

## **VIDEO UPGRADE: DV-50**

ESOTERIC announces the availability of the DV-50 upgrade to current owners of the highly acclaimed ESOTERIC DV-50. This upgrade converts an original DV-50 to the same specifications and features of an Esoteric DV-50S.

### **WHAT IS A DV-50 UPGRADE KIT?**

The kit includes improved Video Digital to Analog converters (DACs). The original Analog Devices 12-bit, 108 mHz, 6-channel DAC is replaced with the new Analog Devices 14-bit, 216 mHz, 6-channel DAC.

The kit also includes the addition of a DVI-D jack on the rear panel so the DV50 can be connected to a HDCP compliant digital High Definition TV using a DVI cable.

There are no changes to the audio circuits.

### **WHY DO THE UPGRADE?**

The original DV-50 up sampled to a maximum of 8X for interlaced and 4X for progressive scanning. The new DAC improves the up sampling to 16X for interlaced and 8X for progressive scanning. This significantly improves the video playback quality on all the analog video output connections.

If you own a High Definition television with an HDCP compliant DVI input, you can now feed a digital video signal directly to your digital television.

### **WHAT IS THE COST OF THE UPGRADE?**

\$778.19 for the upgrade kit - (Plus any applicable taxes for your region.) This includes all new metal work, circuit cards, harnesses and components.

\$150.00 Labor to install the upgrade

\$50.00 for freight

Total = \$978.19

Incoming freight charges will also be added if you elected to have us pick it up.

## **FREQUENTLY ASKED QUESTIONS:**

### **Where can the upgrade be done? .**

The upgrade can only be done at our Factory Service Group in Montebello, California. This upgrade involves replacing circuit cards and the complete back panel while adding a new custom wiring harness and connectors. A special computer is used to upgrade the internal firmware of your DV-50.

### **How long will I be without my unit?.**

ESOTERIC commits to completing your upgrade within 3 business days of receipt at our facility. We will return the unit FEDEX saver (3-day) unless requested to use a different service.

### **Do I need an appointment?.**

Yes, an appointment is required to ensure quick turnaround.

### **Freight charges can be expensive. Is there any relief?.**

ESOTERIC can arrange to have your unit picked up and the incoming freight charges will be added to the cost of the upgrade. This is usually a cheaper option as we have negotiated sizable discounts with freight carriers and you can take advantage of our discounts. If you are interested in this, please mention it to our Representative when scheduling your appointment.

### **What if I don't have the original carton? .**

If you do not have your original shipping carton, ESOTERIC will provide one for you at no charge. Simply tell our Representative on the telephone that you need a carton and we'll ship one to you prior to making the appointment.

### **If I only use my DV50 for audio, do I need to have the upgrade done?.**

No, this upgrade only effects video playback.

### **Can I get faster freight service if I'm willing to pay for it?.**

Absolutely. Tell our Representative you would like to have your unit shipped via overnight or two-day service and we will see to it. Of course you will be responsible to pay for the extra costs of this expedited service.

**What forms of payment do you accept?**

We accept VISA, MasterCard or American Express.

**WHAT IS THE PROCESS TO GET THIS UPGRADE?**

**Step 1:** Call us at (323) 726-0303 and punch in extension 617. Tell our Representative you are interested in the DV-50 upgrade. If you need a shipping container, go to step two – if NOT, skip step 2 and go to step 3.

**Step 2:** If you need a shipping carton, give the Representative your name and address and one will be sent to the location of your choice (via ground transportation). Wait for the arrival of the carton and then call us back to schedule an appointment.

**Step 3:** Determine your shipping options: If you would like to use our volume discounts and add the incoming freight charge to your invoice, please let us know at this time.

**Step 4:** We will give you an "appointment window " or approximate date for the service to be performed. This reserves your upgrade kit and allows us to guarantee the 3 business day turnaround. At this time, we will take your credit card information for later billing.

**Step 5:** Inside the box, please include a note or letter that gives us your Name, Address, telephone number, FAX number and email address (if available).

**Step 6:** Pack your DV-50 and address the outside of the box as follows:

**TEAC America, Inc:**  
**Attention: ESOTERIC DV-50 Upgrade**  
**7733 Telegraph Road**  
**Montebello, CA 90640**

**Step 7:** If you have made arrangements for us to have your unit picked up, call us at (323) 726-0303 extension 617 and tell us the unit is ready for pick-up. If you have chosen to ship it yourself, go ahead and ship to arrive on or near your appointment date.

**Step 8:** Once we receive the machine, we will contact you to confirm the total invoice amount and credit card authorization.

**Step 9:** Within 3 business days, your unit will be on its way back to you.

If you have any questions please don't hesitate to either call or email us at:

**[Esoteric\\_info@teac.com](mailto:Esoteric_info@teac.com)** .