



## AMS SERVICE AGREEMENT

The AMS "DMX" and "RMX" are complex units with several power supplies, modified and jumpered motherboards, and 15-18 PC boards. **We consider these high risk, special category repairs.** We charge a slightly higher labor rate for these jobs to compensate for large amount of time we've had to spend documenting AMS units, developing service techniques, and locating obsolete parts. These models are time consuming and very costly to service. Please read our service and price policies. If our terms are accepted please sign below and submit a copy with the repair, keeping a copy for your records.

Our basic service package is \$1250 for a DMX, and \$1350 for a RMX, plus return shipping. This includes new ribbon cables, new electrolytic caps in the power supply, a new battery for the microprocessor board, cleaning the motherboard, wet cleaning the edge connector sockets and PC board connectors and then dry cleaning them with lapping film, new insulator and PC holder parts, power supply and converter calibration, new fuses, minor repairs, and two complete check outs. For RMX16 reverbs, we also install an upgrade kit that adds 8 more original AMS reverb programs)

When initial servicing nears completion, the unit is thoroughly tested. About half the units pass this test without further work or expense, and enter a one week burn in period. When burn in is complete, the unit is again tested. A unit failing initial tests often has one or two bad PC boards and/or problems with the motherboard, front panel, or power supply.

Basic service cost does not include repair or replacement of PC boards. Microprocessor boards are very common failures and replacements are \$650. Other boards are \$175-\$650, plus troubleshooting time. Sometimes, spares must be jumpered and modified to match the customer's version. Other common problems are power supply faults, a bad fan, faulty toggle switches or pots on the front panel, and faulty black "key" switches on RMX models (\$110 to replace two, \$275 to replace all ten). If someone else has attempted to repair the unit and failed, we often find that boards were inserted backwards or in the wrong slots. This often causes major damage. **For units that need additional work, the cost increase is often \$500-\$1200 or more.**

**By requesting service, the customer commits to the basic service cost of \$1250 for a DMX OR \$1350 for a RMX. Units cannot be fully tested until initial servicing is complete. Your unit may need additional repairs but usually, we cannot determine this or estimate additional costs until after the initial servicing is completed.** If your unit needs additional work we'll contact you with an estimate before proceeding. Further work may be declined, but the basic repair charge still apply.

We offer a 90 day parts/labor warranty. Units receive a final test prior to shipping and we pack carefully but sometimes, minor damage occurs in transit. Warranty work is rare but is handled quickly, and we are fair about costs. *Thanks, we look forward to serving you!*

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Model: [ ] DMX 15-80S [ ] S-DMX [ ] RMX-16 Serial Number:

Please describe the problems with this unit. (If you wish to request special services, please let us know.):

I agree to the above terms and hereby authorize you to proceed with repair.

\_\_\_\_\_  
Owner or authorized agent

\_\_\_\_\_  
Date