sonoro

USER MANUAL

PLATINUM Automatic EAS

English

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Document information

Operating manual for:
PLATINUM Automatic EAS

- Read this manual carefully.
- Keep the manual accessible.
- Follow the instructions in the accompanying safety manual.
- If you pass the device on to someone else, also provide this manual and the accompanying safety manual.

This operating manual forms part of the product and is protected by copyright. Reproduction, reprinting and distribution require permission.

Getting started with setup

The PLATINUM Automatic EAS must be assembled and adjusted before first use. Start with the Safety information and Preparation and positioning.

Video about the PLATINUM Automatic EAS

You can watch this video alongside the operating manual:

Watch the video directly on YouTube
(https://www.youtube.com/watch?v=xnl8ouOisMw&t=16s)

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Need help?

Visit our support website for further information.

You can also find further information on our YouTube channel.

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Safety information

Introduction

The following safety and operating instructions will help you use the PLATINUM Automatic EAS easily and safely.

- Read these safety instructions and the operating manual before using the device.
- Keep the documents in a suitable, accessible place.
- If you pass the device on to someone else, also provide these documents.
- Failure to follow the instructions may result in serious injury and damage to the device.
- The manufacturer accepts no liability for damage caused by failure to follow the instructions.

Intended use

The device is intended exclusively for private use and is not suitable for commercial use. Only use it as described in this operating manual. Further information is available at sonoro.com.

Any other use is prohibited. The manufacturer accepts no liability for damage caused by improper use.

Children and people with limited perception

- Do not leave the device unattended or use it when children or people who cannot assess the risks are nearby.
- People, including children, who cannot use the device safely because of their physical, sensory or mental abilities or a lack of experience or knowledge may only use it under the supervision or instruction of a responsible person. Keep the device out of their reach.
- Packaging materials are not toys. There is a risk of suffocation.

Power supply

Warning: Risk of electric shock

The device is powered by electricity. Follow these instructions to prevent electric shock, fire and damage.

- Never touch the mains plug with wet hands.
- Always pull directly on the plug when unplugging it from the socket. Never pull on the cable, as this may damage it.
- The socket and mains plug must remain freely accessible at all times so that you can immediately disconnect the device from the mains in an emergency.
- Make sure the power cable is not bent, pinched or run over. Route it so that it does not create a trip hazard and cannot be reached by children.
- Keep the device away from rain, moisture and heat sources.
- Only operate the device if the mains voltage indicated on its rating plate and power adapter matches the voltage of your socket. Incorrect voltage may destroy the device.
- Only use the supplied power adapter, or the one specified in this operating manual, and its power cable.
- To prevent fire, disconnect the device completely from the mains if it will not be used for an extended period. To do this, unplug the mains plug from the socket.

Power supply markings

Marking	Meaning
	**Class II:** Protection through double or reinforced insulation.
	**Alternating current:** Marking for the corresponding power supply.
	**Direct current:** Marking for the corresponding power supply.

Transport and shipping

Improper transport or shipping may damage the device or a record left on it and cause malfunctions.

- When transporting the device in a vehicle, stow it so that it does not endanger the occupants.
- Protect the front, edges and corners from pressure and excessive loads. Do not tilt the device over its edges or corners or place it upside down.
- Use the original packaging for transport or shipping whenever possible. Keep it for this purpose.
- If the original packaging is no longer available, use a sufficiently large box and fill the empty spaces with suitable packing material, such as polystyrene.
- Remove the record from the platter before transport or shipping.
- Also follow the device-specific preparations under Transport and shipping.

Ambient conditions and positioning

Use the device in moderate climates and dry indoor rooms.

- Protect the device from weather, moisture, high temperatures and strong sunlight. Do not use it outdoors.
- Protect the device from liquids, splashing and dripping water. Do not place containers filled with liquid, such as vases, on or next to the device.
- Do not use the device in areas with high humidity. Protect it from heavy soiling, such as grease splashes or unfiltered kitchen exhaust air.
- Do not place the device on or immediately beside fire or heat sources, such as burning candles, hobs or heaters.
- Place the device on a stable surface and protect it from strong mechanical vibrations.

Unpacking and initial setup

- The rubber feet may stain certain surfaces. Use a suitable protective base if necessary.
- Only use the media specified in this operating manual.
- Follow the instructions for Preparation and positioning and the Power supply.
- To comply with RF exposure requirements, keep the device at least **20 cm away from people**, except when operating the controls.

Headphones

When playing audio through Bluetooth headphones:

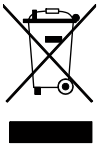
- Reduce the volume before putting on the headphones. Only increase it to the desired level once the headphones are correctly positioned.
- Do not set the volume too high. If you hear persistent noise or ringing in your ears, reduce the volume or stop using the headphones.

- Never set the volume so high that you can no longer hear your surroundings.

Faults

- Do not attempt to repair a faulty device yourself.
- Damaged mains plugs, power adapters or power cables must be replaced by the manufacturer or its customer service department to prevent electric shock.
- If liquid has entered the device, or it has been dropped or otherwise damaged, it must be checked by an authorised dealer.
- In these cases, disconnect the device from the mains and contact an authorised dealer or customer service as soon as possible.

Disposal at the end of service life



Devices bearing this marking must **not be disposed of with household waste**. Take the device to a collection point for the recycling of electrical and electronic equipment.

For disposal information, contact your local authority, local waste disposal company or the shop where you purchased the device. Proper disposal protects the environment and your health.

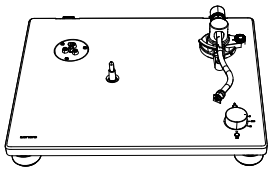
Batteries and rechargeable batteries may contain toxic heavy metals and must not be disposed of with household waste either. Take any batteries requiring disposal to a municipal collection point or have them disposed of by a specialist company.

Package contents

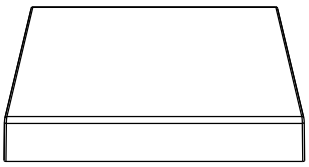
The following items are included:



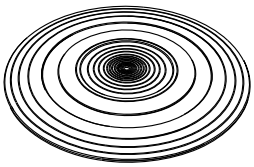
Operating manual and safety instructions



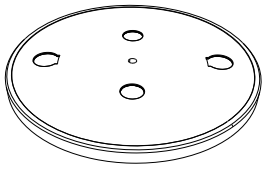
Turntable



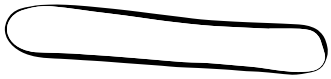
Dust cover



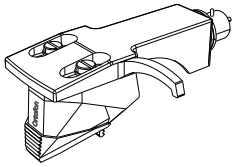
Platter mat



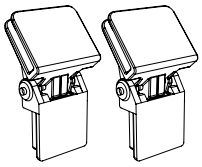
Platter



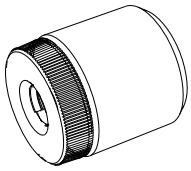
Drive belt



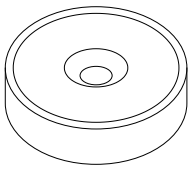
Headshell with cartridge



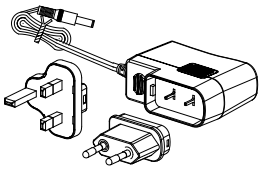
Dust cover hinges



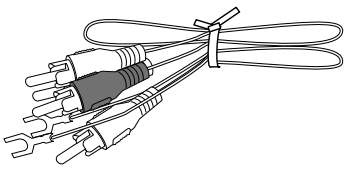
Counterweight



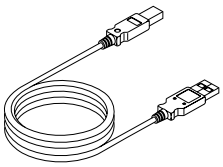
45 RPM adapter (7” single adapter)



Power adapter with EU and UK plug adapters

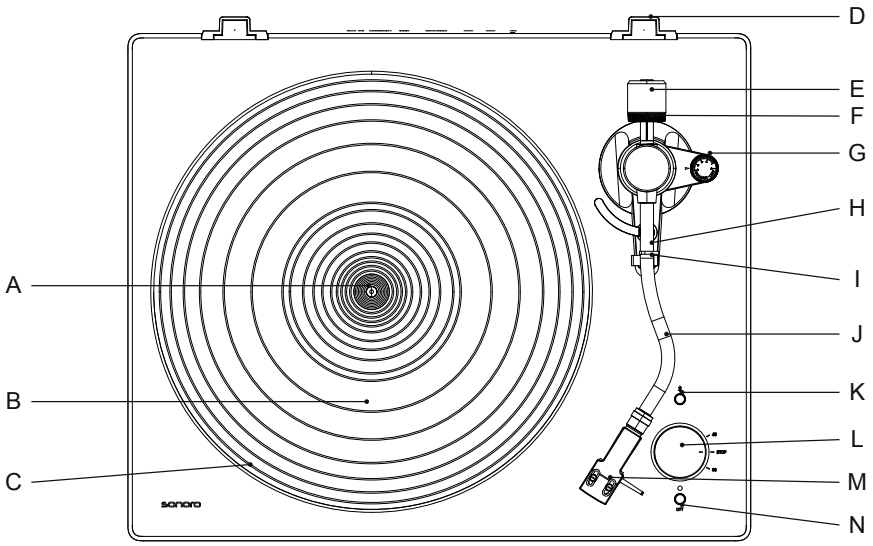


RCA cable



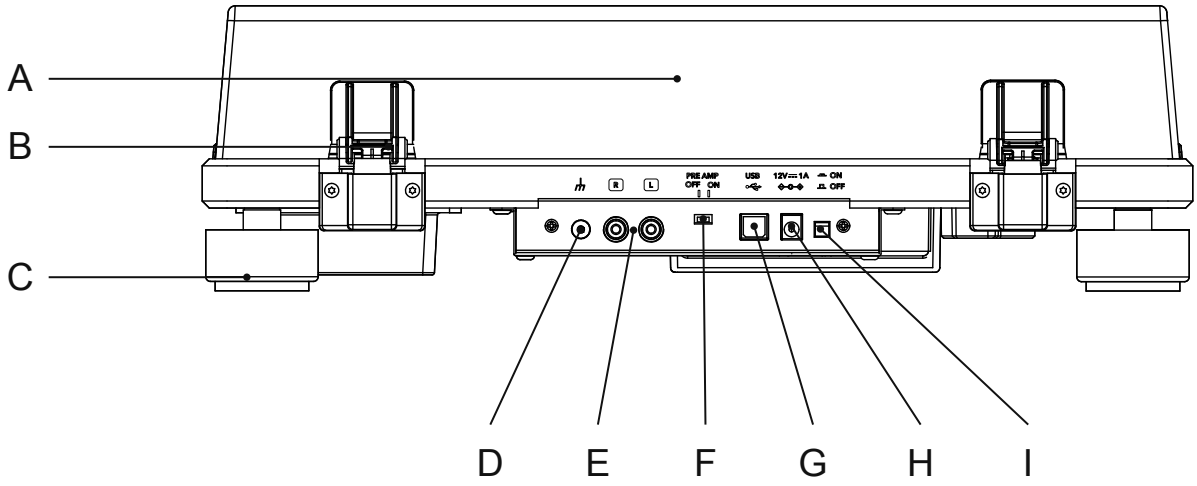
USB-B to USB-A cable

Top view



A	Spindle	B	Platter mat
C	Platter	D	Dust cover hinge socket
E	Counterweight	F	Adjustment scale
G	Anti-skating scale	H	Tonearm clamp
I	Tonearm rest	J	Tonearm
K	Bluetooth indicator / pairing button	L	Speed selector
M	Headshell with cartridge	N	Raise / lower tonearm (lift button)

Rear view and connections



A	Dust cover	B	Hinges
C	Feet	D	Ground terminal
E	RCA audio output	F	Preamplifier selector (PRE AMP)
G	USB-B output	H	DC input socket
I	On/off button		

Audio system and preamplifier · Power supply · USB recording

Technical data

Turntable

Type	2 speeds, semi-automatic operation
Drive	Belt drive
Motor	Optically controlled DC motor
Speeds	33⅓ rpm and 45 rpm
Platter	Die-cast aluminium, diameter 300 mm
Wow and flutter	< 0.15% (33 rpm) at 3 kHz
Signal-to-noise ratio	> 67 dB (A-weighted, 20 kHz, LPF)
Output level – preamplifier OFF	5.5 mV ± 3 dB (1 kHz, 5 cm/s)
Output level – preamplifier ON	300 mV ± 3 dB (1 kHz, 5 cm/s)
Output sockets	RCA

Tonearm

Arm type	Statically balanced S-shaped tonearm
Effective length	224 mm
Overhang	19 mm
Adjustable tracking force	0 to 2.5 g
Permitted cartridge weight	5 to 7.5 g

Cartridge

Model	Ortofon 2M Red
Type	Moving Magnet (MM)

Recommended load impedance	47.000 Ω
Amplifier connection	MM input
Output voltage	5.5 mV (1 kHz, 5 cm/s)
Stylus type	Elliptical diamond
Stylus tip radius	r/R 8/18 µm
Tracking force	1.6 to 2.0 g (default: 1.8 g)
Cartridge weight	7.2 g
Headshell weight	9.3 g including screws, nuts and connection wires

USB connection

Interface	USB 1.1 or later
Operating systems according to the operating manual	Windows 7 or later; Mac OS X or later

Bluetooth

Version	5.2
Output class	Class 2
Frequency band	2.402 to 2.480 GHz
Profile	A2DP 1.4
Supported codecs	SBC, aptX and aptX HD
Maximum output power	10.0 dBm
Range	Approx. 10 m

General

Dimensions (W × D × H)	Approx. 423 × 345 × 125 mm

Weight	Approx. 5.2 kg
Operating temperature	0 °C to +40 °C
Power consumption – on	< 3.5 W
Power consumption – off	< 0.1 W
Power consumption – standby	< 0.3 W
Replacement stylus (available separately)	Ortofon 2M Red / 2M Blue

Power adapter

Manufacturer's name and address	Golden Profit Electronics Ltd., Shayao Chenwu Village, Shijie Town, Dongguan, Guangdong, China
Model identifier	GPE012T-120100-Z
Input voltage	AC 100–240 V
Input frequency	50/60 Hz
Output voltage	DC 12.0 V
Output current	1 A
Output power	12.0 W
Average active efficiency	More than 82.96%
Efficiency at low load (10%)	Approx. 82.0%
No-load power consumption	0.10 W or less

Specifications are subject to change without notice.

Preparation and positioning

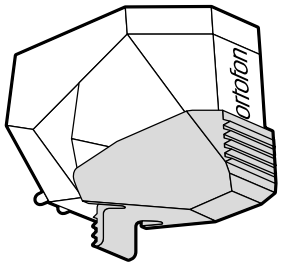
The PLATINUM Automatic EAS must be assembled before first use.

> **Video:** You can find an additional video about the PLATINUM Automatic EAS under Document information – Watch the video.

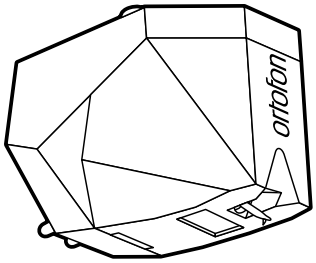
ℹ Note

Do not connect the turntable to a mains socket using the power adapter until assembly is complete.

Initially leave the stylus guard fitted during assembly. The stylus is a high-precision component: do not touch it with your fingers or allow it to drop onto the record, as this may damage it.



✓ Correct



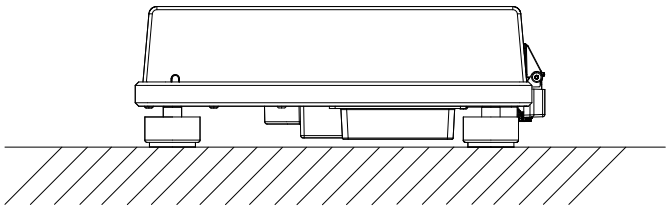
× Incorrect

Removing the transport restraint

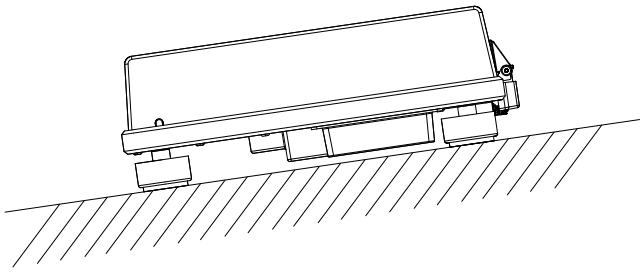
Remove the cable tie securing the tonearm.

Positioning the turntable

Place the PLATINUM Automatic EAS on a level, stable surface. If the surface is uneven, adjust the height of each foot by turning it.



✓ Correct

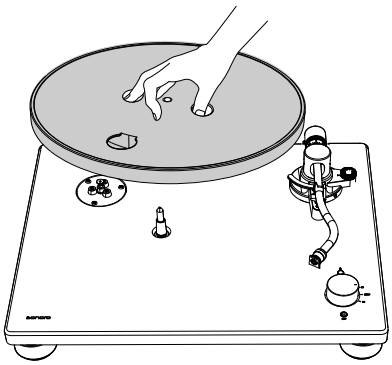


× Incorrect

Platter, drive belt and mat

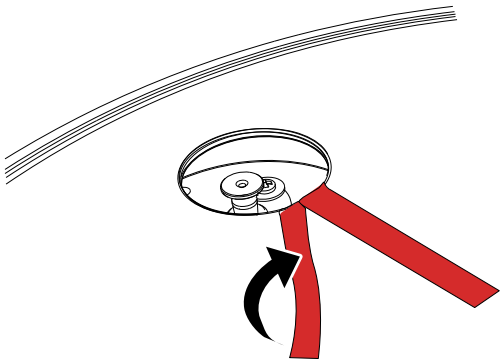
Fitting the platter

1. Hold the platter firmly and carefully place it onto the spindle.
2. Turn the platter until the motor pulley is visible through the circular hole in the platter.

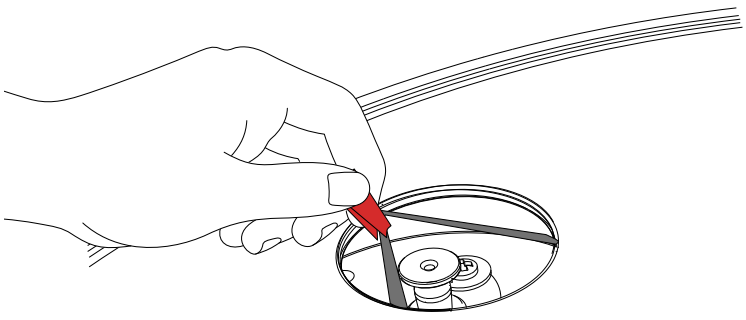


Fitting the drive belt

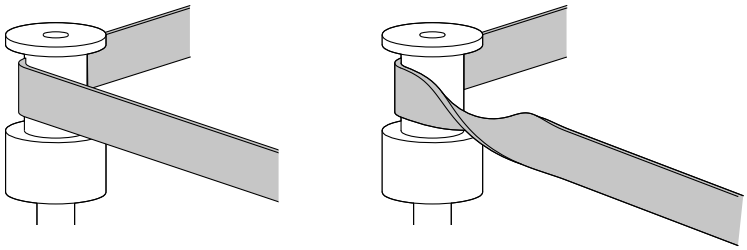
1. Release the adhesive tape. Pull both ends of the red ribbon and hold them firmly.



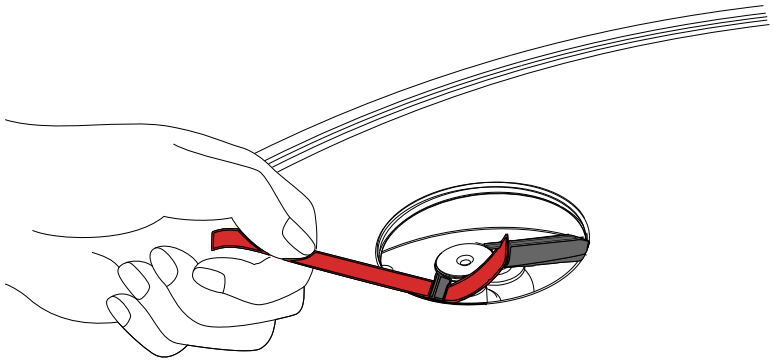
2. Place the drive belt around the motor pulley.



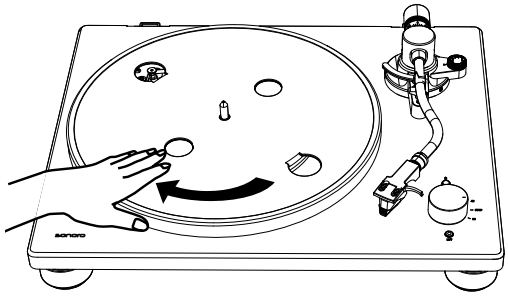
3. Make sure the drive belt is not twisted.



4. Remove the red ribbon from the drive belt.

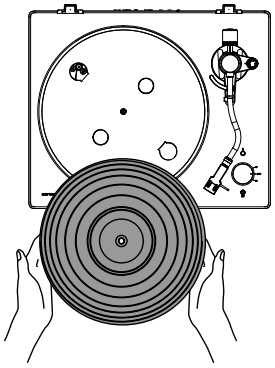


5. Rotate the platter several times to make sure the belt is securely seated and turns smoothly.



Fitting the platter mat

Place the mat on the platter. The mat has a top and a bottom: the side with the **ridged, concentric circles must face downwards**.



Top

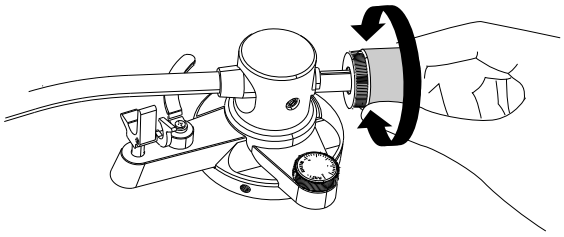


Bottom · ridged side

Fitting the counterweight and headshell

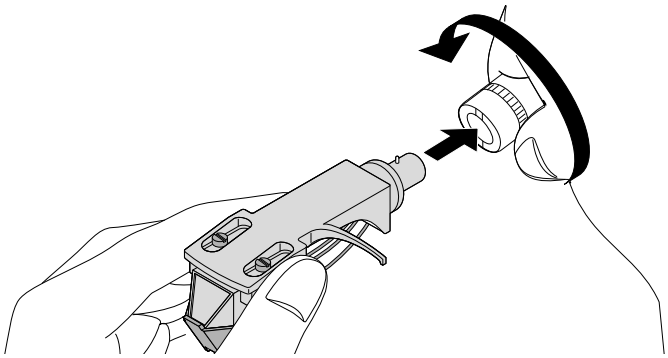
Fitting the counterweight

Push the counterweight onto the end of the tonearm and slowly turn it **anticlockwise** while applying light pressure.



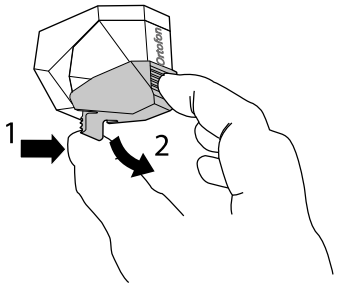
Fitting the headshell

1. Insert the headshell into the front end of the tonearm.
2. Turn the locking collar clockwise to secure it.



Removing the stylus guard

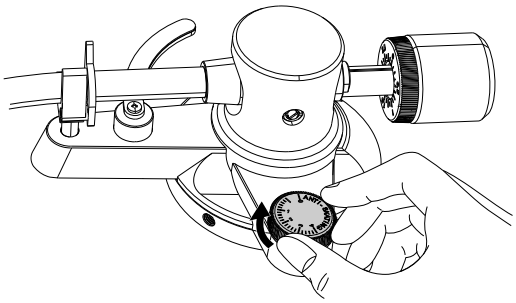
1. Hold the stylus guard at the front and rear while pressing the latch at the rear.
2. Slowly pull the guard downwards.



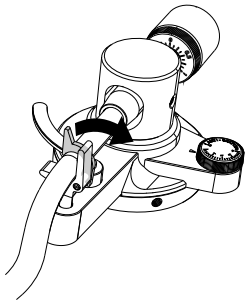
Balancing the tonearm

Balancing the tonearm

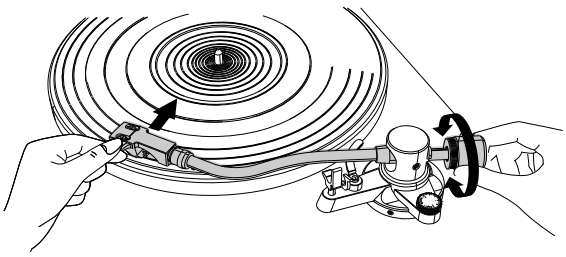
1. Set the anti-skating scale to **0**.



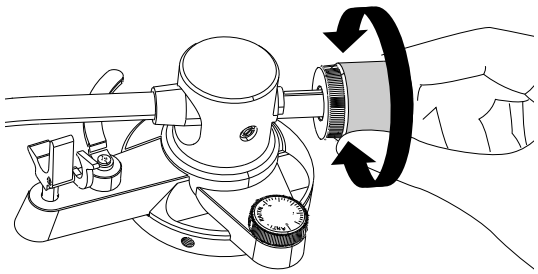
2. Release the tonearm clamp.

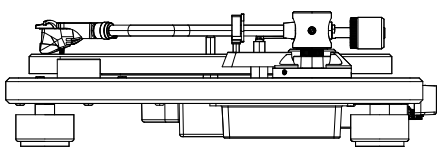


3. Hold the headshell with your finger and move the tonearm over the platter.

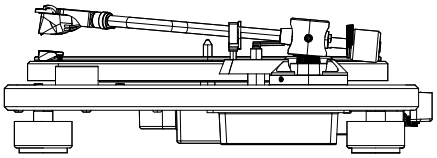


4. Adjust the counterweight so that the tonearm **floats parallel to the platter**.

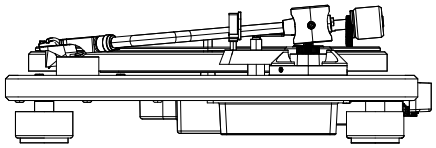




✓ Correct



× Incorrect



× Incorrect

5. Return the tonearm to its original position.
6. Lock the tonearm clamp.

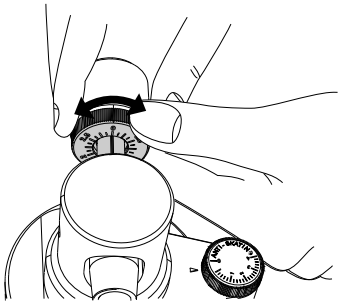
Then adjust the tracking force and anti-skating.

Setting tracking force and anti-skating

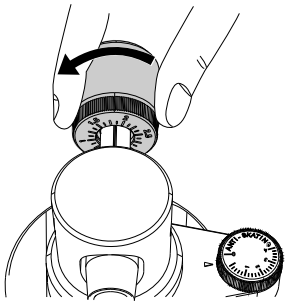
Setting tracking force

Prerequisite: The tonearm is balanced.

1. Turn the counterweight ring until the centre line on the scale aligns with **0**.
2. Turn **only the ring**. The counterweight must not turn with it.

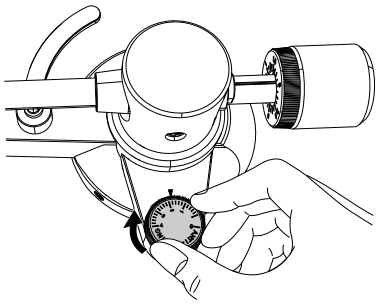


3. Turn the counterweight and scale together to set the appropriate tracking force for the cartridge.
4. For the supplied **Ortofon 2M Red, the recommended tracking force is 1.8 g**.



Setting anti-skating force

Set the anti-skating scale to the same value as the tracking force. For the supplied cartridge, set it to **1.8**.



Fitting and using the dust cover

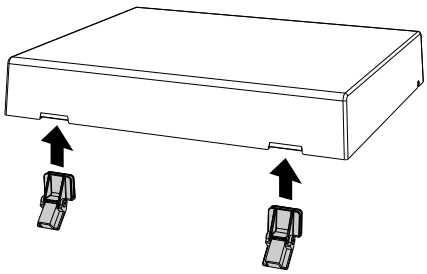
Note

The dust cover protects the turntable's delicate components. Keep it closed when the device is not in use.

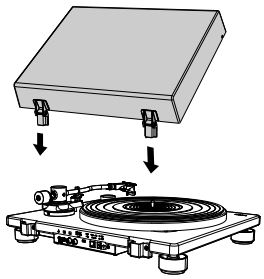
- Do not open or close the cover during playback.
- Take care not to trap your fingers when opening and closing it.
- Do not place anything on the dust cover.

Fitting the dust cover

1. Insert the hinges fully into the hinge holders on the dust cover.
2. Align the hinges with the sockets on the rear of the turntable and insert them.



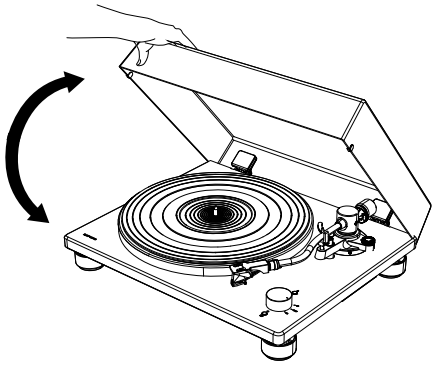
1 · Fit the hinges



2 · Fit the dust cover

Opening the dust cover

Hold the front edge and carefully raise the cover fully to its stop. It stays open in this position.



Closing the dust cover

Carefully lower the dust cover until it is closed.

Audio system and preamplifier

The fitted Ortofon 2M Red is an **MM cartridge**. Set your audio system or phono preamplifier to **MM, not MC**.

> **Video:** You can find an additional video about the PLATINUM Automatic EAS under Document information – Watch the video.

Note

The connected audio system or amplifier must be switched off and the volume set low.

Before switching on the audio system and turntable, make sure all connections have been made correctly and the correct preamplifier setting has been selected. Otherwise, loud humming may occur and damage the audio system or speakers.

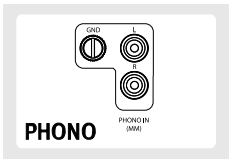
Setting the preamplifier

Choose the appropriate connection type for your audio system. The **PRE AMP** switch is on the rear of the turntable.

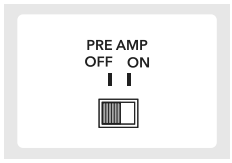
With a PHONO MM input

PRE AMP → OFF

Connect the turntable to the **PHONO MM input** on your audio system. This bypasses the turntable's built-in preamplifier.



On the audio system: PHONO/MM



On the turntable: OFF

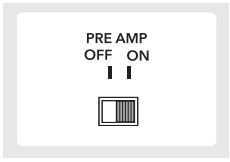
Without a PHONO input

PRE AMP → ON

Use an available **AUX/line RCA input** on your audio system. This uses the turntable's built-in preamplifier.



On the audio system: AUX/Line

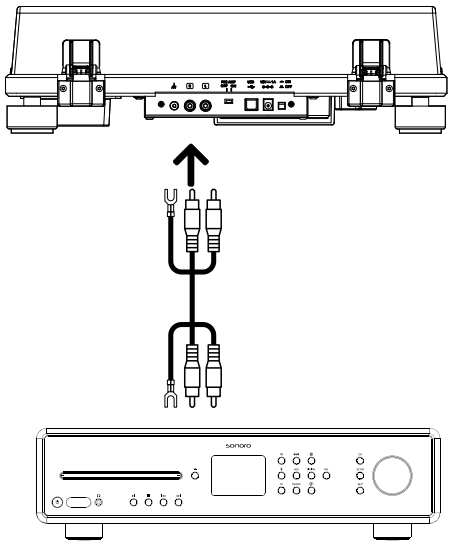


On the turntable: ON

For playback via Bluetooth or USB recording on a computer, **also set PRE AMP to ON**.

Making the RCA connection

1. Switch off the audio system and set the volume low.
2. Use the supplied RCA cable to connect the turntable to the input you selected on the audio system.
3. Connect the **white plug to the left channel (L)** and the **red plug to the right channel (R)**.
4. Before switching on the devices, check that **PRE AMP** is set to **OFF** or **ON** as appropriate for your input.



RCA connection between the turntable and audio system

Connecting the ground wire

If your audio system has a built-in phono amplifier and a ground terminal, secure the ground wire to **both devices**.

- The ground terminal on the PLATINUM Automatic EAS is **not a protective earth connection**.
- Depending on the audio system, connecting the ground wire may cause humming. In this case, the ground wire does not need to be connected.
- We recommend connecting the PLATINUM Automatic EAS to the ground terminal of a MAESTRO Quantum.

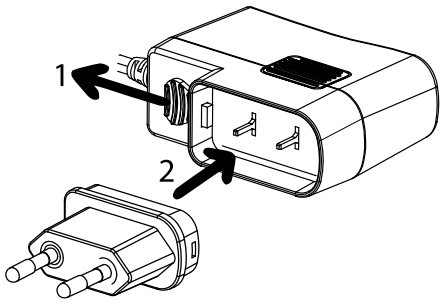
Power adapter and power supply

Warning: Risk of electric shock!

Never insert the detachable plug adapter into a power socket on its own. Make sure the plug adapter and power adapter are properly locked together.

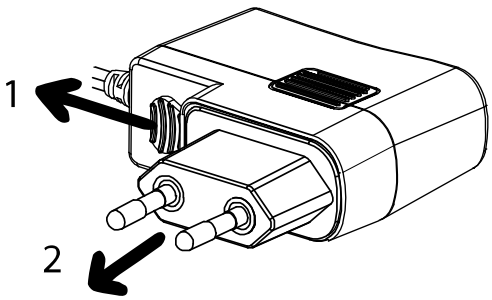
Fitting the plug adapter

1. Pull the clip down and hold it.
2. Insert the rounded corner of the plug adapter into the upper part of the power adapter.
3. Press the required plug adapter straight onto the power adapter's contact pins until it is fully inserted.
4. Release the clip and lock the adapter in place.



Removing the plug adapter

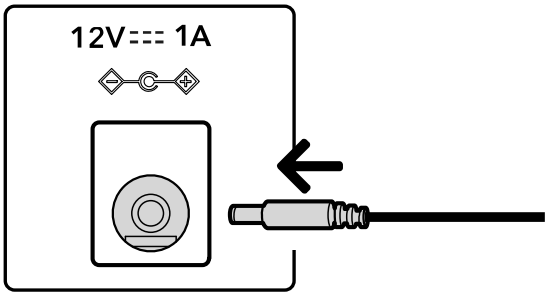
1. Pull the clip down and hold it.
2. Pull the plug adapter straight out of the power adapter.



Connecting the power supply

Once all other connections have been made:

1. Connect the supplied power adapter to the DC input socket on the turntable.
2. Plug the power adapter into a mains socket.



Connecting Bluetooth speakers and headphones

The PLATINUM Automatic EAS can play records through Bluetooth speakers or Bluetooth headphones. Set **PRE AMP to ON**; see Audio system and preamplifier.

Note

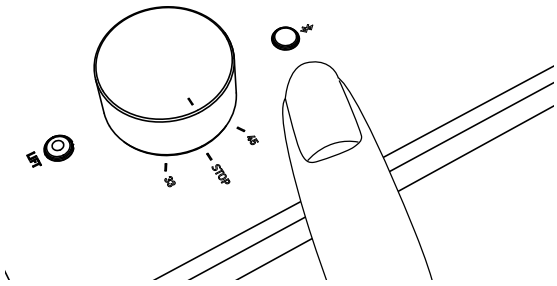
Do not use Bluetooth speakers or headphones that do not allow you to adjust the volume. Individual tracks could be played at a very high volume.

The turntable **cannot be paired with smartphones, televisions or computers**.

- The range is approximately **10 m**.
- Follow the instructions for your Bluetooth device. Pairing may take some time, depending on the device.
- If the turntable connects to an unwanted device, switch off other nearby Bluetooth playback devices or disable their Bluetooth function as necessary.
- Disconnect the current Bluetooth connection before establishing another one.

Pairing for the first time

1. Press the **BT button briefly** to start Bluetooth connection mode. The blue indicator flashes slowly.
2. Press the BT button again for **at least 2 seconds** to start pairing mode. The blue indicator flashes rapidly.
3. Also put the Bluetooth speaker or headphones into pairing mode.



Pairing takes place automatically. Once connected, the blue indicator remains lit.

Connecting a previously paired device

The turntable stores information for up to **8 paired devices**. These do not need to be paired again when reconnecting later.

1. Press the BT button briefly to start connection mode. The blue indicator flashes slowly.
2. Prepare the previously paired Bluetooth device for connection.

The connection is established automatically. The indicator then remains lit.

Disconnecting and switching off Bluetooth

- Press the BT button for **at least 2 seconds** to disconnect the connected device. The indicator flashes blue rapidly.
- In Bluetooth mode, press the BT button briefly to switch off the Bluetooth function.
- If no Bluetooth device is found for five minutes, the indicator goes out.

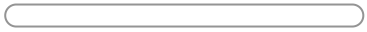
Deleting stored pairings

If a connection cannot be established:

1. Press the BT button briefly to activate Bluetooth mode.
2. Press the BT button again for **at least 10 seconds** to delete all stored device pairings.
3. Then pair the desired speaker or headphones again.

Bluetooth indicator

The **blue BT indicator** shows the current operating status. The following patterns show a schematic representation over time:

Pairing mode Searching for and pairing a device	 Rapid flashing
Connection mode Waiting to connect to a paired device	 Slow flashing
Connected The Bluetooth connection has been established	 Steady light
Switched off Bluetooth is off or no device has been found for five minutes	 Indicator off

Recording to a computer via USB

The contents of a record can be recorded digitally on a computer. Use the supplied cable to connect the turntable's **USB-B output** to a **USB-A port** on the computer.

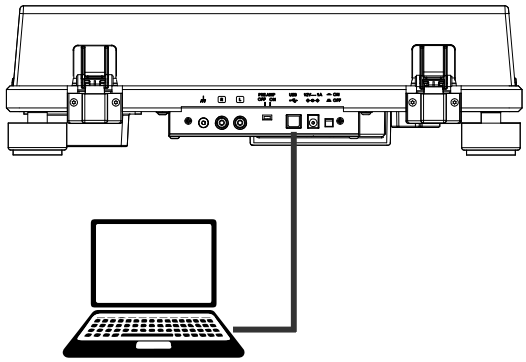
> **Note**
>
> Set the **PRE AMP switch to ON**. The USB signals are **for recording only**, not for playing music from the computer through the turntable.
>
> Do not disconnect the USB cable or put the turntable into standby during recording.

Preparing the computer

- The turntable uses the standard Windows or macOS drivers; no special driver is required.
- The computer recognises it as **USB Audio CODEC**.
- Install suitable audio recording software. The operating manual gives Audacity as an example; you can also use other recording software.
- If the software does not work as expected, contact your computer administrator.

Making a recording

1. Connect the computer and turntable using the supplied USB cable.
2. Set **PRE AMP to ON**.
3. Select the appropriate speed and start playing the record as described under Playing records.
4. Use your software to save the tracks on the computer.



For detailed instructions on using the software and transferring audio signals, refer to your recording software's manual.

Also note the automatic standby mode.

Recorded music is intended for private use only. Any other use requires the permission of the copyright holders.

Playing records

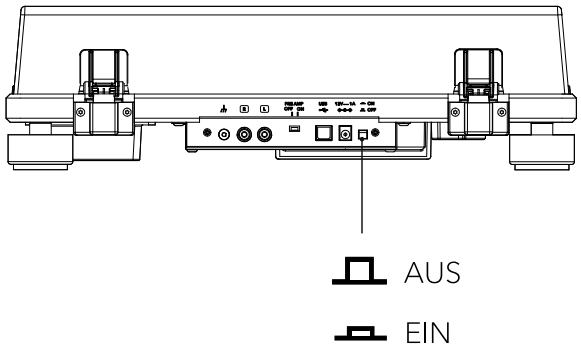
Note

Reduce the audio device's volume before playing a record. The loud crackle as the stylus enters the lead-in groove may damage the speakers or audio device. Wait until the cartridge is fully lowered before adjusting the volume.

- Even new records may crackle. This noise is characteristic of record playback.
- Place only one record at a time on the platter.
- Close the dust cover during playback to prevent dust accumulation.
- Do not stop the rotation by hand during playback.
- Excessive volume may cause acoustic feedback. Reduce the amplifier volume and provide acoustic isolation.

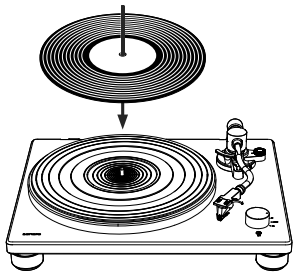
Switching on the device

1. Press the on/off button on the rear to switch on the turntable.
2. Carefully open the dust cover.
3. If the turntable is in standby mode, set the speed selector to **STOP** and then back to the desired speed.

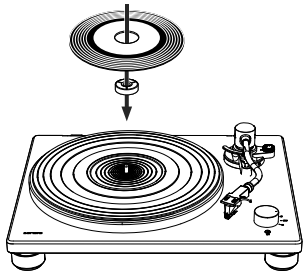


Placing a record on the platter

Place the record on the platter mat with the spindle through the record's centre hole. Use the supplied single adapter for singles.



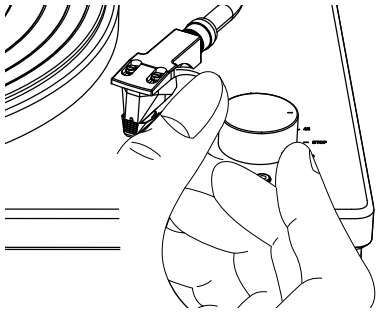
A · Place a record on the platter



B · Single with adapter

Selecting the speed

The playback speed is normally printed on the record label. Select **33** or **45 rpm** on the speed selector, as appropriate for the record.

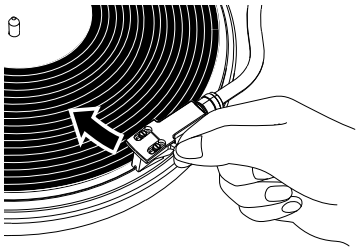


i Note

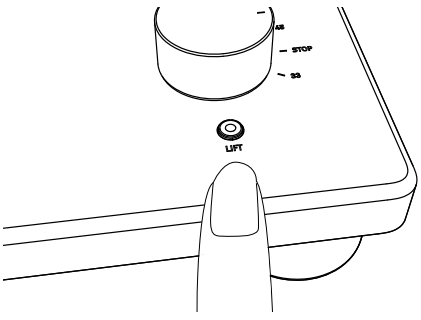
The platter only starts rotating when the tonearm is just in front of or over the platter. If the tonearm is at the centre or outside the platter, the motor stops.

Starting playback

1. Release the tonearm clamp.
2. Using your finger on the headshell, guide the tonearm over the edge of the record or to the track you want to start with.



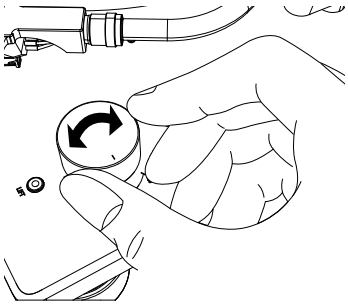
3. Press the **lift button** on the device. The tonearm lowers slowly and playback begins.
4. Carefully close the dust cover.



Ending playback

The PLATINUM Automatic EAS is a **semi-automatic turntable**. At the end of the record, the tonearm lifts automatically and the platter motor stops to protect the stylus and record.

1. Using your finger on the headshell, return the raised tonearm to its original position.
2. Turn the speed selector to **STOP**.
3. Press the on/off button on the rear when the device is no longer in use.



Standby and reactivation

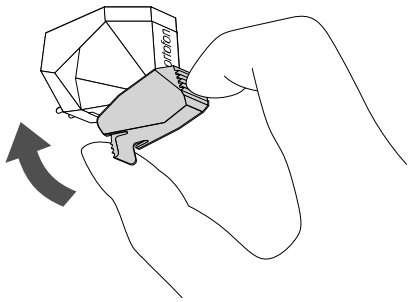
After **18 minutes of inactivity**, the turntable automatically enters standby. This applies both when the tonearm is stationary after playback and when the selector is set to **STOP**.

To resume normal operation, set the speed selector to **STOP** if it is not already in that position. Then select the desired playback speed of **33** or **45 rpm**.

Cleaning the device and stylus

Fitting the stylus guard

Hold the guard at the front and rear, align it with the front of the cartridge and slowly raise it until it covers the stylus.



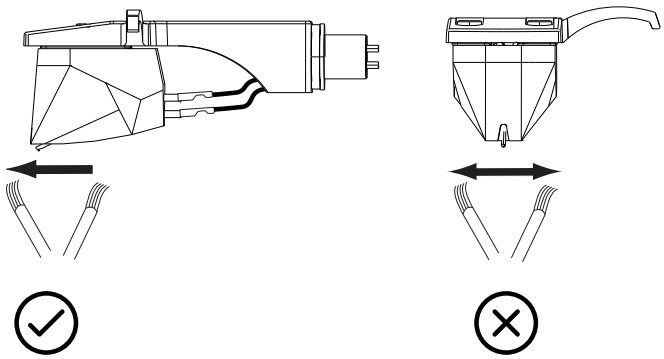
Cleaning the turntable and dust cover

- Use a soft, dry cloth.
- For stubborn dirt, use a slightly damp cloth. Then dry the device and cover with a soft, dry cloth.
- Do not use chemical solutions such as alcohol, benzine or paint thinner. These may damage the surface.

Cleaning the stylus

> **Note**
>
> Styli are precision components. Handle them carefully to avoid bending or damage. A bent cantilever or damaged stylus cannot follow the groove correctly and may damage the record or cause malfunctions.
>
> Do not clean the stylus with thinner or other chemicals.

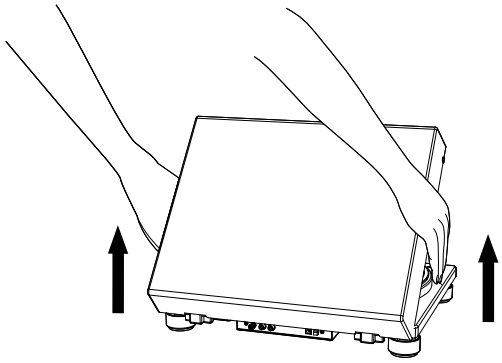
If heavily soiled, use a small brush, which is not included. Move the brush **from back to front**.



Transport and shipping

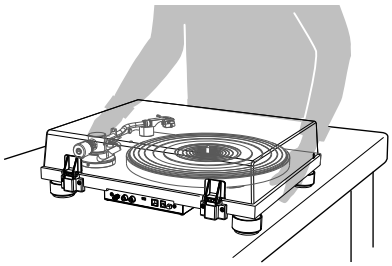
Removing the dust cover

1. Open the dust cover fully.
2. Hold the cover on both sides near its lower edge and carefully pull it upwards out of the sockets.



Transporting the device

1. Lock the tonearm clamp.
2. Switch off the turntable and unplug the power adapter from the mains socket.
3. Disconnect all cables from the turntable.
4. Fit the stylus guard.
5. When carrying the turntable, hold it securely from underneath.



Adjust tracking force and anti-skating as necessary when setting up the device again.

Packing for shipping

Caution: Avoid transport damage

Use the original packaging wherever possible. It provides the best protection during transport or when returning the device for repair.

If the original packaging is no longer available:

1. Use bubble wrap or similarly protective material.
2. Remove the dust cover and wrap it carefully.
3. Carefully remove the platter and mat and wrap both.
4. Fit the stylus guard. Remove the headshell with cartridge and the counterweight from the tonearm, and carefully wrap these parts.
5. Lock the tonearm clamp and secure it with a little adhesive tape.
6. Carefully wrap the turntable.

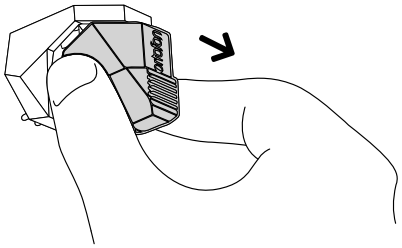
Use sufficiently sturdy and protective packaging to prevent damage during transport or shipping.

Replacing the stylus

A worn stylus reduces sound quality and may damage records. Replace it after approximately **1,000 hours of playback** with a suitable replacement stylus for **Ortofon 2M Red / 2M Blue**. Also follow the replacement stylus instructions.

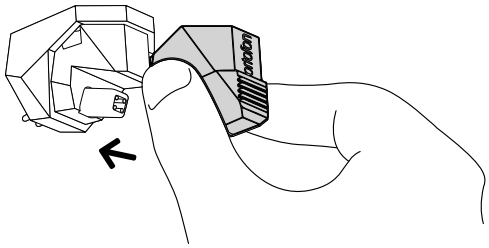
Removing the stylus

1. Leave the stylus guard fitted.
2. Detach the headshell from the tonearm.
3. Hold the cartridge in one hand. With the thumb and forefinger of your other hand, hold the stylus's plastic housing and pull it out of the cartridge.



Fitting a new stylus

1. Carefully slide the replacement stylus into the cartridge from the front.
2. Make sure it is fully inserted into the cartridge.
3. Refit the headshell to the tonearm.



Replacing the cartridge

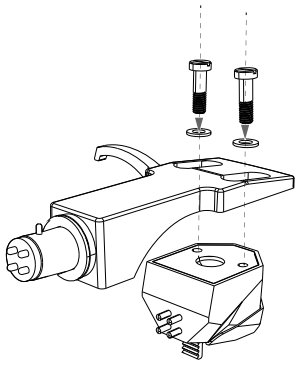
Note

An **Ortofon 2M Red** is fitted as standard. If you use a different cartridge, the overhang, tracking force, anti-skating force and tonearm height may need adjustment. If in doubt, contact your specialist dealer.

Follow the new cartridge's instructions for fitting it and connecting the headshell wires.

Changing the cartridge

1. Leave the stylus guard fitted.
2. Remove the headshell from the tonearm.
3. Use a flat-blade screwdriver to remove the mounting screws and washers. Then remove the cartridge from the headshell.
4. Fit the new cartridge according to its instructions. Initially tighten the screws only lightly.
5. Adjust the Overhang and then refit the headshell to the tonearm.



Connecting the headshell wires

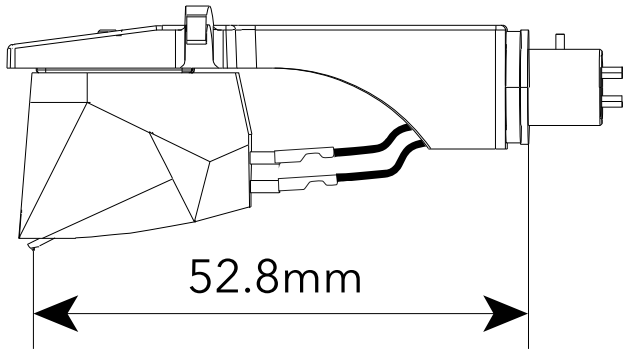
Signal	Colour
Left channel + (L)	White
Left channel – / ground (LG)	Blue
Right channel + (R)	Red
Right channel – / ground (RG)	Green

Also follow the markings on the cartridge and the Ortofon fitting instructions.

Adjusting the overhang

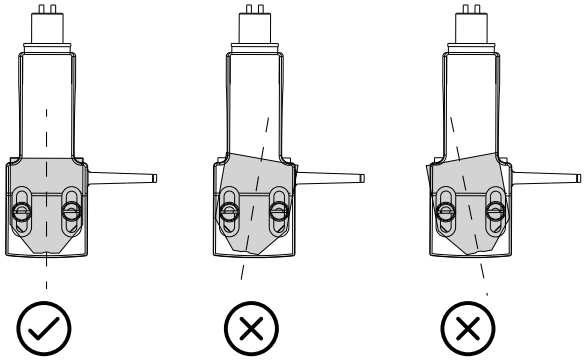
Setting the distance

Move the cartridge so that the **stylus tip is 52.8 mm from the end of the headshell**. The illustration shows the two reference points.



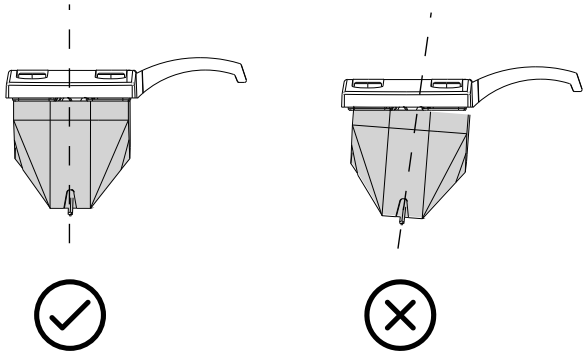
Aligning the cartridge parallel

Fit the cartridge parallel to the outer edges of the headshell.



Checking straight alignment

The cartridge must be fitted straight.



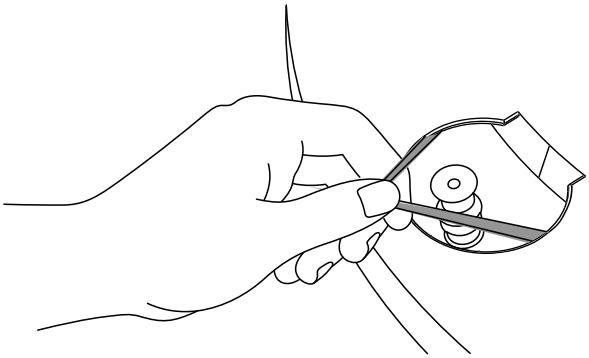
After adjustment, tighten the screws securely and attach the headshell to the tonearm.

Replacing the drive belt

The drive belt wears and may eventually break. Replace a worn or broken belt. A replacement belt is available from your dealer or customer service.

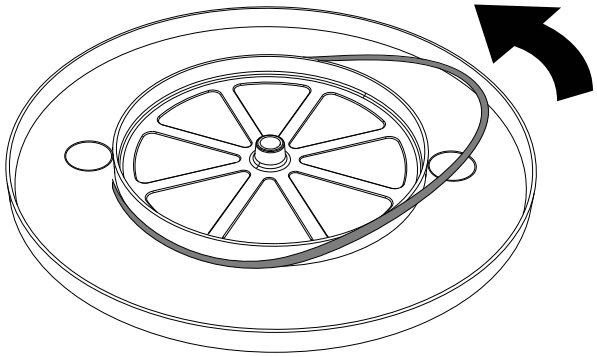
Removing the old belt

1. Switch off the turntable and connected audio device. Unplug the power adapter from the socket.
2. Remove the platter mat.
3. Turn the platter until the motor pulley is visible through the circular hole.
4. Remove the drive belt from the motor pulley.



Renewing the belt

1. Insert your finger and thumb into the round holes in the platter and lift it up.
2. Turn the platter over and remove the old belt.
3. Fit the new belt around the inner circle of the inverted platter.



Complete assembly as described under Fitting the drive belt.

Troubleshooting

A malfunction does not necessarily mean the device is defective. First check the following possible causes and solutions.

The platter does not rotate

Possible cause: The tonearm is not over or near the platter.

Solution: Move the tonearm over the platter.

Possible cause: The turntable is in standby mode.

Solution: Set the speed selector to STOP, then back to the desired speed.

Possible cause: The turntable is not switched on.

Solution: Check the on/off button on the rear. It must be pressed in.

The platter rotates, but the sound is too quiet or absent

Possible cause: The stylus guard is still fitted.

Solution: Remove the stylus guard.

Possible cause: The tonearm has not been lowered onto the record.

Solution: Lower the tonearm using the lift button.

Possible cause: The connected audio system is set incorrectly.

Solution: Check the setting, particularly MM rather than MC.

Possible cause: The stylus is damaged.

Solution: Check it and replace it if necessary.

Possible cause: The stylus or cartridge is not fitted or adjusted correctly.

Solution: Check the cartridge and push the stylus fully into place if necessary.

Possible cause: The built-in preamplifier is set incorrectly.

Solution: Set PRE AMP to OFF for PHONO and ON for AUX.

The stylus slides outwards

Possible cause: Anti-skating is not adjusted correctly.

Solution: Set anti-skating to a slightly lower value.

The stylus slides inwards

Possible cause: Anti-skating is not adjusted correctly.

Solution: Set anti-skating to a slightly higher value.

The stylus skips

Possible cause: The record is warped or scratched.

Solution: Replace the record.

Excessive background noise

Possible cause: There is dust on the stylus or record.

Solution: Remove the dust.

Rumble

Possible cause: Vibrations are transmitted to the turntable from the floor or nearby speakers.

Solution: Isolate the turntable from the vibrations.

Hum

Possible cause: The ground wire is not connected correctly.

Solution: Check the ground wire connection.

Possible cause: The ground wire has the opposite effect on your audio system.

Solution: In this case, do not connect the ground wire.

Bluetooth pairing fails

Possible cause: The turntable is not in pairing mode.

Solution: Press the BT button briefly, then press it again for at least 2 seconds to start pairing mode.

Possible cause: The speaker or headphones are not in pairing mode.

Solution: Activate pairing mode as described in the Bluetooth device's instructions.

Possible cause: The devices are too far apart.

Solution: Move the devices closer together.

Possible cause: A connection still cannot be established.

Solution: Activate Bluetooth by pressing the BT button briefly. Then press it again for at least 10 seconds to delete all stored pairings. Pair the speaker or headphones again.

Bluetooth is connected, but there is no sound

Possible cause: The preamplifier is not set to ON.

Solution: Set PRE AMP to ON.

Bluetooth connection to a smartphone

Possible cause: This connection is not supported.

Solution: Connect the turntable to a Bluetooth speaker or headphones.

Playback stops before the end of the record

Possible cause: The automatic lift function is triggered too early. Unusual groove patterns or music close to the centre of the record may be interpreted as the end of the record by the mechanism.

Solution: This is a known phenomenon with these records and groove patterns.

Further information: Audio connection and preamplifier · Bluetooth · Tracking force and anti-skating.

Warranty

The following conditions apply to warranty claims, without restricting your statutory rights:

- Warranty claims can only be made within a maximum period of **2 years** (**1 year in North America and Australia**) from the date of purchase.
- During the warranty period, sonoro audio GmbH will, at its discretion, repair or replace the PLATINUM Automatic EAS free of charge to remedy any defects resulting from material or manufacturing faults.
- For warranty enquiries, please contact our customer service. Contact details are available under Document information or at sonoro.com.
- Repair or replacement of the PLATINUM Automatic EAS does not start a new warranty period. The warranty period remains 2 years, or 1 year in North America and Australia, from the date of purchase.
- The warranty excludes damage caused by improper use, normal wear and consumption, and defects that have only a minor effect on the value or usability of the PLATINUM Automatic EAS. The warranty is also void if repairs or modifications are carried out by anyone other than our authorised service centre.
- This warranty does not restrict or exclude the buyer's right to exercise statutory remedies for defects free of charge.

Declaration of conformity

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The **PLATINUM Automatic EAS (SO-2100)** complies with the essential requirements of the Radio Equipment Directive 2014/53/EU, the Ecodesign Directive 2009/125/EC and Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

The full text of the EU declaration of conformity is available at:

sonoro.com/support

Any modification to the device that has not been approved by sonoro audio GmbH invalidates the declaration of conformity.