
OT Crossfader problem

Posted by Hekojin - 2012/02/27 17:40

Hi all,

I've noticed that my crossfader is behaving quite strangely : if I want to fade from scene B to scene A, when the crossfader hits its maximum course, scene B is on again and the cursor symbolizing the crossfader on the screen goes to the middle of the bar... between A and B ! :blink:

I've ran a couple of tests since and it appeared that when the crossfader is not at its maximum course but slightly before (1 unit), it behaves normally thus scene A is on. If I push it to max course (left) scene B is audible again...

It well may be a bad contact but really I didn't spend a lot of time on the OT (have it for 2 months now) and never brutalized the crossfader. :angry:

Hope it's software but can't find any info !

Someone ever had this kind of problem ?

Thanx

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Re:OT Crossfader problem

Posted by dataline - 2012/02/27 18:07

ye, I had this before too, contact elektron or the retailer you bought it from - they will sort you out :)

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Re:OT Crossfader problem

Posted by Hekojin - 2012/02/27 18:37

Hey thanx for the quick reply.

Can you tell me a bit more about this problem, I'd like to understand what's under the hood ?

Thanx again

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Re:OT Crossfader problem

Posted by dataline - 2012/02/27 18:48

as far as i can tell, you have a dodgy crossfader :) It needs to be replaced, very easy thing!

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Re:OT Crossfader problem

Posted by Hekojin - 2012/02/27 19:53

Ok.

I contacted the retailer to take it back. I bought it on the 10th of january 2012... 1 month and a half... pfff... I love this beast and it's the center piece of my studio so it pisses me off to let it go and wait !

I've seen quite a lot of people send OTs back for hardware problems. Are the parts cheap ?

I'll try to update the thread in case some people in the future have the same prob.

Thanx for your time Dataline.

Re:OT Crossfader problem

Posted by dataline - 2012/02/27 20:26

I had the same problem with my first OT too. These things happen but it does not mean that elektron products are cheap :)

Re:OT Crossfader problem

Posted by BretDenser - 2012/02/27 20:37

My crossfader went crazy a couple of months ago. In my case some dirt or dust had fallen down on the sensor and a can of compressed air took care of it. It didn't come right off but after a couple of runs it did and the problem hasn't come back. I didn't open up the OT, just used the compressed air through the crossfader slide/hole.

Over'n out.

Re:OT Crossfader problem

Posted by neonleg - 2012/02/27 21:04

slightly ot but bear in mind smoke and such can cause optical potentiometers to play up over time.
try not to let that magic dragon down the fader slot :laugh:

Re:OT Crossfader problem

Posted by dubkutter - 2012/02/27 21:13

Crossfader in the OT are fantastic!!
Very similar or exactly the same used in Rane ttm56
http://www.rane.com/ttm56.html#gpm1_1
Please correct me if I am wrong.
At one point I had some bleed problems with one of my faders on the ttm56 but it was easily corrected by adjusting the magnetic sensor on the relevant side of the fader internally.
They can take alot of punishment in fact I think the fader is so under used in the OT (dynamically rhythmically).
Rane use to have a sewing machine permantly attached to the crossfader on their website constantly pumping the crossfader hundreds of times per minute to demonstrate how durable they were.
DL the service manuals for the mixer for some servicing tips.

B)

Re:OT Crossfader problem

Posted by neonleg - 2012/02/27 21:17

magnetic or optical?
they are different puppies afaik

from rane..

Unlike optical non-contact faders, the magnetic fader is impervious to smoke, moisture, temperature and aging.

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Re:OT Crossfader problem

Posted by dubkutter - 2012/02/27 21:27

Arkward!!!

Just checked the specs and it is an optical fader not a magnetic!!
I guess that makes all I just said null?

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Re:OT Crossfader problem

Posted by phading - 2012/02/27 21:58

Omg, this is happening with me too, please dont tell me its hardware, I don't want to send the unit to sweden again, I have a gig coming soon and I've been preparing my set for months ffs

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Re:OT Crossfader problem

Posted by neonleg - 2012/02/27 22:03

you *could* get a fader from elektron and fit it yourself.
warranties aside of course..

@ dub

no way bud, its good to know that there's a difference! never heard of magnetic ones before this..
:)

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Re:OT Crossfader problem

Posted by Hekojin - 2012/02/27 22:03

BretDenser wrote:

My crossfader went crazy a couple of months ago. In my case some dirt or dust had fallen down on the sensor and a can of compressed air took care of it. It didn't come right off but after a couple of runs it did and the problem hasn't come back. I didn't open up the OT, just used the compressed air through the crossfader slide/hole.

Over'n out.

Yup I'm gonna try the compressed air.

thx

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Re:OT Crossfader problem

Posted by Hekojin - 2012/02/27 22:05

neonleg wrote:

slightly ot but bear in mind smoke and such can cause optical potentiometers to play up over time.
try not to let that magic dragon down the fader slot :laugh:

I don't smoke and cover my hardware to avoid dust to collect on and in it... but it may be dust in the crossfader indeed.

thx

Re:OT Crossfader problem

Posted by Hekojin - 2012/02/27 22:06

phading wrote:

Omg, this is happening with me too, please dont tell me its hardware, I don't want to send the unit to sweden again, I have a gig coming soon and I've been preparing my set for months ffs

Sad to hear that. I'm waiting a reply from my retailer...

thx

Re:OT Crossfader problem

Posted by Hekojin - 2012/02/28 03:49

I used compressed air in the crossfader slot and... IT WORKS AGAIN HAS IT SHOULD !!! :woohoo:

Don't have to send it back to retailer !

Cool.

Thanx all for your suggestions and help.

Re:OT Crossfader problem

Posted by MrSysex - 2012/02/28 04:43

Compressed air is key, I must have it on hand at all times now. I've seen this a few times with the OT, but it doesn't stick around. If it seems like it's bad, I'll have them replace it before the warranty is up once I'm in Sweden. They know I've had this issue, and said I could send it in if I wanted.

But yes, I think that sometimes they just need to be blown out. I don't smoke either.

Re:OT Crossfader problem

Posted by phading - 2012/02/28 04:48

Hmm, I've just discovered that this happens only with some parameters on my OT; so it got to be a software problem :-/
(I don't know if this is good news or not)

EDIT: false, it actually happens with all the parameters.

Re:OT Crossfader problem

Posted by Caustic Crush - 2012/02/28 09:12

This is an infinium crossfader. Probably not the fader from the Octatrack, but still the same idea.

http://www.skratchworx.com/images/mackie/d2pro/d2pro_infinium.jpg

Please note the tiny silver "reflectors" or shields or hoods. They're similiar to your household burglar-alarm motion-detector. There is a printed plastic (encoder plate?) that glides between the two reflector/collectors. My best friend tried to be fly and put a little dab of oil on his Mackie D2 glider rails to get it to slide smoothly (an old Rane trick).The globs collected on the printed plastic piece, as well as pubes, dead-skin, and chocolate cake. Compressed air fixed it.

I had to clean mine recently. All better. If you try to blow air in the slot--be wary of compressed-air condensate/etc. Don't blow it while it's on.... I dunno. Have you ever turned your qwerty keyboard upside-down on your desk and shook it out? :X

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Re:OT Crossfader problem

Posted by Hekojin - 2012/02/28 13:55

Sadly the problem came back after a few hours after I blew some compressed air in the slot :(

I'm taking it back.

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Re:OT Crossfader problem

Posted by phading - 2012/02/29 23:34

Hekojin wrote:

I used compressed air in the crossfader slot and... IT WORKS AGAIN HAS IT SHOULD !!! :woohoo:

Don't have to send it back to retailer !

Cool.

Thanx all for your suggestions and help.

How did you do that?

I tried it and did not work for me. :-/ I can't believe I have to send the OT back to sweden again after only one year of use
-_-

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Re:OT Crossfader problem

Posted by phading - 2012/02/29 23:34

Hekojin wrote:

Sadly the problem came back after a few hours after I blew some compressed air in the slot :(

I'm taking it back.

Oh :-/ I'm very sorry to hear that.

=====

Re:OT Crossfader problem

Posted by phading - 2012/02/29 23:40

I also don't smoke and have a clean environment. Maybe this is why they are selling 55â¬ plastic covers made in china? lol

EDIT: I'm sorry for grumbling but I'm getting really nervous with all this. My octatrack experience has been a real disappointment. I can't believe I have to send it again to sweden for the 2nd time, and just before my gig.

Re:OT Crossfader problem

Posted by Goggleboy - 2012/03/01 01:04

Im sorry to hear you guys are having problems. I hope you all ge it sorted soon,
I have a question that is a bit off topic but still on the topic of crossfaders,
How well does you crossfader glide? I have two OTs and the action of the crossfader is dramatically different.
The one im concerned about seems to glide too well, the slightest push send its flying across the scene, If i tip the OT
on its side the fader slides right over in the direction of the tilt.
My other OT is much stiffer and does none of these things... Is this a bad crossfader?

Re:OT Crossfader problem

Posted by dataline - 2012/03/01 01:21

^naaa, I think they will both fine.

Re:OT Crossfader problem

Posted by Duncan - 2012/03/01 03:31

http://farm8.staticflickr.com/7051/6795647828_09b28c7bd2.jpg

Untitled by Hz-C, on Flickr

This is an Infinium crossfader.

There are many like it, but this one is mine.

The screw type thing on the fore is a magnet, screw it clockwise (in) and the friction (magnetic) is greater anticlockwise
and it gets less so until it can freely go side to side when tipped.

The red structure that clamps the bars is some kind of self lubricating material.

http://farm8.staticflickr.com/7040/6941766989_4f8e338a55.jpg

Untitled by Hz-C, on Flickr

in the middle you can see a barcode type print, this is the optical reading reference, for the optical pickups inside the
spacey silver domes.

If someone has tried to "make things better" with contact cleaner or get the fader sliding with lube, it'll just screw the
readings up - compressed air probably wont shift lubricant after that point, and the only remedy is to take things apart
and clean with lint free cloth and shoot the owner of the lube spray. Warranties may be affected, but it worked for me,

Re:OT Crossfader problem

Posted by Goggleboy - 2012/03/01 04:13

^Thanks for the tip about the tension screw! I was just inside mine last week and didnt notice it, Great to know .

Re:OT Crossfader problem

Posted by Hekojin - 2012/03/01 22:48

My OT has been picked up today and is on its way to the retailer. Wait and see now.

My crossfader used to glide really well too... before it went crazy !

Fuck I've used (and certainly not abused) my OT for 1 month ONLY !!! 1 MONTH and not everyday !!!

:(:angry: :S :dry:

=====

Re:OT Crossfader problem

Posted by phading - 2012/03/02 00:39

Hekojin wrote:

My OT has been picked up today and is on its way to the retailer. Wait and see now.

My crossfader used to glide really well too... before it went crazy !

Fuck I've used (and certainly not abused) my OT for 1 month ONLY !!! 1 MONTH and not everyday !!!

:(:angry: :S :dry:

I'm very sorry, I know how it feels like

I sent mine for repair after the first hours of careful use, imagine how I felt like.

And now one year later I'm sending it again..:(

=====

Re:OT Crossfader problem

Posted by ark - 2012/03/02 01:01

I may be imagining this, but I seem to remember that Elektron said that early in the Octatrack production run, they got a few bad crossfaders that they had to replace.

By the way, I would strongly advise against using compressed air on electronic components, because it is often so compressed that it can damage delicate components. Instead, use one of these. They're cheap, easy to control, and never run dry.

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Re:OT Crossfader problem

Posted by Veets - 2012/03/02 01:09

^ + 1. You may also be blowing propellant all over the inside of your electronics with the compressed air cans. For blowing out your \$10 PC keyboard it might be ok but the Giotto gives a powerful stream of air with no propellant etc. Plus it never runs out of air like Ark says.

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Re:OT Crossfader problem

Posted by Hekojin - 2012/03/09 15:51

Up !

Ok so I've recieved a new OT (new serial). :woohoo:

The fader is much harder to glide than the previous one. The first one was gliding to its maximum course with just a poke !

It makes me think those crossfaders that glide too well may be of the faulty ones... an hint for everyone that has a problem with their crossfader ?

@phading : sorry to hear that and I feel you too. Hope it won't start again cause I missed the OT so bad !!!

@Veets and ark : thx for the tips. Didn't know the Giottos. :)

Re:OT Crossfader problem

Posted by phading - 2012/03/09 20:08

Hekojin wrote:

Up !

Ok so I've recieved a new OT (new serial). :woohoo:

Congratulations! I'm happy for you. How long did it take for them to replace it?

I have my OT packed since last friday and am still waiting for elektron. They said they would send UPS to pick it up, but one week later and I'm still waiting.

I just hope I can have it ready at least some days before my gig.

Re:OT Crossfader problem

Posted by Hekojin - 2012/03/11 00:35

phading wrote:

Hekojin wrote:

Up !

Ok so I've recieved a new OT (new serial). :woohoo:

Congratulations! I'm happy for you. How long did it take for them to replace it?

I have my OT packed since last friday and am still waiting for elektron. They said they would send UPS to pick it up, but one week later and I'm still waiting.

I just hope I can have it ready at least some days before my gig.

Hey,

I didn't send it to Elektron but to the retailer. Thomann in Germany.

They have a really great customer service. Hats off !!!

It took a week and a half to have a new OT.

Hope it'll be ok for you too.

Re:OT Crossfader problem

Posted by phading - 2012/03/11 18:00

Hekojin wrote:

Hey,

I didn't send it to Elektron but to the retailer. Thomann in Germany.

They have a really great customer service. Hats off !!!

It took a week and a half to have a new OT.

Hope it'll be ok for you too.

Wow! One week and a half? That's awesome!

I'm waiting for more than a week just for them to arrange a UPS shipping (if I knew it would take them so long I would have sent it myself with my own money one week ago).

Elektron must be really busy, I definitely was not expecting this. Where is Daniel from elektron support?

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Re:OT Crossfader problem

Posted by BlueWolfSe7en - 2012/03/11 18:51

It's nearly a month now since I sent my OT back with an encoder issue. I also sent my MD & MM for upgrades. A month! I can tell you I'm pacing the floor, I knew I was addicted but this is ridiculous. Elektron cold turkey lol

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