the network functionalities of the controller work, follow these steps:
 - a. Connect the controller to an Ethernet port of the computer hosting LA NWM.
Use the CAT5e U/FTP cable.
 - b. Launch LA NWM.
 - c. Verify if the controller can be put in **online mode** (refer to the **LA NWM video tutorial**).
5. Verify if the latest version of firmware is installed (see the **LA4X user manual** or the **LA NWM video tutorial**).
If not, update firmware from LA NWM.
6. Select a known preset and verify if the indications displayed on screen are in accordance with it.
7. To verify sound presence and quality on each output channel follow these steps:
 - a. Plug the audio source to an input connector of the controller (IN A, IN B, IN C or IN D).
 - b. Plug the full range loudspeaker to output connector OUT1.
 - c. Select a corresponding preset.
 - d. Select the routing from the audio source to OUT1.
 - e. Play the musical program.
 - f. Set the OUT1 gain to -40 dB.
 - g. Unmute OUT1.
 - h. Set the OUT1 gain to obtain a medium sound level.
 - i. Verify if the sound is clear and undistorted.
 - j. Mute OUT1.
 - k. Repeat these steps for OUT2, OUT3 and OUT4.

**There is a risk of ear damage due to high sound level.**

Use ear protections.

8. To verify the power capability of each output channel follow these steps:
 - a. Plug the audio source to an input connector of the controller (IN A, IN B, IN C or IN D).
 - b. Plug the subwoofer to output connector OUT1.
 - c. Select a corresponding preset.
 - d. Select the routing from the audio source to OUT1.
 - e. Play the musical program.
 - f. Set the OUT1 gain to -40 dB.
 - g. Unmute OUT1.
 - h. Set the OUT1 gain to obtain a high sound level.
 - i. Verify if the sound remains clear and undistorted up to the limit level.
 - j. Mute OUT1.
 - k. Repeat these steps for OUT2, OUT3 and OUT4.

3 Troubleshooting and diagnosis

Diagnosis table

For any **issue**, follow the check sequence in the **possible causes** column.

At each step, apply the **inspection procedure** (if exists) and consider the resulting **diagnosis**.

Before applying a procedure, consider the **EXPLODED VIEW** to get acquainted with the **disassembly/reassembly procedures** to perform before and after.

External structure		
Issue	Possible causes	Inspection procedure / Diagnosis
FOAM FILTER clogged	operation in very dusty or cracked-oil smoke machine environments	Clean or replace the FOAM FILTER, see procedure D/R 003 .
Inside of the controller dirty (visible from the GRILL)	operation in very dusty or cracked-oil smoke machine environments	Contact L-Acoustics®.
FOAM FILTER lost or damaged	mechanical shock	Replace the FOAM FILTER, see procedure D/R 003 .
GRILL lost or damaged	mechanical shock	Replace the GRILL, see procedure D/R 003 .
LEXAN INTERFACE lost or damaged	mechanical shock	Contact L-Acoustics®.
FRONT STRUCTURE damaged	mechanical shock	Contact L-Acoustics®.
REAR BRACKETS lost or damaged	mechanical shock	Replace the REAR BRACKETS, see procedure D/R 001 .
SIDE BRACKETS lost or damaged	mechanical shock	Replace the SIDE BRACKETS, see procedure D/R 002 .
KNOB lost or damaged	mechanical shock	Contact L-Acoustics®.
CHASSIS damaged	mechanical shock	Contact L-Acoustics®.
POWER CORD damaged	pulled, trampled, pinched, frayed...	Replace the POWER CORD, use AMPCORDONCE, AMPCORDONCN, or AMPCORDONUS.
Power plug of wrong model	reference does not exist	Replace the power plug, see procedure D/R 004 .
PowerCON connector damaged	mechanical or electrical shock	Contact L-Acoustics®.
SpeakON connector damaged	mechanical or electrical shock	Contact L-Acoustics®.
XLR connector damaged	mechanical shock	Contact L-Acoustics®.
EtherCON connector damaged	mechanical shock	Contact L-Acoustics®.
LCD screen, encoder wheel or LED damaged on the DISPLAY	mechanical shock	Contact L-Acoustics®.

Front panel interface		
Issue	Possible causes	Inspection procedure / Diagnosis
LCD screen switched off when the controller is on ("black screen")	1. POWER CORD not connected to mains	Connect the POWER CORD to the mains.
	2. mains failure or wrong voltage	Verify if the mains is available and if the voltage is compatible with the indications on the identification plate of the controller (back panel).
	3. POWER CORD damaged	Inspect the POWER CORD. If necessary, replace it, use AMPCORDONCE, AMPCORDONCN, or AMPCORDONUS.
	4. other cause	Contact L-Acoustics®.
LCD screen lit but nothing is displayed ("grey screen")	1. controller connected to a non-compatible network	Unplug all cables from the L-NET connectors and restart the controller.
	2. condensing humidity into the LCD screen	Put the controller in a non-condensing environment and wait until the LCD screen is dry.
	3. other cause	Contact L-Acoustics®.
LCD screen lit but dark	1. LED & Backlight settings low or off	Modify the LED & Backlight settings.
	2. other cause	Contact L-Acoustics®.
Any action from the front interface has no effect (controller not in standby mode and not locked, see the LA NWM video tutorial)	any	Contact L-Acoustics®.
One meter LED does not work whereas another LED of this meter works	any	Contact L-Acoustics®.
The L-NET LED does not work when online (see the LA NWM video tutorial)	any	Contact L-Acoustics®.
Power LED cycles between off, orange and red	any	Contact L-Acoustics®.
Controller does not power on (power LED does not lit)	1. POWER CORD not connected to mains	Connect the POWER CORD to the mains.
	2. other causes	Contact L-Acoustics®.
Controller does not power on (power LED is always red)	any	Contact L-Acoustics®.

L-NET network (refer to the LA NWM video tutorial for software use)		
Issue	Possible causes	Inspection procedure / Diagnosis
Impossible to connect a controller to the L-NET network (controller not in "grey screen")	1. offline mode selected on LA NWM	Select the online mode on LA NWM.
	2. scanning range not containing the controller IP address	Include the controller IP address in the scanning range on LA NWM.
	3. wrong IP address or several controllers with the same IP address	Set the computer IP address and subnet mask as well as the controller IP address as indicated in the LA NWM video tutorial .
	4. L-NET cable not plugged or plugged into the wrong L-NET connector	Plug and secure CAT5e U/FTP cables into the L-NET connectors on the controller to connect it to other controllers in the network chain, a computer or an Ethernet switch (each of the two connectors can be equally used as an IN or LINK connector). Refer to the LA NWM video tutorial for network setup.
	5. L-NET cable incorrectly plugged	Unplug the CAT5e U/FTP cable and plug it again on both sides. Do the same for each cable of the network chain from the controller to the computer.
	6. L-NET cable damaged	Replace all damaged CAT5e U/FTP cables of the network chain from the controller to the computer.
	7. more than two software clients are already connected to the controller	Disconnect all other software clients.
	8. firmware failure	Restart the controller.
	9. other cause	Contact L-Acoustics®.

Error message		
Issue	Possible causes	Inspection procedure / Diagnosis
<p>“High Temperature Ch x Channel Attenuated”</p> <p>“Over Temperature Ch x Channel Muted”</p>	1. room temperature too high	Reduce the temperature using a forced ventilation system.
	2. FOAM FILTER clogged	Clean the FOAM FILTER, see procedure D/R 003 .
	3. controller not getting enough cool air	<p>Install the controller in an open area so that the front and rear panels are located at a minimum distance of 30 cm from any external object or structure.</p> <p>Do not block the front and rear ventilation grills on a controller.</p> <p>If the controller is rack-mounted:</p> <ul style="list-style-type: none"> Do not block the ventilation grills with front or back panels or doors. If not possible, use a forced ventilation system. When stacking more than one controller in a rack, mount them directly on top of each other or close any open space in the rack with blank panels.
	4. channel x resources solicited to their limits	<p>Monitor the LED meter for channel x on the controller.</p> <p>In case of persistent high level or clip, reduce the audio source output level (refer to the third party documentation) and/or the gain value on channel x.</p>
	5. loudspeaker impedance too low	<p>Verify that nothing causes a short-circuit at output x (wrong cabling scheme, damaged cable, or short-circuit in the speaker voice coil).</p> <p>Verify that the number of enclosures connected in parallel to output x is not too high (refer to the Presets Guide, enclosures, or controllers user manuals).</p>
	6. other cause	Contact L-Acoustics®.
“Error on Channel x Channel Muted”	short-circuit in loudspeaker or loudspeaker cable	Verify that nothing causes a short-circuit at the controller outputs (wrong cabling scheme, damaged cable, or short-circuit in the speaker voice coil). Then restart the controller.
“Error on Channel x Channel Disabled”	1. sporadic error	Restart the controller.
	2. other causes	Contact L-Acoustics®.
“System Message Update error”	1. firmware update failure	<p>Restart the controller.</p> <p>If the issue persists, verify that each L-NET cable works and is correctly plugged on both ends, download firmware again and re-launch the update process.</p>
	2. other cause	Contact L-Acoustics®.

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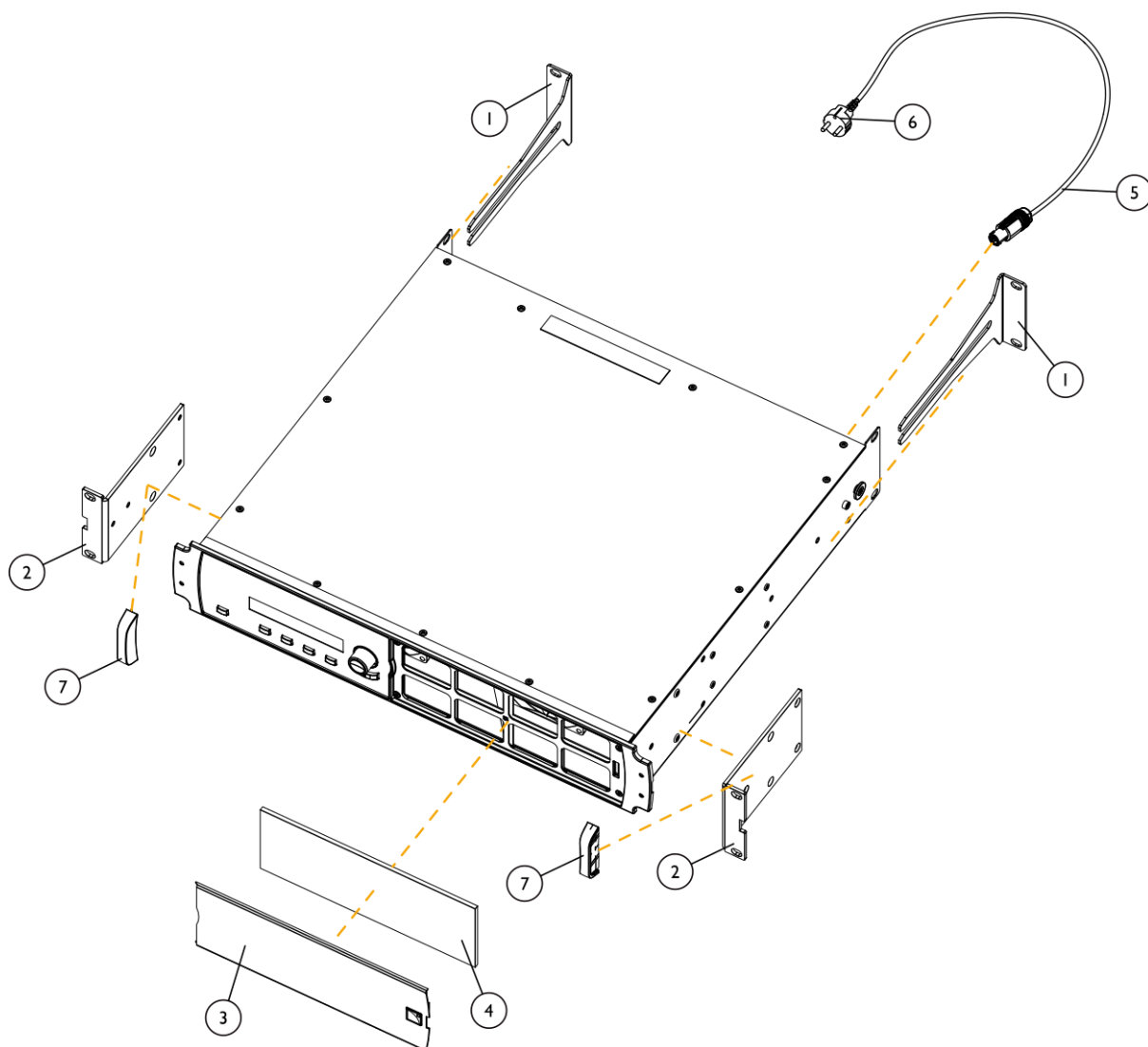
Sound		
Issue	Possible causes	Inspection procedure / Diagnosis
"System Message Fan blocked"	1. FAN blades blocked	Remove the GRILL and FOAM FILTER to visually inspect that no cable prevents the FAN blades from moving, if so push the cable away, see procedure D/R 003 .
	2. any	Contact L-Acoustics®.
No sound and no error message (controller not in standby mode, refer to the LA NWM video tutorial)	1. mains failure	Inspect the mains.
	2. outputs muted	Unmute the outputs.
	3. wrong input mode	If the fallback mode is ON, switch it OFF. Select the input mode according to the audio source format (analog or AES/EBU).
	4. wrong preset selection	Select a preset in accordance with the loudspeaker system connected to the outputs.
	5. gain value too low on the controller	Set an appropriate gain value on channels OUT1 to OUT4. If the AES/EBU input mode is selected, set an appropriate AES/EBU input gain value.
	6. audio source not plugged or plugged into the wrong input connector	Plug and secure each XLR cable into the audio source and the corresponding input connector on the controller: <ul style="list-style-type: none"> • Analog input connector for an analog audio source. • AES/EBU input connector for AES/EBU audio source.
	7. audio source cable incorrectly plugged	Unplug the XLR cable and plug it again on the audio source and the controller.
	8. audio source cable damaged	Replace the XLR cable.
	9. wrong settings on the audio source	Set appropriate parameter values on the audio source, in particular the output gain value (refer to the third party documentation).
	10. non-audio bit stream	Verify that the AES/EBU source does not deliver non-audio bit stream (e.g. encoded audio).
	11. audio source failure	Inspect the audio source for failure. Reminder: A digital audio source can meet the following failures: no clock, loss of lock, invalid audio (validity bit), CRC error, bipolar encoding error, data slip.
	12. loudspeaker not plugged or plugged into the wrong output connector	Plug and secure each SpeakON cable into the loudspeaker and the corresponding output connector on the controller.
	13. loudspeaker cable incorrectly plugged	Unplug the SpeakON cable and plug it again on the audio source and controller.
	14. loudspeaker cable damaged	Replace the SpeakON cable.
	15. loudspeaker damaged	<i>If only one loudspeaker is connected, inspect it. Otherwise, go to next step.</i>
	16. other causes	Contact L-Acoustics®.

continued on next page...

Sound (continued)		
Issue	Possible causes	Inspection procedure / Diagnosis
Noise Level loss Distorted sound White noise (and no error message)	1. AES/EBU audio source connected to an ANALOG input	Check the input signal cabling and check that the input mode has been selected accordingly in the INPUT SETTINGS menu.
	2. gain value too high on the controller	Set an appropriate gain value on channels OUT1 to OUT4. If the AES/EBU input mode is selected, set an appropriate AES/EBU input gain value.
	3. output gain value too high on the audio source	Set an appropriate output gain value on the audio source (refer to the third party documentation).
	4. switch to the analog fallback mode with wrong AES/EBU input gain value	Set an appropriate AES/EBU input gain value and inspect the digital audio source for failure. <u>Reminder:</u> A digital audio source can meet the following failures: no clock, loss of lock, CRC error, bipolar encoding error, data slip. A validity bit at non-audio value will not trigger the automatic fallback. Instead the signal will be muted.
	5. wrong preset selection	Select a preset in accordance with the loudspeaker system connected to the outputs.
	6. audio source cable incorrectly plugged	Unplug the XLR cable and plug it again on the audio source and the controller. Verify with your installer if ground loops can occur.
	7. audio source cable damaged	Replace the XLR cable.
	8. wrong settings on the audio source	Set appropriate parameter values on the audio source (refer to the third party documentation).
	9. audio source failure	Inspect the audio source for failure.
	10. loudspeaker plugged into the wrong output connector	Plug and secure each SpeakON cable into the loudspeaker and the corresponding output connector on the controller.
	11. loudspeaker cable incorrectly plugged	Unplug the SpeakON cable and plug it again on the audio source and the controller. Verify with your installer if ground loops can occur.
	12. loudspeaker cable damaged	Replace the SpeakON cable.
	13. loudspeaker damaged	<i>If only one loudspeaker is connected, inspect it. Otherwise, go to next step.</i>
	14. other causes	Contact L-Acoustics®.
Sound only available in AES/EBU and not in analog or Sound only available in analog and not in AES/EBU	any	Contact L-Acoustics®.

Exploded view

The following exploded view represents the external MODULES of the LA4X. Each MODULE is indicated by a circled number. The orange lines represent the disassembly/reassembly (D/R) order. Refer to the table below for more information.



N°	MODULE name	Procedure
1	REAR BRACKETS	D/R 001
2	SIDE BRACKETS	D/R 002
3	GRILL	D/R 003
4	FOAM FILTER	
5	POWER CORD	N/A
6	power plug	D/R 004
7	FRONT HANDLE	D/R 004 bis

Working time

Procedure	Working time (mn)
D/R 001	1
D/R 002	5
D/R 003	1
D/R 004	5

4 Disassembly and Reassembly procedures

D/R 001 – REAR BRACKETS

Spare parts

KR LABRACKET

N°	Description	Qty
1	rear bracket	2

Disassembly procedure

This procedure describes how to replace the REAR BRACKETS of an LA4X amplified controller.

1. Remove the two REAR BRACKETS pulling on them, see Figure 1.

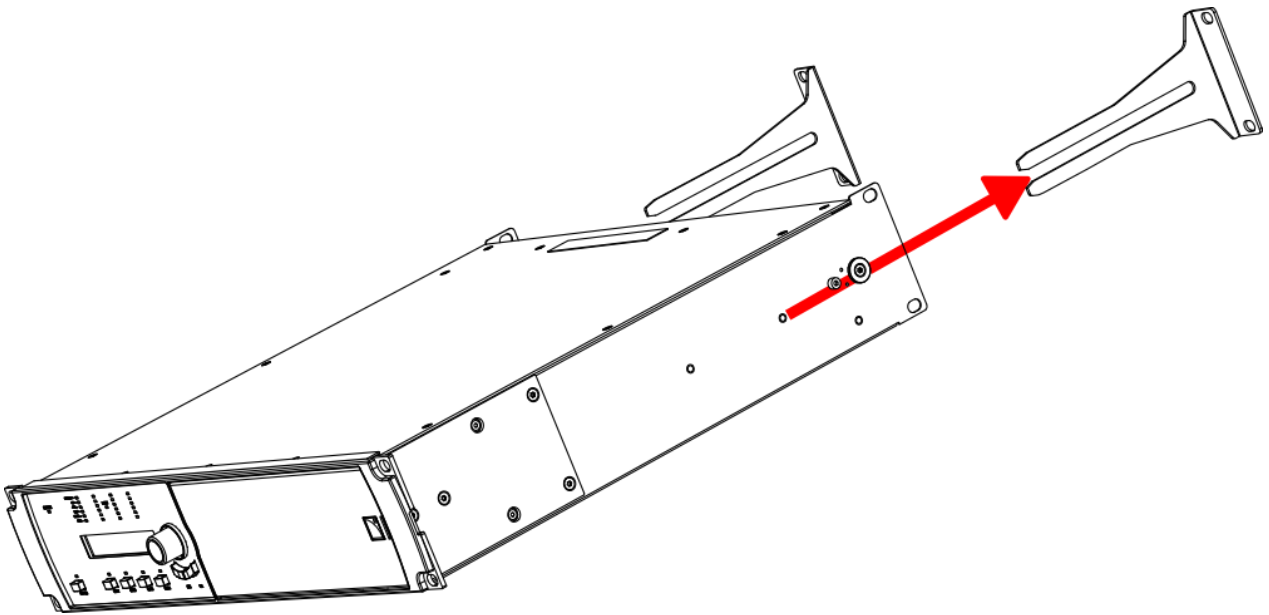


Figure 1: Removing the REAR BRACKETS

Reassembly procedure

This procedure describes how to mount the REAR BRACKETS kit to an LA4X amplified controller.

1. Insert the two REAR BRACKETS pushing on them until they are locked, see Figure 2.

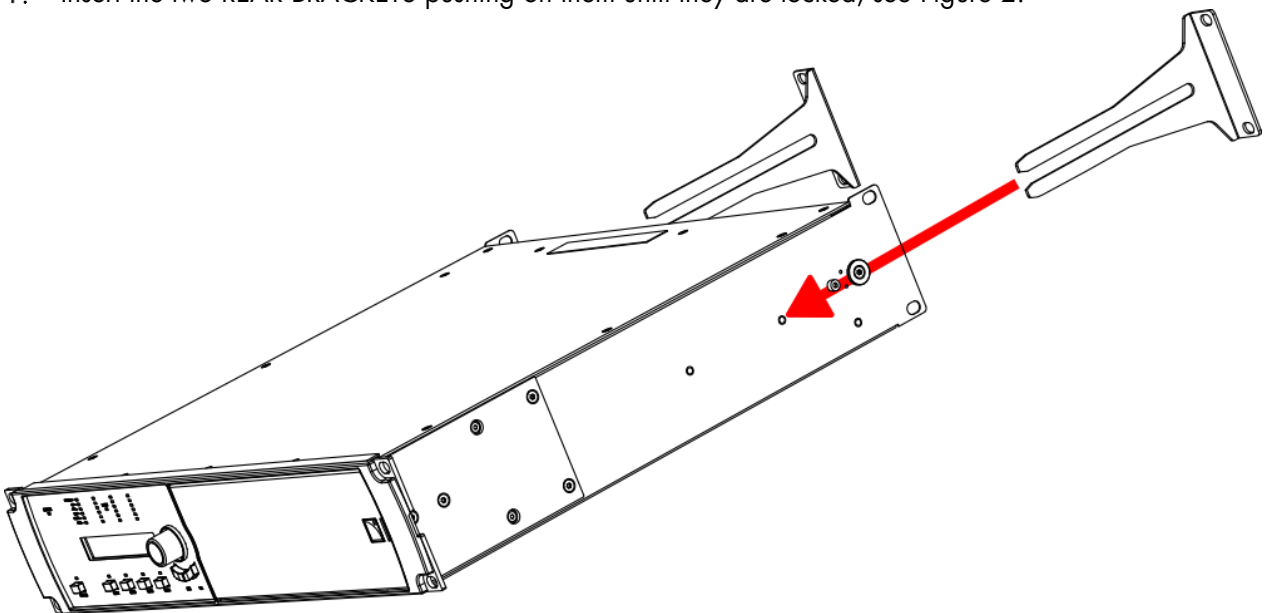


Figure 2: Mounting the REAR BRACKETS

D/R 002 – SIDE BRACKETS**Tools**

Name	Reference	Distributor
electric screwdriver	DW920K	DeWalt
Torx® T10 bit	EX.010	Facom

Spare parts

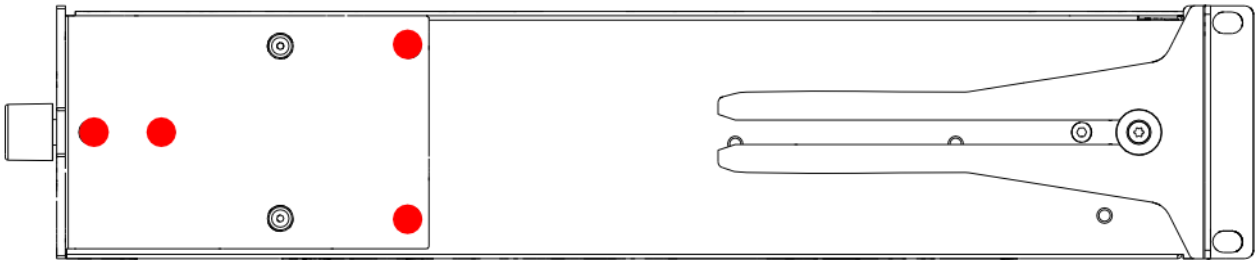
KR LA4XEQAV

N°	Description	Qty
1	side bracket	2
2	large Torx® screw	8

Disassembly procedure

This procedure describes how to remove the SIDE BRACKETS from an LA4X amplified controller.

1. Undo the four Torx® screws from the locations indicated in Figure 3.
Use the electric screwdriver with the Torx® T10 bit.

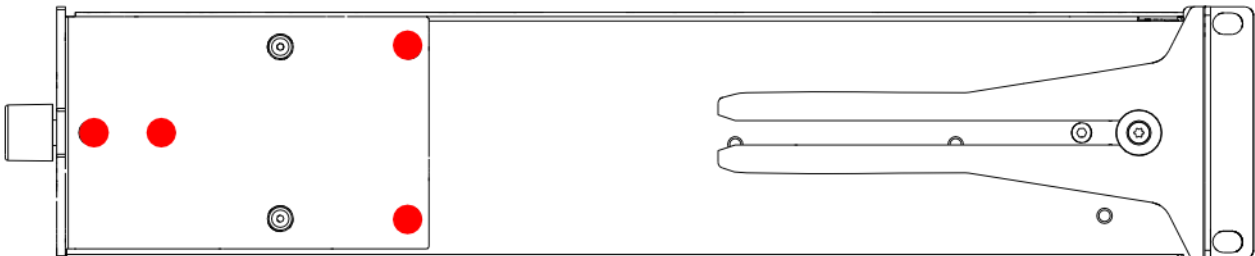
**Figure 3: Removing a SIDE BRACKET**

2. Remove the SIDE BRACKET from the controller.
3. Repeat these steps for the other SIDE BRACKET.

Reassembly procedure

This procedure describes how to mount a SIDE BRACKETS kit to an LA4X amplified controller.

1. Position a SIDE BRACKET on the controller.
2. Drive four Torx® screws to the locations indicated in Figure 4.
Use the electric screwdriver with the Torx® T10 bit. Torque to 1 N.m.

**Figure 4: Mounting a SIDE BRACKET**

3. Repeat these steps with a second SIDE BRACKET on the other side of the controller.

D/R 003 – GRILL and FOAM FILTER**Tools**

Name	Reference	Distributor
3.5 mm flat screwdriver	AN3,5X100	Facom

Spare parts

KR LA4XGRI

N°	Description	Qty
1	grill	1

KR LA4XMOU

N°	Description	Qty
1	foam filter	1

Disassembly procedure

There is a risk of electrical injury and a risk of trapping finger/hand

Before any maintenance operation, disconnect the controller from mains and wait for **1 minute** so the capacitors discharge completely.

This procedure describes how to remove the GRILL and FOAM FILTER from an LA4X amplified controller.

1. Insert the head of the screwdriver in the hole indicated in Figure 5.

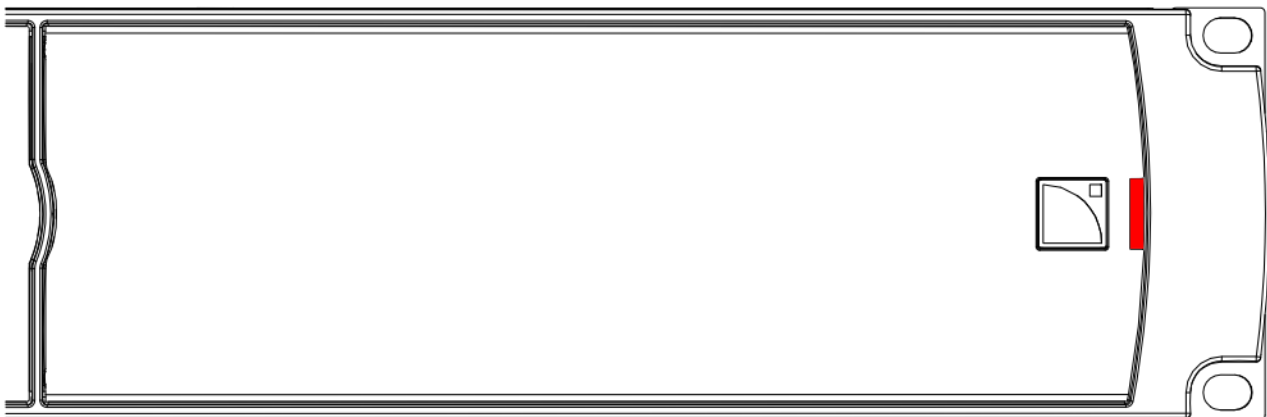


Figure 5: Removing the GRILL

2. Push the internal latch with the screwdriver and pull out the right side of the GRILL.
3. Push the internal latch with the screwdriver again until the latch comes out of the hole.
4. Remove the GRILL and the FOAM FILTER from the controller.
5. If the FOAM FILTER is intended to be cleaned, use mild dishwashing detergent or soap and then dry it.

Reassembly procedure

This procedure describes how to mount a GRILL kit and a FOAM FILTER kit to an LA4X amplified controller.

1. Place a FOAM FILTER into the GRILL.
2. Insert the left side of the GRILL into the controller.
3. Insert the internal latch into the controller.
Use the screwdriver.
4. Push on the right side of the GRILL until hearing a click sound.

D/R 004 – Power plug**Tools**

Name	Reference	Distributor
wire stripping pliers	793936	Facom
Stanley knife	0-10-018	Stanley
screwdriver adapted to the new power plug	—	—

Spare parts

N°	Description	Qty
1	power plug	1

Safety

There is a risk of electrical injury when the high-voltage capacitors are charged.

Before the maintenance operation, disconnect the POWER CORD from the mains and from the controller.

Replacement procedure

This procedure describes how to replace the power plug on a POWER CORD.

1. Unplug the POWER CORD from the mains.
2. Unplug the POWER CORD from the controller.
3. Cut the POWER CORD near the power plug.
Use the Stanley knife.
4. Strip the three wires of the POWER CORD on a length compatible with the new plug.
Use the Stanley knife and the wire stripping pliers.
5. Fix the three wires on the new plug according to the color code of Table 1.
Use the screwdriver.

Table 1: Wire color code

Controller	Live	Neutral	Ground
AMPCORDONCE	brown	blue	green / yellow
AMPCORDONCN			
AMPCORDONUS	black	white	green

D/R 004 bis – FRONT HANDLE**Tools**

Name	Reference	Distributor
electric screwdriver	DW920K	DeWalt
Torx® T15 bit	EX.615	Facom

Spare parts

G03255

N°	Description	Qty
1	front handle	2
2	M3.5x12 Torx screw	4

Disassembly procedure

This procedure describes how to remove the FRONT HANDLE from an LA4X amplified controller.

1. Undo the two Torx® screws from the locations indicated in Figure 6.
Use the electric screwdriver with the Torx® T15 bit.
2. Remove the FRONT HANDLE from the controller.
3. Repeat these steps for the other FRONT HANDLE.

Reassembly procedure

This procedure describes how to mount a FRONT HANDLE to an LA4X amplified controller.



FRONT HANDLES can only be mounted on compatible FRONT STRUCTURE.
To upgrade a controller with a non-compatible FRONT STRUCTURE, contact your L-Acoustics representative.

**Self-drilling screws**

For safety reasons, always reassemble new FRONT HANDLES.

1. Position a FRONT HANDLE on the controller.
2. Drive two Torx® screws to the locations indicated in Figure 6.
Use the electric screwdriver with the Torx® T15 bit. Torque to 1 N.m
3. Repeat these steps for the other FRONT HANDLE.

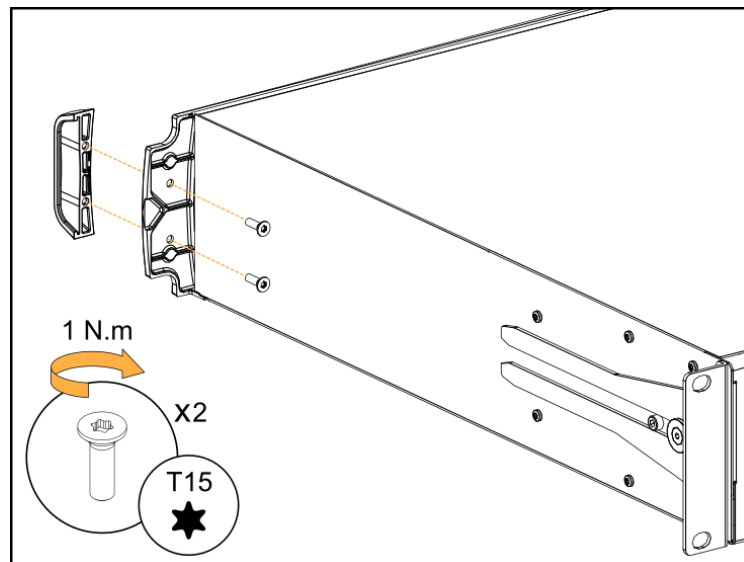


Figure 6: Mounting a FRONT HANDLE

Glossary

CE	Europe
CN	China
D/R	disassembly/reassembly
KR	Replacement Kit
LA NWM	La Network Manager remote control software
MODULE	part of an amplified controller, written in uppercase characters
N.m	newton meter, international torque unit, 1 N.m = 9 in.lb _f
US	United States

Appendix: KR list

Reference	Related MODULE	KR contents (fixing material and cables included)	Associated procedure
AMPCORDONCE	POWER CABLE	1 CE version power cord	N/A
AMPCORDONCN		1 CN version power cord	
AMPCORDONUS		1 US version power cord	
G03255	FRONT HANDLE	2 front handles	D/R 004 bis
KR LA4XEQAV	SIDE BRACKETS	2 side brackets	D/R 002
KR LA4XGRI	GRILL	1 grill	D/R 003
KR LA4XMOU	FOAM	10 foam filters	
KR LABRACKET	REAR BRACKETS	2 rear brackets	D/R 001



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