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## MD bricked

Posted by pritee\_piksuhl - 2013/05/15 14:33

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Well my local authorised repairer delivered the bad news today, my SPS-1 MKII UW+ is officially bricked! It would require a new main board and plus drive to live again :( Repair costs of \$1400 mean that the MD won't live again. Gutted.

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## Re:MD bricked

Posted by ignatius - 2013/05/15 14:38

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ugh.. that's totally sucks. it's a MKII UW+??? did you buy it new or used? how long have you had it???

that's really a downer. bummer man.. sorry.

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## Re:MD bricked

Posted by jbuonacc - 2013/05/15 15:11

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any idea of the cause of the problem?

both the main board and plus drive board are dead?

how?

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## Re:MD bricked

Posted by nxpnsv - 2013/05/15 16:38

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whaat? Did you contact elektron?

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## Re:MD bricked

Posted by J C Selector - 2013/05/15 17:19

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:ohmy: :(

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## Re:MD bricked

Posted by bonde - 2013/05/15 17:30

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very sorry to hear that:(

Do you know why it happened? was it just out of the blue, or...?

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/15 17:37

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Hey all, thanks for the sympathy.

While the MD was bought secondhand it is in as new condition and has functioned perfectly for at least 18 months. It decided to freeze one day while playing with its Elektron brothers and sisters.

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I tried an empty reset, a factory reset, re-updating the OS, but basically it boots and then locks up - no sound! Contacted Elektron HQ and they referred me to the authorised repairer.

The repairer spent a few months shooting emails back and forth with HQ until finally today the bad news was delivered. At \$1400 I just can't justify repairing it and unfortunately I'm not in a position to replace it at the moment.

I have no idea how you take down a main board and a plus drive in one hit! Complete mystery.

Having to re-buy existing gear is not a good feeling.

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## Re:MD bricked

Posted by Acidfever - 2013/05/15 18:22

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18 Months means it's well within the Elektron warranty period. \$1400 repair costs is nonsense, that's more than a new unit.

The unit is still within warranty and if they cannot prove user error they will have to replace the unit with a new one.

What does long warranty mean if you don't receive it? Elektron should consider this before the word gets out there that their 3 year warranty is of no extra value at all.

Claim your warranty from Elektron, it is your right! Just my opinion!

From the Elektron website:

### Warranty

Elektron machines bought 2010-07-05 and later come with a three year limited warranty, starting from the date of the original purchase. Being able to prove the date of the original purchase with an invoice or a receipt is necessary if you require warranty service.

If the machine should need a repair during the warranty period no charges will be applied for parts or labor. This warranty is transferable to other owners should the Elektron machine be resold during the warranty period. Items belonging to the Elektron Style range of products (t-shirts, stickers, posters etc.) are not covered by this warranty.

This warranty does not cover (a) damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions according to the Owner's Manual for this product; any shipment of the product (claims must be presented to the carrier); repair or attempted repair by anyone other than Elektron or a certified Elektron repair center (b) any unit which has been altered or on which the serial number has been defaced, modified or removed; (c) normal wear and any periodic maintenance; (d) deterioration due to perspiration, corrosive atmosphere or other external causes such as extremes in temperature or humidity; (e) damages attributable to power line surge or related electrical abnormalities, lightning damage or acts of God; or (f) rfi/emi (interference/noise) caused by improper grounding or the improper use of either certified or uncertified equipment, if applicable.

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## Re:MD bricked

Posted by void - 2013/05/15 18:32

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very sorry to hear  
&  
R.I.P.

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## Re:MD bricked

Posted by pritee\_pikusuhl - 2013/05/15 19:03

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Thanks for the support Acidfever but as the unit was bought secondhand it is out of warranty. Maybe I was unclear, I meant to say that the condition was like new when I bought it.

The cost of replacement parts was a real wake up call for me though, over \$600 for the main board alone not including freight or labour.

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## Re:MD bricked

Posted by Tarekith - 2013/05/15 22:49

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Bummer man, that sucks. I had the same thing happen to a Pod X3 last year, the cost to fix it was 3 times what I paid for it new!

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## Re:MD bricked

Posted by dubathonic - 2013/05/15 23:37

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pritee\_piksuhl wrote:

Thanks for the support Acidfever but as the unit was bought secondhand it is out of warranty. Maybe I was unclear, I meant to say that the condition was like new when I bought it.

Hmm, that doesn't make sense to me. I've always been under the impression that Elektron warranties are 100% transferrable to new owners ... it's the age of the device alone that matters. I'd contact the seller and get the original receipt, then definitely get in touch with Elektron on this one.

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## Re:MD bricked

Posted by bonde - 2013/05/15 23:52

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Elektron warranties are 100% transferrable to new owners ... it's the age of the device alone that matters. I'd contact the seller and get the original receipt, then definitely get in touch with Elektron on this one.

This is true. What matters is whether or not the unit is more than 3 years old. And whether or not you have the original receipt.

But maybe it is older than 3 years..?

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## Re:MD bricked

Posted by ignatius - 2013/05/16 05:27

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yeah.. thing is in warranty... elektron should be standing behind their warranty and fixing your MD.

it's outrageous if they do not. really.

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/16 12:07

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Hi all,  
Just an update, I believe that the unit is genuinely out of warranty but I have contacted HQ again to confirm and see if there are any other options. Maybe the MD needs a Swedish holiday.  
Cheers.

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## Re:MD bricked

Posted by poonti - 2013/05/16 12:22

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\$1400!! really? I was effing pissed when I had to spend \$400 on my fried MD (non-drive)...but \$1400 is almost like a bad joke, no? For all it's worth, they may have just as well quoted you (with a Doctor Evil pinky in the mouth) "one million dollars" :angry:

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## Re:MD bricked

Posted by Acidfever - 2013/05/16 15:22

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Even if the warranty period is over: This is a special situation where your MD died suddenly outside of your capacity to prevent this.

This is obviously a special situation and Elektron should consider compensation and creating a "special" price. The parts will not cost them as much as they charge you for it and they could easily make the repair price more acceptable.

This is how a company loses customers in the long run. Fitting a new engine into a car doesn't cost the price of a new car does it?

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/16 17:09

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Naturally I agree Acidfever. The MD was just playing along with the OT whilst racked up in one of Watson's EIT-1s before it died, not exactly a stressful situation.

Overall I don't want this experience to change my view of the three other Elektrons in my possession ... and my now expanding collection of TM-1s. I'll keep pushing this with HQ.

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/16 17:11

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Hey Poonti, yeah \$1400 was a shock but here is the breakdown:

main board \$573.85  
plus drive \$452.69  
+ shipping of parts  
+ labour  
= classy brick

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## Re:MD bricked

Posted by ignatius - 2013/05/18 03:52

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there's a MD UW MKII on muffwiggler for \$850 with pro modular side panels.

seems stupid elektron can't sort you out in some way.. some kind of consideration???

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## Re:MD bricked

Posted by Acidfever - 2013/05/18 04:54

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Obviously Elektron is still a kick ass company that creates kick ass machines but they do emphasise their quality and support in every way they can. I mean look at this picture on their website as an example.

[http://www.elektron.se/sites/default/files/images/front\\_push/Static-Push-Statement-2.png](http://www.elektron.se/sites/default/files/images/front_push/Static-Push-Statement-2.png)

This situation doesn't really reflect what they claim. If a machine suddenly dies in a normal environment something has gone wrong. They should just replace the machine without further questions in my opinion.

These things can happen and as a company your name will only improve if you have no further discussion and just replace the unit.

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## Re:MD bricked

Posted by twistedspace - 2013/05/18 06:06

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prtee\_piksuhl wrote:

Hey Poonti, yeah \$1400 was a shock but here is the breakdown:

main board \$573.85  
plus drive \$452.69  
+ shipping of parts  
+ labour  
= classy brick

Isn't the +drive upgrade \$390 inc shipping and fitting? Seems strange that you've been quoted that much more.

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## Re:MD bricked

Posted by ignatius - 2013/05/18 09:26

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i'm just gonna call bullshit on the \$1400 repair price.

it seems likely that elektron has a refurbished unit or various parts from warranty repairs around and can do a repair for way less.

they should stand behind their product

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## Re:MD bricked

Posted by ignatius - 2013/05/18 09:34

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we should dump all this on their FB page and ask WTF "come at me bro" lols..

but srsly.. seems shitty if they are skirting the warranty here.. and also is just shitty they aren't going a bit above and beyond for a machine that was bricked seemingly in a random circumstance. you'd think they'd be like "wtf.. that's weird.. send us that and let us look at it. we'll sort you out"

i had a motu 828 MKII that shit the bed and it was a year passed warranty and MOTU said "ship it to us and for \$50 we'll fix it and ship it back to you".

elektron should do that here i think.

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## Re:MD bricked

Posted by Mailloux - 2013/05/18 11:05

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I bought a MD MK II UW+ on ebay last year. It was a second hand unit which I transfed the warranty when I bought it with the original owner. He had to contact elektron to confirm that he sold the unit to me. The unit started to froze for no reason in february so I contact elektron. The unit have done a trip from Canada to the states where it has been repaired, the logic board was the problem. I had to pay the shipping and some customs (around 80\$) cause it was returned by UPS carrier. If I can count right MD MKII UW+'s have been built in the last three years so they are likely to be under warranty anyway. Have you ask elektron how much warranty is remaining for the serial of this MD / when the original owner registered it?

I wish you'll sort it out.

In the end the Facebook page spread might be a good idea, unfortunately, I've deleted my account last year for time saving purposes.

Sorry for my english.

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/18 18:37

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Hey all,

Yes the price I was quoted seems very strange, but I have the invoice and will still have to pay \$165 AUD just to have the MD inspected!

I have requested the manufacture date from Elektron and will try to ship the unit back to Sweden to be looked at. No response yet.

Thank you for all of the support, hopefully a 'how should I dispose of my MachineDrum' thread never eventuates, but I will run a poll if it does lol.

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## Re:MD bricked

Posted by djd\_oz - 2013/05/18 20:53

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Geez, a brand new unit is only \$1539 and I'm sure you can snap up a second hand unit for around \$1000. Why bother?

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## Re:MD bricked

Posted by Mailloux - 2013/05/18 21:09

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Just for environmental purposes this piece of metal should be restored for less than it costs for a good a shape second hand one. Labor time, c'mon Elektron. The logic board is one piece and the drive is plugged somewhere in the box. It's not about constructing a Shruthi!!!

Hope it'll get fix for what it should worth.

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## Re:MD bricked

Posted by neonleg - 2013/05/18 21:22

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if you cant get a break on the warranty, maybe just buy the mainboard.. ??  
if you're in Aust i'll fit it for u for \$50 :) ive been inside the MD plenty of times.

or.. just part it out, sell it for spares and put that money towards another used timebomb!  
either way, goodluck to you with this saga!

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## Re:MD bricked

Posted by ignatius - 2013/05/28 06:53

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any news here? wondering if this has been resolved?????

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## Re:MD bricked

Posted by Nils - 2013/05/28 15:20

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Sorry to hear this Mr Piksuhl!

I'm curious as to how old your MD is. Is it a mk1 or mk2?

My mk1 is 12 (twelve) years old. This brings up the question of how long Elektron will be able to support their products in general. The main reason that Elektron went mk2 was parts availability - the parts used in the mk1s were becoming unavailable. That's a few years ago now, so maybe those old parts are becoming really rare, which might explain the high prices. Though \$1400 really is horrendous !

If it costs this much to repair any mk1 with a broken main board.... :unsure:

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## Re:MD bricked

Posted by ignatius - 2013/05/28 18:14

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Nils wrote:

Sorry to hear this Mr Piksuhl!

I'm curious as to how old your MD is. Is it a mk1 or mk2?

his is a SPS-1 MKII UW+ :(

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## Re:MD bricked

Posted by Nils - 2013/05/28 19:32

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ignatius wrote:

his is a SPS-1 MKII UW+ :(

Sorry, I missed that. \$1400 seems unreasonable to say the least.  
I'm curious about Elektron's reply.

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## Re:MD bricked

Posted by tIB - 2013/05/28 20:19

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If I remember right the plus drive was announced in march '10, Im not sure if they rolled out right away but it's likely that it will still be in warranty. 1400\$ is ridiculous, though it isnt the first time Ive heard customers asked to pay silly ammounts for a main board.

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/28 21:23

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ignatius wrote:

any news here? wondering if this has been resolved?????

Hey ignatius,

Well the latest news is that HQ have agreed to have the MD shipped back. I just need to pick the thing up from the local repairer and ship it off the Sweden. In terms of warranty I am not hopeful, worst case scenario is that it becomes spare parts, which is slightly more responsible than the watery grave I had planned ;)

Thanks for the ongoing interest, I'll let everyone know how this turns out.

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## Re:MD bricked

Posted by pritee\_piksuhl - 2013/05/28 21:31

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Hey Nils,

I have also had a mk1 from the beginning with no issues to date. It's funny that it is a mk2 that has caused me so many problems (ah the lure of UW was too much I'm afraid). Don't think I'll buy a secondhand Elektron ever again due to this experience.

Cheers.

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## Re:MD bricked

Posted by desdinova - 2013/05/29 03:08

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Nils wrote:

If it costs this much to repair any mk1 with a broken main board.... :unsure:

Mk1 Mono with a "dead cpu" was around \$500 to replace the main board. I didn't get the original part back with the machine. I hope it actually needed the replacement and not simply a low-level reflash.

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## Re:MD bricked

Posted by ignatius - 2013/05/29 11:20

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pritee\_piksuhl wrote:

ignatius wrote:

any news here? wondering if this has been resolved?????

Hey ignatius,

Well the latest news is that HQ have agreed to have the MD shipped back. I just need to pick the thing up from the local repairer and ship it off the Sweden. In terms of warranty I am not hopeful, worst case scenario is that it becomes spare parts, which is slightly more responsible than the watery grave I had planned ;)

Thanks for the ongoing interest, I'll let everyone know how this turns out.

well, i guess that's progress.

honestly.. the details of this situation have bering on future elektron purchases for me. if they just bail n you and leave you holding a \$1400 repair as the only option i'll think long and hard before i buy another elektron product.

what's to keep them from doing this to other people down the road?



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your MD sounds like it was a lemon or something.. this is what i consider an "unusual circumstance" and they should deal w/your repair situation as if it's under warranty even if the warranty period has expired.

it would be bad form to do anything else imo.

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### Re:MD bricked

Posted by pritee\_piksuhl - 2013/06/02 10:08

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Small update, the MD is on its way to Sweden. The local repair costs plus shipping have certainly burnt a larger hole in my pocket than I ever wanted. Hopefully Elektron will see the screen protector and factory fresh condition and say "We can rebuild him...we have the technology".

On the upside the new OT OS is a pleasant surprise :)

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### Re:MD bricked

Posted by StinkyBeat - 2013/06/02 11:07

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Just wondering what country are you in?

Did elektron suggest local repair or were you just trying to save the cost and hassle of shipping?

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### Re:MD bricked

Posted by pritee\_piksuhl - 2013/06/02 18:27

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Elektron actually suggested my local repairer in the first instance. As I am in Australia I can see the logic in that, however ultimately it has just ended up costing me more.

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### Re:MD bricked

Posted by brucewayne - 2013/06/02 19:27

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Man, all best wishes for your MD on its way to sweden. As this is the first time i heard about such a bad experience with an elektron product, i would bet they will make you a way better offer. Seriously, it might be the local vendor who wanted to rip you off. There are several big musicshops in germany i know who just want to rip you off whenever they can. Im pretty sure handling this case with elektron directly will be the best way.

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### Re:MD bricked

Posted by pritee\_piksuhl - 2013/06/21 20:05

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Small update: the MD has made its way safely home to HQ and was confirmed received on 07/06/2013.

Currently I'm waiting to hear what the damage is but considering this saga began on 29/01/2013 (with the local repairer) progress is welcomed :)

Meanwhile it is forcing me to make percussion in other ways B)

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### Re:MD bricked

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Posted by KOTARE - 2013/07/01 18:05

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Elektron's distribution in Australia is seriously f\*\*ked up. You can't order direct from the website and your local costs to buy Elektron products are the highest in the world.

Mind you, I am moving to Melbourne next month...

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## Re:MD bricked

Posted by ZenPunkHippy - 2013/07/02 12:06

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KOTARE wrote:

Elektron's distribution in Australia is seriously f\*\*ked up. You can't order direct from the website and your local costs to buy Elektron products are the highest in the world.

Mind you, I am moving to Melbourne next month...

It's always worth giving Awake a call to see if they can do a better price than the one advertised on the site. This won't work for pre-orders, but gear that's been out a while stands a good chance.

Peace,  
Andy.

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## Re:MD bricked

Posted by pritee\_pikusuhl - 2013/08/31 10:14

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Hey all, I just wanted to bring some closure to this thread before I move over to Elektronauts.

The MD has been repaired by HQ and is safely back home. In the end it cost me approximately a third of what the local repairer wanted! The unit needed a new CPU board due to the memory being corrupted (no idea what the cause was).

This experience has confirmed that HQ rocks but has also made me very hesitant to buy secondhand.

Thanks for all the responses and support! See you on the new forum.

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