

******* FREE GT ViPRE UPGRADE OFFER*******

It has come to our attention that if the front panel +48v phantom power switch is not turned off when “hot” connecting to the rear panel 1/4” line TRS input jack, the voltage present could possibly cause problems with other equipment in the signal path.

NOTE: If the +48v phantom front panel power switch is turned OFF when patching into the rear panel 1/4” TRS line input jack; this would never be an issue.

As a safe guard, we have designed a small and simple protection circuit that eliminates this condition and will be incorporated in all future ViPRE productions.

If you are always careful to turn your Phantom power (+48v) switch off when you are using ViPRE as a line signal processor, then you have “no problem”. But if not, then we would like to offer this protection circuit upgrade to you, free of charge, regardless of when you purchased your ViPRE or even if you bought it second hand.

Alternatively, as this is a very simple modification, we will also be willing to mail this small upgrade kit to you directly. It’s small and pretty easy to install if your handy with a soldering iron. It takes about 20 minutes from start to finish with no recalibration of any kind required.

If you choose instead to send us your ViPRE for the free upgrade here at GT, we will also throw in a full factory Audio Precision QC test and recalibration (if needed). This service would also be free unless we detect worn tubes or other parts that may need replacement. In that case, and only if your ViPRE warranty period has expired, you will be contacted and advised of the cost (for the parts only, we’ll still do the labor for free.

If interested in either of the above offers, just call or email our staff with your ViPRE serial number and we’ll give you a return authorization number to be noted on your shipping docs and box, or we will post you the upgrade kit.

If you choose to return your ViPRE for the free upgrade here (please contact us first!) just bring it in during working hours or in case you are not near our San Fernando factory, you can arrange for your prepaid round trip freight via UPS (3 day service is highly recommended) and we will guarantee to turn around your ViPRE within one working week (or less) of its receipt.

We are working hard to keep GT products safe and sounding as good as possible, and keeping your confidence in us as a company, after the sale, as high as possible. Thank you for your business, your friendship and your continued support.

God bless,
Aspen Pittman
Founder/President
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