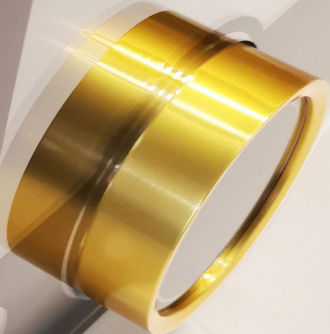




ELECTROCOMPANIET

If music *really* matters™

ELECTROCOMPANIET



EC 5

Dual Mono Reference Preamplifier

EC 5

Owner's
Manual

EN



The lightning flash symbol within a triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within a triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



Marking by the "CE" symbol (shown left) indicates compliance of this device with the EMC (Electromagnetic Compatibility) and LVD (Low Voltage Directive) standards of the European Community.

1. Read all the safety and operating instructions before operating this product.
2. Keep these instructions for future reference.
3. Adhere to all warnings on the product and in the operating instructions.
4. Follow all operating and use instructions.
5. Do not use this product near water.
6. Clean only with dry cloth. Clean only the outside of the product.
7. Only use attachments/accessories specified by the manufacturer.
8. Replace only with same type fuse.
9. Do not block or cover any ventilation openings. Install in accordance with the manufacturer's instructions. This product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided.

10. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

11. Before connecting the AC power supply cord to the product, make sure the voltage is within the acceptable voltage range. If you are unsure of your electrical supply voltage, contact your local power supply company. The acceptable power input range is either 90 - 140 or 200 - 250 VAC 50/60 Hz.

12. Do not defeat the safety purpose of the polarized or grounding-type plug. US power plugs (NEMA5-15) only: A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

13. Protect the power supply cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the product. Do not pull on the power supply cord.

14. The mains plug of the power supply cord shall remain readily operable.

15. Unplug this product during lightning storms or when unused for long periods of time.

16. To completely disconnect this product from the mains, disconnect the power supply cord plug from the receptacle.

17. Refer all servicing to qualified service personnel. Servicing is required when the product has been damaged in any way, liquid has been spilled or objects have fallen into the product, the product has been exposed to rain or moisture, does not operate normally, or has been dropped.

18. To reduce the risk of electrical shock, do not open the product. Refer all disassembling to qualified service personnel.

19. To reduce the risk of fire or electric shock, this product should not be exposed to rain or moisture and objects filled with liquids, such as vases, should not be placed on this product.

20. No naked flame sources, such as lighted candles, should be placed on the product.



21. Any terminals marked with the preceding symbol are HAZARDOUS LIVE and any wiring connected to these terminals must be installed by an INSTRUCTED PERSON or with ready-made leads or cords.

22. Condensation may occur when moving the product from a cold to a warm location, or vice versa. Should this occur, the product may not operate properly. In such a case do not apply power to the product, instead let the product sit at room temperature for a few hours to facilitate moisture evaporation.



Welcome to the World of Electrocompaniet!

We thank you for choosing an
Electrocompaniet high-end product.

At Electrocompaniet we are relentlessly
focused on developing audio equipment
that is capable of bringing the fabulous
experience of the concert hall into the very
heart of your home.

Our aim when developing and testing
new products is to ensure that the wonder-
ful richness of tone and every nuance of
feeling and emotion of a piece of music is
delivered to you just as the artist intended.

We continually strive to give you the very
best musical listening experience available
whatever your preferred musical genre.

Sincerely yours,
The Electrocompaniet team



Dear EC 5 Owner

Thank you for choosing the Electrocompaniet EC 5 Preamplifier. The EC 5 embodies Electrocompaniet's decades of Scandinavian audio craftsmanship - precision engineering, musical warmth, and effortless control in a single, elegantly executed component.

What makes the EC 5 special?

Musical authority with finesse

The EC 5 preserves micro detail and harmonic texture while delivering convincing dynamics and a deep, stable soundstage. Quiet passages remain inky black; crescendos stay composed and lifelike.

Poised, ultra quiet operation

Thoughtful circuit design and careful component selection aim for vanishingly low noise and distortion, revealing the intent of the performance—not the electronics.

Seamless everyday usability

With EC Play you get quick access to inputs, volume, balance, naming, and per source level trims, plus straightforward browsing and playback control across your connected sources.

Flexible system integration

The EC 5 is easy to place at the heart of any modern system and simple to keep current over time.

Enduring build quality

Solid, elegant construction and refined ergonomics reflect Electrocompaniet's commitment to long term reliability and tactile satisfaction.

Before you begin, please read this manual. Proper setup and configuration ensure the EC 5 performs at its absolute best and lets your connected components shine.

If you have any questions, your authorized Electrocompaniet dealer is ready to help. Once installed, we're confident the EC 5 will deliver years of immersive, emotionally engaging listening—bringing you closer to every recording you love.

If music *really* matters™



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History

Electrocompaniet has a legacy of over 50 years in the industry, producing world-class HiFi products. The incredible Electrocompaniet success story that began with our 25W amplifier, widely hailed as being the very best in the world, has grown into Electrocompaniet of today, the leading Norwegian manufacturer of high-quality audio equipment. Our products have been designed to bring you the most rewarding musical experience possible in your own home. All our world-class CD-players, streamers and amplifiers are designed and manufactured in our state-of-the-art facilities here in Norway and then exported to more than fifty countries throughout the world.

Design Highlights

The very start of the EC 5 preamplifier dates back ten years. Electrocompaniet set out to develop a new generation of preamplifiers that would be a substantial upgrade to the previous line, both in terms of performance and technological advancements. The primary challenge was to develop a new volume control that could be fully integrated into the AmpliWire topology used across all our amplifiers. Integrating the volume control in this way keeps the signal path extremely short and eliminates input and output buffers around the volume control that would otherwise add noise and distortion. All that would be needed to create a preamplifier is the two blocks of the Ampliwire topology itself.

Further Design Goals

- Eliminate conventional potentiometers that add noise and channel imbalance.
- Avoid mechanical signal-path devices that degrade over time or have questionable

contact reliability with low-level analog signals.

- Fully balanced inputs with high common-mode rejection.
- Volume control that introduces no noise or distortion.
- Very high-resolution volume control, approaching conventional analog performance.
- Overall circuit design with very low noise and distortion.
- Flexible, modern control interface.
- No audible noise while adjusting volume.

The AmpliWire Topology

The Ampliwire topology has existed for almost as long as Electrocompaniet has existed. The topology was invented to eliminate transient distortion that plagued amplifiers in the 70s and 80s. Even if modern electronic technology has moved on with the introduction of better transistors, this topology still has many benefits. The AmpliWire topology divides the amplifier into two blocks, one input block that provides a fully balanced input, and an output block with a very short feedback loop that provides output voltage and current. This separation eliminates wasting of negative feedback, which means only modest amounts of negative feedback is needed to keep distortion very low. This again means modest open loop gains, so that the amplifier stages can be made very linear and with high bandwidth. Stability compensation of the short feedback loop is also rendered easy. There is no need for speed reducing compensation capacitors in the most critical parts of the circuitry that will seriously reduce the output slew-rate. The end result is a very stable and high performing amplifier that will drive all loads with very low distortion and exceptional slew-rates. With the AmpliWire topology all audio frequencies are handled identically, with the same amount of negative feedback - lows

will be fast and controlled, mids will be clean and highs will be silk smooth.

Volume Control

Previous volume controls in the Electrocompaniet preamplifiers has been based on conventional potentiometers. This time we wanted to fully integrate a state-of-art modern volume control into the AmpliWire topology. Electronic switches (MOSFETs) selects parallel resistors that together determines the output of the AmpliWire input block. These switches are floating with the input signal and see no voltage differential over them, hence they have no signal influence at all. They add no distortion or noise. The output voltage of the EC 5 is set by a single fixed resistor. The signal path from the input of the volume control to the EC 5 output is always two resistors, regardless of the volume setting.

The volume control has 0.1 dB resolution over most of the adjustment range, providing a very accurate channel balance and very fine balance and volume adjustments.

Input Selector

The EC 5 uses a fully electronic input selector to avoid mechanical devices in the signal path. MOSFET-based switches carry no voltage swing across them and are effectively invisible to the signal. The only element in the signal path is a fixed resistor of a fraction of an ohm—stable over time, non-degrading, and without impact on signal integrity. The result is a transparent input selector that remains so for its lifetime.

Layout and topology implementation

The EC 5 is a dual-mono construction with completely separate circuitry and power supply for each channel. All transistors work in class A with either no or as little voltage swing as

possible to keep the transistor parameters from changing with the signal. Low parameter modulation combined with local feedback keeps distortion extremely low.

The input selection circuitry is implemented on two separate PCBs, yielding negligible channel-to-channel coupling.

Output stage

The output stage is heavily over-dimensioned to effortlessly drive heavy loads and long signal cable runs without distortion. This also permits use of a low-valued resistor in the feedback loop to keep the output noise at a minimum. The output stage also has an auto-bias circuit that constantly maintains the class A bias current at a fixed value, independent of signal, temperature, or operating time.

Power supply

Each channel has its own toroidal transformer and discrete power supply with a large capacitor bank. The most sensitive circuitry benefits from three levels of regulation. Voltage rails are continuously monitored and trigger a fault if they deviate from specification.

Mechanical construction

The chassis is divided by a horizontal steel plate that shields electrical and magnetic fields. The top section houses analog circuitry; the lower section contains control electronics and transformers. Status and control signals between sections are transmitted optically or across a floating barrier to prevent noise currents between sections. The single chassis thus functions effectively as two independent enclosures with no noise coupling into the pure audio signal path.

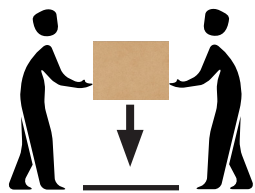


Shipping Damage

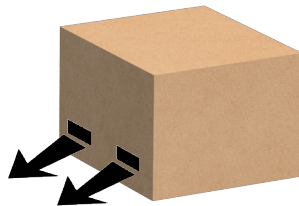
Immediately upon receipt of the EC 5, inspect the packaging for possible damage during shipment. The packaging has been designed to provide the safest possible protection for transport of your power amplifier.

The Contents of the Carton

- Electrocompaniet EC 5
- Inspection card
- Quick start guide
- Velvet cover
- European power cord
- US power cord
- ECT 5 remote control
- 2 x AAA batteries



1. Place the box on a flat and stable surface.



2. Take off the 4 plastic handles, by dragging the edge of the handle towards you.



3. Lift the top cover up and unfold the bottom part of the box.

Unpacking Procedure

The EC 5 is heavy and at least two people are required to lift the unit. Unpack the unit carefully. Save all packaging materials for future shipment.



Placement

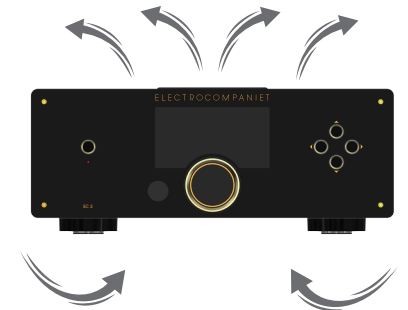
The EC 5 relies on free airflow from the bottom ventilation holes and into the side ventilation holes that must be allowed to exit through the top panel ventilation holes. Under no circumstance should these ventilation holes be blocked. The amplifier can only be operated if placed in the horizontal position on the feet, which will ensure correct airflow through the chassis. Do not place the unit on a thick carpet or other material that prevents free airflow from below. Use a stand to lift the unit from the floor instead.

Do not stack or place the EC 5 near or on top of other heat sources, such as radiators or other amplifiers. Placement in a closed cabinet with restricted airflow to the rear or front must be avoided. Placement in a rack should be avoided unless ample free space is available above the top, and both sides have unrestricted airflow. Avoid exposure to direct

sunlight for prolonged time during operation.

Make sure to leave at least 5 cm / 2 in of free space at the top, the sides and the rear. We recommend at least 10 cm / 4 in of free space above the top.

Violating these guidelines may result in overheating and possibly shut down to prevent damage.





How to Avoid Damage

Do not under any circumstances connect or disconnect equipment when power is turned on. The design of the XLR plug generates a huge transient when inserted. Connecting or disconnecting equipment with the power on can result in severe damage to both speakers and amplifier.

Connecting to AC Mains

The EC 5 auto detects the mains voltage when powering up. There is no need to select the mains voltage with switches. However, make sure the voltage is within the specified range. The acceptable voltage input range is either 90 - 140 or 200 - 250 VAC 50/60 Hz.

If mains voltage outside of range is applied, the EC 5 will detect this during start and will flash the red indicator quickly and will refuse to start.



WARNING: DO NOT VARY THE MAINS VOLTAGE WITH A VARIAC OR SIMILAR WHEN THE EC 5 IS POWERED UP. DOING SO WILL CAUSE INTERNAL DAMAGE.

With the mains switch off, connect the included AC mains supply cord to the power inlet labeled MAINS INPUT on the rear. The EC 5 will enter standby when the mains switch is set to the ON position. Please set the mains switch in the ON position only when all connections are ready.

Power Up

Press the standby button on the front panel or

the remote control to power up the EC 5. The red standby led will immediately turn off, then start blinking, and the display will light up after some seconds.

The following startup procedure will take place:

- The AC mains voltage is determined. This takes approximately 10 seconds.
- The main power supply is turned on. It takes approximately 60 seconds for the internal supply rails to rise and stabilize.
- The analog circuitry then warms up and stabilizes in 60 seconds.
- The audio outputs are engaged.

The display will show a countdown during power up.

Power Down

The EC 5 can power down into two modes; low power or active mode.

To enter low power mode, press the standby button on the front panel, on the remote control or select low power in the EC Play App or web interface at power down. In low power mode the standby current draw is very low, but power up from network is not available.

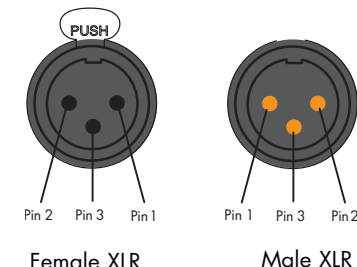
To enter active mode, select active mode in the EC Play App or web interface at power down. When in active power down mode, the EC 5 can also be started from the network, ie. from EC Play App or the web interface. In active mode the standby led will blink very slowly, in short flashes.

The analog circuitry is powered down in both power down modes.



Balanced XLR Operation

The EC 5 is designed to be used with balanced audio sources. Balanced XLR interconnect cables with ground on pin 1, positive (hot) on pin 2 and negative (cold) on pin 3 must be used. Use the parallel wired LINK output on your Electrocompaniet power amplifier as an optional connection to other audio equipment.



Single-ended Sources

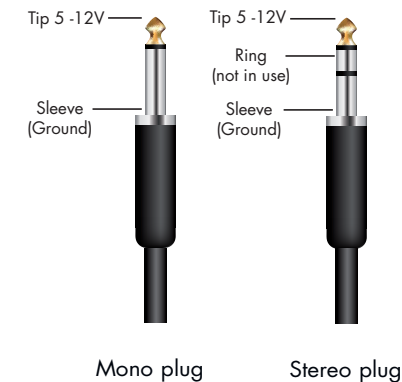
The EC 5 has two single-ended inputs per channel, labeled RCA 1 and RCA 2. Connect your source to either input using a standard RCA cable.

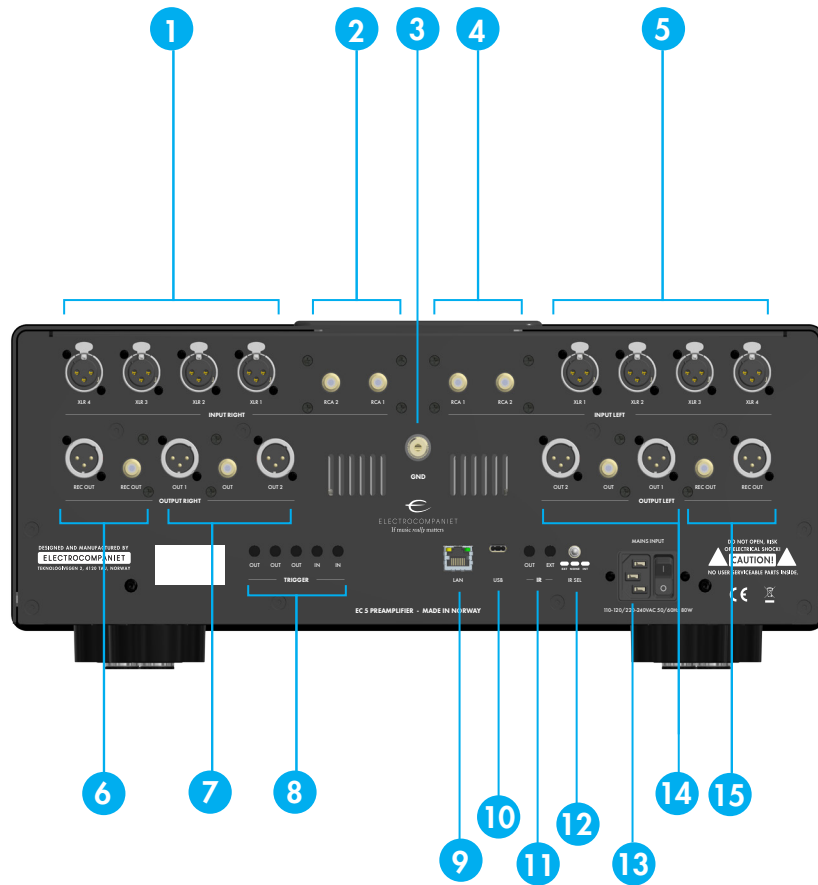
Trigger Input/Output

Your EC 5 is equipped with two standard 12 V trigger input ports. These ports can be used for automatically switching your EC 5 in and out of standby. Connect the trigger input port to any controlling equipment with a trigger output port. The EC 5 will power up (leave standby) when a voltage in the range of 5-20 V (AC or DC) is detected on the trigger input port and will remain powered on for as long as the voltage is present on the trigger input port.

The EC 5 also provides three trigger output ports that are all driven when the EC 5 leaves standby and enters operational mode.

Use a 3,5 mm mono or stereo jack for connecting to the trigger input and trigger output ports. Current draw on the input port is approximately 3 mA.





- 1 Right channel balanced inputs**
Connect the right channel of your balanced sources to these inputs. Pin 2 is positive/hot, pin 3 is negative/cold, pin 1 is ground.
- 2 Right channel single-ended inputs**
Connect the right channel of your single-ended sources to these inputs.
- 3 Ground terminal**
Optional grounding point that can be used to ground your preamplifier to a common ground source in your system
- 4 Left channel single-ended inputs**
Connect the left channel of your single-ended sources to these inputs.
- 5 Left channel balanced inputs**
Connect the left channel of your balanced sources to these inputs. Pin 2 is positive/hot, pin 3 is negative/cold, pin 1 is ground.
- 6 Record output right**
Outputs the selected source at a fixed level without volume control interaction.
- 7 Output right**
Connect these outputs to your power amplifier, subwoofer or similar. Both single-ended and balanced outputs are available. There are no difference between the outputs. They are all driven by the same internal source.
- 8 Trigger inputs and outputs**
Connect your 12V trigger sources to any of the inputs. The EC 5 will power up when a trigger signal is active. Connect the trigger output to your power amplifier to allow the power amplifier to power up when the EC 5 is powered up.
- 9 Ethernet port**
Connect to your local network to allow

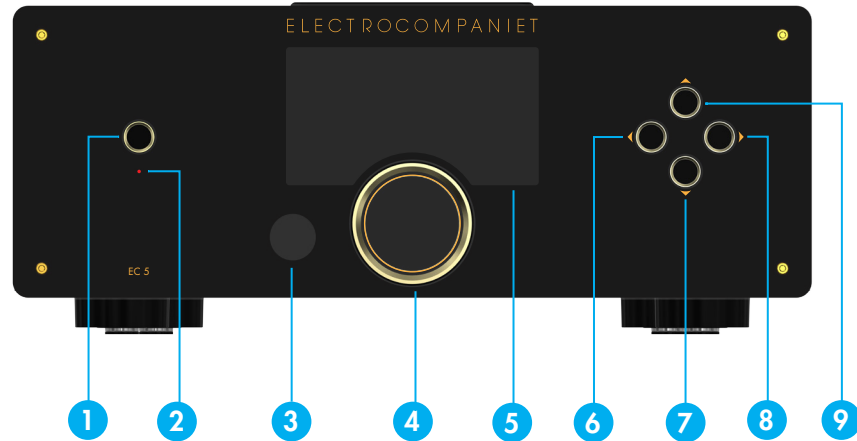
Note: The trigger input will only operate if the mains switch is in the ON position.

control of the EC 5 from the EC Play app. Automatic firmware updates will take place if the EC 5 also has access to internet via the Ethernet port.

- 10 USB port**
Used for offline software updates. Please note that the USB port is not a digital audio input. It is used for firmware download during production. Do not use this port.
- 11 IR ports**
Connect an optional external IR receiver to port EXT, and an optional IR extender to port OUT.
- 12 IR selector**
Set in position INT to use the internal front mounted IR sensor. Set in position EXT to use the external IR receiver connected to port EXT. Or select NONE is disable IR reception.
- 13 Mains power input and mains switch**
Connect 115/230 VAC mains voltage input using one of the supplied power cords. Use the mains switch the mains input voltage on or off. Set the switch in position 1 when operating the EC 5 from the standby button, IR remote control or the 12 V trigger input. Set the switch in position 0 to completely turn off the EC 5 from the mains.
- 14 Output left**
Connect these outputs to your power amplifier, subwoofer or similar. Both single-ended and balanced outputs are available. There are no difference between the outputs. They are all driven by the same internal source.
- 15 Record output left**
Outputs the selected source at a fixed level without volume control interaction.



WARNING: Only operate the switch when the EC 5 is in standby or the mains switch is turned off.



1 Standby button

Pressing this button will toggle the EC 5 in and out of standby. There is a 10 second delay in between repeated presses to ensure proper power up cycles.

2 Standby indicator

Red light when the EC 5 is in low power standby. Blinking slowly when the EC 5 is in active standby. Off when the EC 5 is powered on.

3 IR Receiver

The front IR receiver is located behind the glass. Do not obstruct.

4 Volume wheel

Turn the wheel counterclockwise to decrease the volume setting. Turn the wheel clockwise to increase the volume setting.

5 Hi-Res Display

Selected input, volume setting and optionally status information is displayed. See next page for more information.

6 Previous button

Selects previous source.

7 Volume down button

Decreases volume setting 0.1dB.

8 Next button

Selects next source.

9 Volume up button

Increases volume setting 0.1dB



Operational Information

The front display will show the following information when the EC 5 is powered on and operational:

- Currently selected input.
- Current volume setting in dB.
- Circular volume bar.
- Network status. A globe is shown when the EC 5 has access to the internet.
- Optional internal temperature status for left and right channel.
- Optional mains voltage information.
- Warnings when the volume setting is very high

Additional features and information might be added with later firmware updates.

Service Information

To display service information, please press the volume up and down buttons on the front panel at the same time. The following information will be displayed:

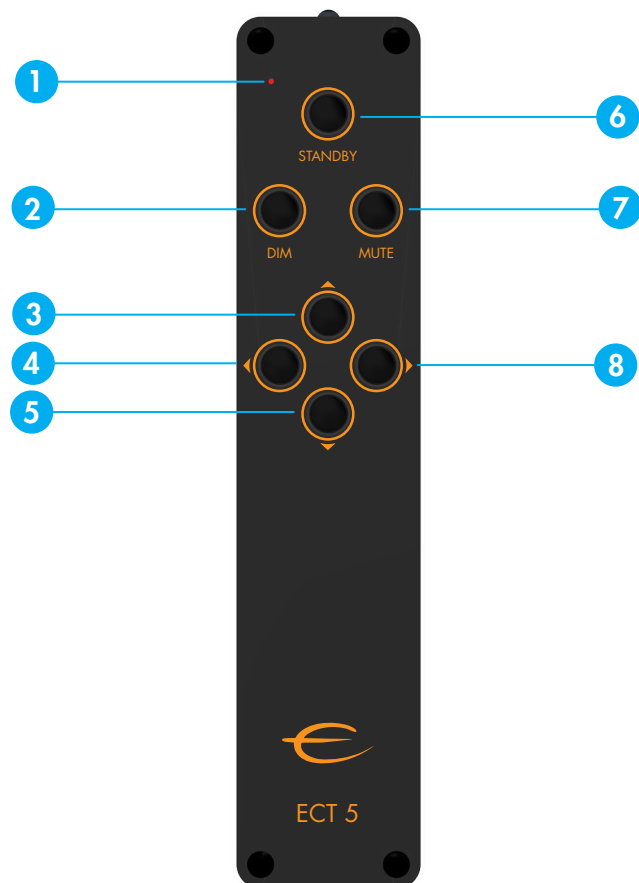
- Model name
- Firmware version
- IP address
- Internal temperatures
- Mains voltage reading
- Internet status

Error Information

The front display will show error information when an internal fault occurs. The following error messages information can be displayed:

- Internal temperature too low or high.
- DC error at the output.
- Internal power supply fault.
- Noe mer?

The display will show detailed error information and an error number. To reset the error, try pressing the standby button to power down, and then press standby again when the red indication light comes on. If the error persist, note error and number and contact service.



- 1 Activity Indicator**
Indicates when a button is pressed.
- 2 DIM**
Press to dim the front panel display.
- 3 VOLUME UP**
Press to increase the volume setting.
- 4 PREVIOUS**
Press to select the previous input.
- 5 VOLUME DOWN**
Press to decrease the volume setting.
- 6 STANDBY**
Press to take EC 5 in and out of standby.
- 7 MUTE**
Press to mute audio output.
- 8 NEXT**
Press to select the next input.

Display Brightness

The display brightness can be set in five levels 100%, 75%, 50%, 25% 0%. When dimmed or turned off, the display will return to full brightness when a button is pressed or other activity takes place, and then return to set dim brightness.

Batteries

Two AAA batteries are needed to power the remote control. Replace the batteries if the remote control is unresponsive or the activity indicator is weak. The batteries are installed from the bottom side. Unscrew the screw holding the battery cover using a suitable screwdriver and install the batteries with correct polarity.



The EC 5 can be controlled via network from the EC Play App using your phone or tablet. EC Play can be downloaded for free on Google Play or iOS App Store.

The following functions can be controlled from the EC Play app:

- Volume setting.
- Input selection.
- Channel balance.
- Input volume offset at +/-10 dB.
- Power up and power down.

The following setup and information is available:

- Assign name to inputs.
- Set maximum volume setting to avoid mishaps.
- Set display brightness.
- Activate optional display status.
- Set ethernet options.
- Firmware information.
- Assigned IP adress.

Notes:

Future firmware updates may add to the lists above.

The functionality of the app is also available in a web interface, which can be used from a pc or laptop. Simply enter the IP address assigned to EC 5 in a browser to access the web interface. The assigned IP address is available in the service information.

It is not mandatory to connect the EC 5 to a network; it will work regardless of connection status.

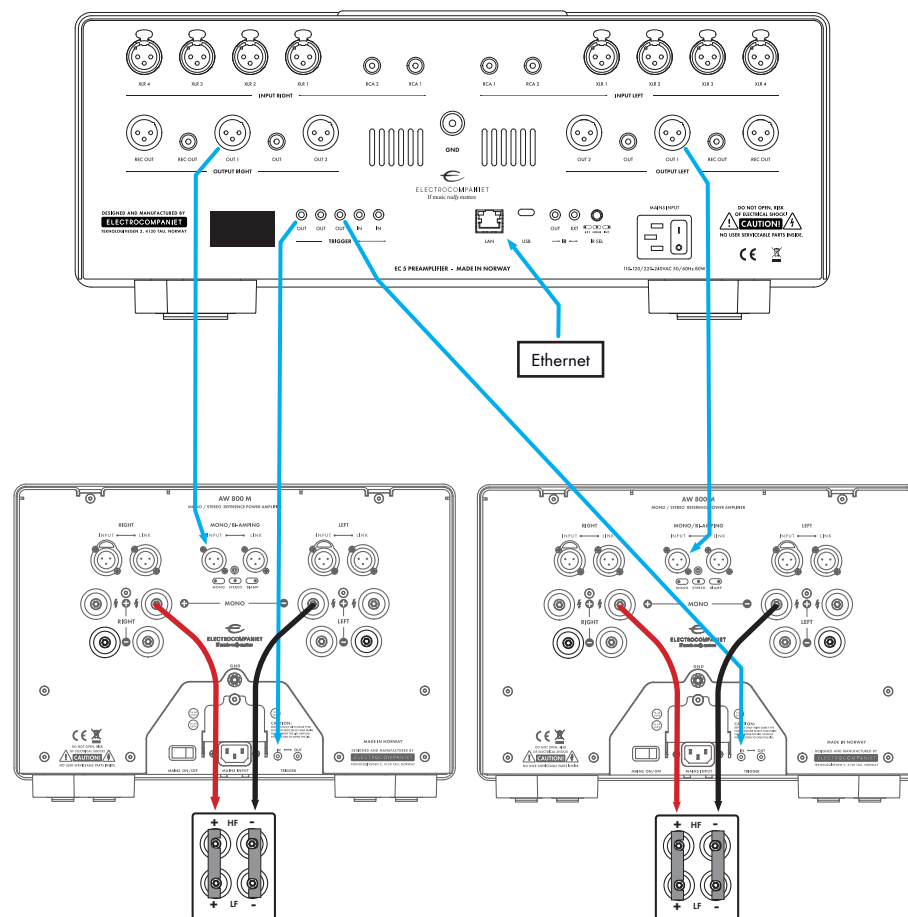


Connect balanced sources to inputs XLR1-4, and single-ended sources to RCA1-2.

Connect outputs OUT1 to the balanced inputs of AW 800 M.

If using the trigger outputs, connect the EC 5 trigger outputs to the trigger input of each AW 800 M.

If using Ethernet, connect the Ethernet cable to the port labeled LAN. Make sure your phone/tablet is connected to the same network.





Input - Output

- 4 x balanced inputs per channel, 2 x single-ended inputs
- 2 x balanced outputs per channel, 1 x single-ended output
- 1 x record output per channel, balanced and single-ended
- 3 x trigger inputs, 2 x trigger outputs
- Network port for app control and firmware updates

Volume Control

- In-house developed proprietary volume control
- No mechanical switches or relays involved
- Pure electronic construction with in-house developed electronic switches
- Signal path is always a fixed length through volume control - one resistor
- 1000 adjustment steps
- Adjustment range from -100dB to +20dB
- Resolution of 0.1dB per step in adjustment range -73dB to +20dB

Power Supply

- 2 x 80 VA toroidal transformers powering the audio circuitry
- Total of 15000uF storage capacity per channel
- Fully independent power supplies for each channel
- Each channel has three stages of noise filtering and regulation

Amplifier Circuitry

- Fully discrete, very high bandwidth/high slew-rate circuitry
- Fully dual mono construction
- Direct coupled – no capacitors in signal path
- Pure class A circuitry from input to output
- Electrocompaniet high open loop bandwidth AmpliWire topology
- Over dimensioned output stage easily drives long signal cable runs

General

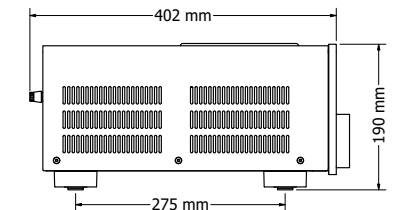
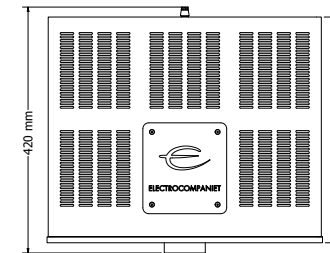
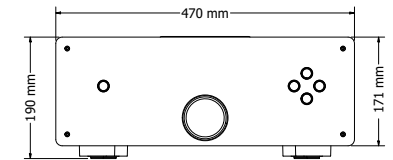
- Auto select 115 VAC/230 VAC mains voltage
- 7 inch IPS color display
- All analog circuitry in a shielded separate compartment
- Ground screw connection for external system grounding
- Soundcare® SuperSpikes™ by SEAS



The following technical specifications were measured on randomized test objects and are typical data. All measurements are made at 115 V / 230 V // 50 Hz / 60 Hz. Clipping point of the amplifier is set to a level where total harmonic distortion (THD) is 1 %.

Input impedance:	47 k Ω
Output impedance:	22 R
Frequency response:	0.5 – 450 kHz
Maximum voltage gain:	20 dB (x10)
SNR (ref. 1V, 20-20kHz, A-wht):	113 dB
THD+N:	0.0002 %
Channel separation:	> 120 dB
Maximum input voltage:	10 Vrms
Maximum output voltage:	10 Vrms
DC output voltage:	< 1 mV
Accuracy internal temperature sensors:	+/- 5 %
Accuracy internal mains voltage sensor:	+/- 2 %
Power consumption idle:	80 W
Power consumption standby:	< 0.5 W

Weight:	36 kg / 80 lb
Width:	470 mm / 18.5 in
Height:	190 mm / 7.5 in
Depth:	420 mm / 16.5 in



Features and specifications are subject to change without further notice.



Symptom	Indicator	Possible Cause	Corrective Actions
Nothing happens when pushing the standby button.	 No light	Mains switch on rear panel is in the OFF position.	Set mains switch in the ON position.
No sound.	 Red light	Amplifier in standby.	Power up the preamplifier by pressing the standby button.
No sound.	 Slow blinking	The red standby light blink a few times when leaving standby.	Wait until the EC 5 has powered up.
No sound.	 No light	No input signal, wrong connections or settings.	1. Check that your source is on and playing. 2. Check the volume setting on your or source. 3. Check the input selection. 4. Check that mute is not active. 5. Check that the correct XLR or RCA input on the rear panel is in use.
The EC 5 does not shut down from standby button.	 No light	12 V trigger input is active.	Remove 12 V trigger input.
No sound. Display shows error message.	 No light	A power or internal DC fault has occurred. Too low or high operating temperature.	1. Note the error displayed. 2. Press the standby button to shut down. 3. When the indicator light turns steady red, press the standby button to restart. 4. Improve ventilation if the operating temperature is high. 5. If the error returns, contact service.
Shuts down immediately at power up.	 Fast blinking	Internal fault.	Contact service.
Remote control not responding.		Weak batteries or IR receiver select switch in wrong position.	1. Replace batteries in the remote control. 2. Set IR receiver switch on the back panel in the correct position.
Not visible on network.		Not connected to the same network.	1. Make sure the wireless device is connected to the correct wireless network. 2. Make sure the EC 5 is reachable from the wireless network in use.

Please contact Electrompaniet service or your dealer if the experienced symptom is not resolved.



Your dealer will have all relevant information regarding service centers in your area, and will ensure that your unit is serviced with minimum delay. It is our general policy to have your unit returned to you within five working days. This is an average time and can vary locally, depending on the workload at that particular service station. If for some reason there are no service facilities available in your country, contact Electrocompaniet support first. If requested to do so by technical personnel, please ship the unit to the following address:

Electrocompaniet AS,
Teknologieveien 2,
4120 Tau,
Norway

Web: www.electrocompaniet.com

Service department: support.electrocompaniet.com

The end user is responsible for all shipping charges, insurance, re-import and duty charges. When shipping a product to the factory for service, always include the following:

1. A sales slip or other proof of purchase if repair is claimed under warranty.
2. A proforma invoice with value of goods, stating that the EC 5 is returned to Norway for repair.
3. An accompanying letter describing faults, symptoms, or problems with the unit.
4. Always ship the unit in its original carton and packaging material to prevent damage in transit.

Electrocompaniet will not cover damages incurred in transit. If you require further information concerning the operation of the unit, or if you have any questions related to service, please do not hesitate to contact your dealer or your national distributor.

International Warranty

Our products sold outside Norway are warranted exclusively per the authorized Electrocompaniet dealer's or authorized distributor's warranty, and may or may not be the same from one region to another. For all inquiries about the terms and conditions related to the warranty offered in your country, please contact your Electrocompaniet authorized dealer or distributor.

Product Registration Online

In order to register your product, please go to our website: electrocompaniet.com. Get the latest updates and support in case you have some issues with our products.

User Manual Updates

An updated version of the user manual may be available online at the Electrocompaniet website. Occasional updates are needed to reflect new features added to the product since the user manual was printed.

Care

Use a ultra-soft, dry cloth for cleaning the casing of the unit.

Never spray any solvent or liquids directly onto the unit as these may infiltrate the unit and damage the electronics.

A micro fiber cloth can be moistened with glass-cleaner if greasy fingerprints needs to be removed from the front plate or casing. Avoid temperature extremes, like direct sunlight or proximity to air conditioner units. Avoid damp, humid conditions.

Do not use alcohol based cleaners.

LOCAL DEALER

WARNING: To avoid risk of fire or electric shock, do not expose the EC 5 to rain or moisture. Verify line voltage before use. Do not remove cover. No user serviceable parts inside. Refer servicing to qualified service personnel. The warranty is void if the product is tampered with by non-authorized personnel. Always use authorized Electrocompaniet service centers.



ELECTROCOMPANIET

If music *really* matters™



Designed and manufactured in Norway

www.electrocompaniet.com

REV 1.0 2026