

S1 Pro+ Wireless PA System Troubleshooting Tips

Refer to the S1 Pro+ Wireless PA System service manual, reference number 869583-SM, located on the Professional Products page of the Bose Service web site at <http://intranet.bose.com/tsg> or <http://serviceops.bose.com> for any information not presented in this document.

1. Preventative Repair Measures

Note: Perform the following on all units returned for repair.

Product	Check	Action
S1 Pro+	Firmware revision	Update to the latest version. To check for and download system software updates, use your computer to visit the Bose updater website at: btu.Bose.com .

2. Troubleshooting

Product	Symptom	Check	Action
S1 Pro+	Battery discharges when not in use.		The unit continues to draw power when removed from AC and turned off. A fully charged battery can fully discharge in 20-22 days. That is normal.
S1 Pro+	Battery does not last as long as expected.		With typical usage, the battery lasts up to 11 hours. Battery performance and charging time varies with the content played and volume at which it's played. When played at high volume, with multiple inputs used, and with heavy bass content, the battery might discharge within ~3 hours. That is normal.
S1 Pro+	Low Frequency rumble noise.		With no input connected and the Tone Match Acoustic Guitar Piezo preset selected, there might be a low frequency noise. This will not be present when an input is connected, or the preset is not selected.
S1 Pro+	No Audio output, noise on one or more channels	Check U17A/B and D12.	Main PCB – check U17A/B and D12 (-15V supply U22). U31/34 dragging down 15V supply.
S1 Pro+	No Audio from <i>Bluetooth</i> , unit appears to be connected.		<i>Bluetooth</i> LE (controls) connection is made but <i>Bluetooth</i> classic (Audio) connection is not. <ol style="list-style-type: none"> 1. Delete the S1 Pro + from your BT device list. 2. Press and hold the <i>Bluetooth</i> button on the unit for 10 seconds until the <i>Bluetooth</i> light blinks white 3 times. 3. Add the unit to your <i>Bluetooth</i> device.
S1 Pro+	Control button not rotating or does not depress or return after pressing.	Check the Encoder switch.	Replace the switch with improved switch 850872-0020.

S1 Pro+	Does not power on.	Check F2.	F2 damaged from soldering with high heat (above 400° c) at the manufacturing plant.
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