

Service bulletin # 9706 November 1997

Warranty labor rate: MINOR repair

To: All harman/kardon Service Centers

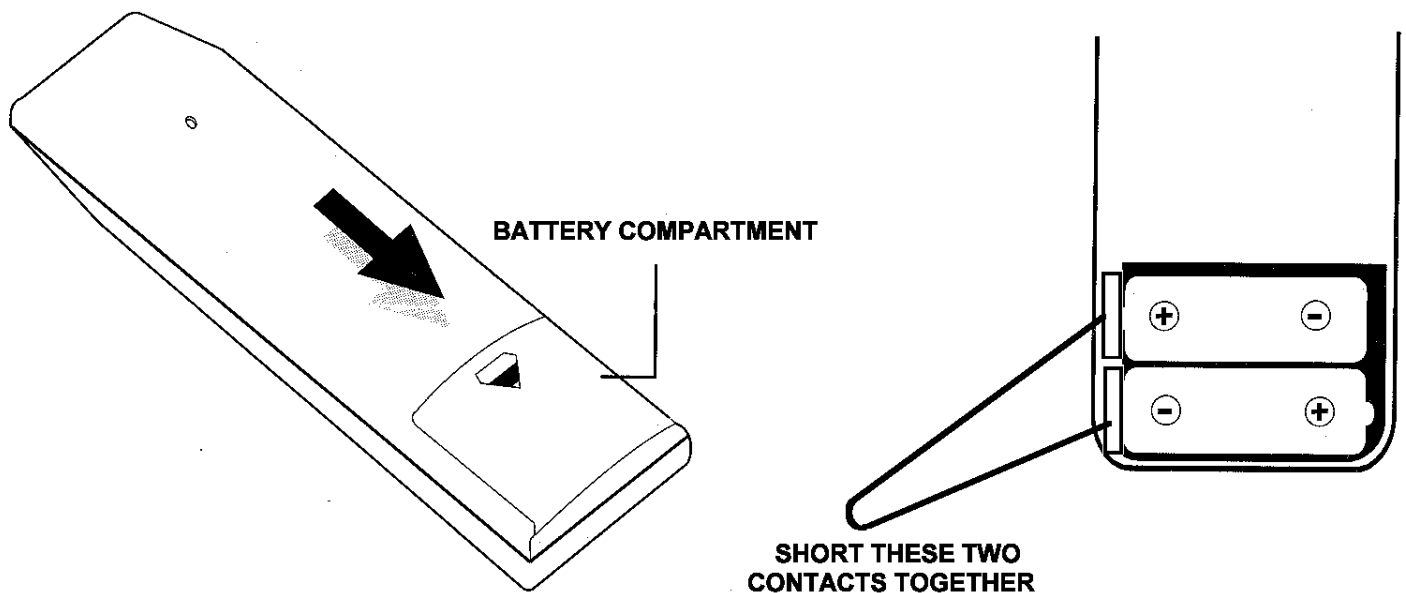
Models: AVR 10/20/25/3250; AVI 100/150/200

Subject: Remote Control has stopped working

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**In the event you receive a complaint about a remote control that has stopped working, perform the following tests:**

- 1) Remove the batteries and confirm they are not weak or defective (battery voltage should be 1.4 volts or more). Replace batteries if necessary; both batteries in remote control should be replaced.
- 2) Point the remote towards the corresponding receiver/amplifier and confirm the remote control functions operate as intended.
- 3) If Remote Control still doesn't work:  
Remove batteries, and with an alligator clip lead or other jumper wire, short the positive and negative tabs inside the control together. (See drawing) This short will drain any remaining charge from the capacitors in the remote control and re-set the microprocessor.
- 4) Re-insert batteries and test the functions as per item (2) above.



*NOTE: This procedure may also work for other h/k model remote controls not listed above.*