
my sps-1uw has a minor build defect, what do I do?

Posted by ggoodwin - 2005/06/17 21:18

Hi guys,

Got my UserWave last week and noticed that the screen was slightly misaligned. It's minor and doesn't affect the sound of the unit in the slightest, but being the a-type that I am, it kind of niggles at me each time I use the box. I thought I'd just get used to it but instead it seems the opposite is happening...it is glaring at me more and more each day :/

First of all, would I be right to assume that Elektron would fix this for me, free of charge, if I want? Would I cover half the round-trip shipping cost? Second, anybody have experience with how long this would take and if it would be worth it? I also have to keep the resell value of the unit in mind, not that I ever plan on selling it but you know. Any insight is appreciated.

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by aom - 2005/06/17 21:35

They'd probably fix it if you sent it back to them at your expense, but I don't imagine it would happen overnight.

I'd wait a while, and send it back for repair closer to the end of your warranty, in case you end up needing any more work (like encoder replacement) later in the first year.

You should probably contact Elektron and get their take, though!

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by glaive - 2005/06/17 21:42

I second what aom says. Email Elektron support, the hurry up and wait. It will eventually get fixed, I should think, but they have a lot on their plate right now.

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by neonleg - 2005/06/18 03:27

hiya.. my Md had that problem when i first golt it, one corner of the plastic screen was slightly raised and you could push on it and it flexed. its a bit cheesy but you may learn to ignore it like i did! other wise you gonna pay one way freight to sweden or US.. u hafta figure if its worth it!

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by - 2005/06/18 03:56

well, I emailed Danny at elektron (yeah, we're tight like that) and I'm waiting to see what he says. But honestly, I can't see paying freight and then waiting 2+ weeks just for this tiny problem. It gives it more character, anyway.

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by Per-Kr - 2005/06/22 15:19

I wish that Elektron didn't change the LCD panel from SPS-1 to SPS-1UW on my Machinedrum during the upgrade, the new panel has lots of scratches on it :-?

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by mos6581 - 2005/06/22 15:24

Per-Kr wrote:

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Did you actually remove the protective sticker and found scratches on the plastic?

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by Per-Kr - 2005/06/22 18:37

Oops, I hadn't removed the sticker, it was very well placed on, so it didn't look or feel like there was a sticker there :oops:

Ignore my previous post.

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by Mesak - 2005/06/22 19:50

aom wrote:

...

I'd wait a while, and send it back for repair closer to the end of your warranty, in case you end up needing any more work (like encoder replacement) later in the first year.

...

btw do you get a complete new 1 year warranty for your SPS if you send it for the upgrade?

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by aom - 2005/06/22 20:58

^^That would be nice!

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by - 2005/06/22 23:32

Well I got my UW back from upgrade last week and the screen was covered with scratches, the audio L and R main outputs were loose and WORSE the A and G knobs were both jammed down, they wont press down. I was pretty upset.

However, Daniel and Dave from their UK upgrade point have both been very helpful in getting it fixed. It means I'll probably be without it for another 2 weeks though (It took around a month to get it back in the first place) - killer. I have recently realised how much I miss it.

I did get to play with it, mess around with samples and loops and I gotta say, WOW, it is a creation tool. Inspiring and fast to mess with.

Simon.

Dublin.

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by daniel - 2005/06/23 11:21

I would be very surprised if anyone received a brand new display cover glass covered with scratches. Please do as another poster discovered - check if there is a protective plastic cover film attached to the glass (which there probably is). That one is most probably covered with scratches. They will magically be removed at the same time as the plastic film is removed.

No new warranty is issued to the machine with the upgrade, but there is a 3 month warranty for the upgrade (the new CPU board). But if something is not working you would find that out pretty quickly.

Daniel, Elektron

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by MokBor - 2005/06/23 12:00

Daniel, Im curious what does the UW upgrade mean for the MD? I own the MD-UW myself, and i'm a techy and i was wondering what for new elektronics :-) are in the UW.

Does it require a new Cpu and stuff or just 2mb extra flash?

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What is the UW upgrade?

Posted by daniel - 2005/06/27 22:40

We exchange the full CPU/DSP-board. You get: 1 new CPU, 2 new DSP's plus memory systems. The difference between this one and the old is that the flash memory is extended and that DSP2 has two extra DSP-chips. There are also a number of other improvements, but these are the major things.

So while some people may have figured the upgrade expensive we essentially exchange the whole "computer" inside the Machinedrum. Plus the cosmetical things of course. :)

Daniel

PS. Anyone enjoyed the new black UW-box or the new stickers included?

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Re: What is the UW upgrade?

Posted by Acidfever - 2005/06/27 22:49

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Well let's say i got some things tagged with Elektron stickers over here.....and also i sometimes try to pimp around in my Elektron shirt.... Even if only i know what it means....it's cool! :-D

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Re: What is the UW upgrade?

Posted by MokBor - 2005/06/28 00:12

Hehe me too, i did both last gigs in my UW shirt. And i coverd my MD case with nice stickers :) Thanks for the info daniel. It was a massive upgrade then. I'm happy with mine!!!

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Re: What is the UW upgrade?

Posted by chiasticon - 2005/06/28 04:49

daniel wrote:PS. Anyone enjoyed the new black UW-box or the new stickers included?love the shirt (even if it is too tight!). love the stickers. love the new faceplate (despite popular opinion). BUT I like the old box a bit better. HOWEVER, I like that the new box says "From Sweden, With Love" when you open the flap. :-D

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Re: my sps-1uw has a minor build defect, what do I do?

Posted by - 2005/06/28 16:20

In update to my post at the top of this page, my defect UW upgrade did not have scratches on the screen - the other defects still remain though. I was informed that the screen protector was indeed there, I just failed to see it. So, if you see scratches on your screen make sure to test if there's a plastic screen protector there.

Simon.

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