
Allen and Heath Zed R16 second major problem

Posted by pixelife - 2012/09/29 18:42

Ok so about a year ago I had a major problem with my A+H Zed R16 which was less than a year old. Lots of fader and pan pot issues, then one day it just went kaput with some weird power issues and non firewire connectivity.

The non firewire connectivity thing just happened again and a bunch of the lights on the mixer are flickering and weird. Fuck. This is so frustrating! I actually love this mixer since it fits my process really well, but this is ridiculous for a 2000 dollar mixer. Anyone else have any issues like this?

I know they fabricate everything in China now, but can it really be that bad?

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Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2012/09/29 18:52

Also interesting to note. Last November when I brought it in to be serviced to a major repair place here in NYC (dBm) they had just gotten another same unit in w major issues. When I picked it back up (after a month) the guy at the front desk said my repair invoice read like a novel and he had never seen notations that extensive before.

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Re:Allen and Heath Zed R16 second major problem

Posted by LIVESEQ - 2012/09/30 04:37

That is not good news. I got one for the studio at work. It had a major power supply issue on first test (auto techno mode via repetitive power cycling :laugh:) but got fixed ok. It's been in the box for months waiting for a new pc to bring everything up to speed. There was also a bit of a round the houses communication between myself a+h and iirc harman uk but digital village got it fixed pretty sharpish.

Fingers crossed when I upgrade the studio next week it doesn't go barmy. It sucks watching warranty time go by with it sitting in the box.

It's the best featured desk interface ever. Anyone else had issues?

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Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2012/09/30 18:34

I'm curious too. Where there is smoke, there is fire. I'm mostly annoyed because this console has allowed me to work in the way I always wanted to, which is live jamming to multitrack and all outboard sequencing. In the end I'm just really sad about this. Yes, I expected more out of a 2400 dollar investment, and it is the centerpiece of my studio so I am crippled without it.

I guess there are other options, the Yamaha w FW. Or maybe a board with lightpipe. The option of going vintage w direct outs into a pair of MOTU 828's or similar seems too annoying. That was the whole reason I went w the A+H Zed

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Re:Allen and Heath Zed R16 second major problem

Posted by tIB - 2012/09/30 18:51

Sorry to hear this, always thought that if I went back to multitracking into the computer this would be the way I'd do it... Maybe not though it seems. Is there much out there in regards to problems from other owners?

Hope you get it sorted quickly pixelife.

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Re:Allen and Heath Zed R16 second major problem

Posted by Peza - 2013/03/10 04:39

Hi,

Resurrecting this thread as my Zed R16 has just today developed the same problem...no Firewire connectivity, no meter leds at all and dull mute leds all over the place.

How did you get on with having yours repaired? Was it a power supply issue or another problem??

Gutted, I love this desk and have had no problems up until this one..

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Re:Allen and Heath Zed R16 second major problem

Posted by we88 - 2013/03/10 09:32

Commiseration's indeed. I'm also a user(mac) - and loving it - and have not had any such problems. What platform are you on?

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Re:Allen and Heath Zed R16 second major problem

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Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2013/03/10 10:39

Here's the update of what went down with mine.

The second time it was just the power supply. Firewire seemed to be fine once check out, but obviously wouldn't connect without adequate power. First time it was both PSU and FW.

A+H USA was backordered 8 weeks for PSU's so this must be a rampant problem.

They pulled one out of a demo unit to expedite my repair.

After many back and forths with their reps and after my manager/label owner/lawyer threatening to tell all his artists and friends to never buy an A+H product, they decided to fix it for free, before which they said, "sorry, you're out of luck. Gonna cost you."

Just heard of another friend in the group Juju and Jordash just had it happen to him, as well.

I'm now running mine through a Monster Power Pro3500. It seems that it is VERY sensitive to power fluctuations. So far, so good since.

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Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2013/03/10 10:47

Sadly there is nothing else in the price range that does what this board can do. The Mackie just doesn't cut it for me.

The only thing even remotely close is the Midas Venice F, but that is twice the price.

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Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2013/03/10 11:03

Oh and another weird thing?

Though I can work around this..

4 or 5 of the channels when playing through them and having the MIDI fader button engaged, that button seems to function as a PFL button!! WTF?

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Re:Allen and Heath Zed R16 second major problem

Posted by Peza - 2013/03/10 18:54

Thanks for the replies guys.

Yeah, im gutted about this, since upgrading from an old Mackie 24;4 ive loved it...functionality is second to none in this price range.

I think its almost certainly psu related seen as the lights are dim and not enough power for firewire, im based in the UK and have a few mates who know the guys at A&H so fingers crossed i can get it sorted.

Not jumping the gun here but i've been keeping my eye on the Behringer x32...theyrs bringing out a compact version which could be intersting. Im aware of Behringers reputation for making budgwet stuff but the partnership with Midas and Klark Technic on this thing may well be worth checking out.

Anybody had a look at any of these??

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Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2013/03/11 01:32

I am really put off by the iPhone resting pad on that Behringer. Maybe that is just me, but I don't see that board aging well.

Also if you are under a year since purchase for the R16 you are covered under warranty.

But if you are not and if you push, like I did, you may be able to get them to cover it.

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Re:Allen and Heath Zed R16 second major problem

Posted by Peza - 2013/03/11 02:16

Yep that iphone resting pad is just gimmiky ...puts me off too, cant help but be interested in looking at what price the compact version hits at though. Massive feature set, getting some great revues...alot of people put off by the stigma of the Behringer quality control but this seems like they are really pushing that aside.

That said though I'll most likely be sticking with the R16 for the time being, saving my pennies for an A4! Just hope its not gonna be an expensive fix, bought it second hand so no warranty.

Re:Allen and Heath Zed R16 second major problem

Posted by pixelife - 2013/03/11 02:20

On the bright side. I think the part itself is around 120.00 and it's about an hour of bench time. A pretty easy fix.

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Re:Allen and Heath Zed R16 second major problem

Posted by Peza - 2013/03/11 02:28

Studio downtime is a pisser though....hate not being able to get in there!!

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Re:Allen and Heath Zed R16 second major problem

Posted by Peza - 2013/03/20 20:33

Zed R16 repair bill = Â£209.75.

Not overly impressed with customer service, paid extra for next day delivery, which should have got there last Wednesday before 12pm...only had contact with them yesterday after i'd sent a few emails asking for a progress report. Asked them when it arrived this morning and they said they'll have a look but dont keep a record of it!

Not even a report on the problem, just a bill for the repair!

Not overly impressed, it was sent back to Audio-Technica though not Allen & Heath.

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