**FREQUENTLY ASKED QUESTIONS**

**Q. DOES AUDIOQUEST SELL DIRECT?**
A. No, AudioQuest only sells its products through its network of authorized dealers & distributors. We have around 300 dealers in the U.S., plus dealers in more than 60 other countries, so there's probably a dealer near you. For the name of your nearest dealer, click on DEALER LOCATOR below. If you would also like to receive a printed copy of our online "Cable Theory" brochure, click on CONTACT US instead. You can request both information and the name of your nearest dealer. Just complete the online form and click "submit." It's as easy as that! You should receive a reply within 24 hours (please allow more time if you submit your form on the weekend). Alternatively, you can call us at + 949 585 0111 between 9:00 am and 5:00 pm (pacific time) Monday through Friday.

**Q. WHICH CABLES ARE RIGHT FOR MY SYSTEM?**
A. You have to use at least as good a cable for the center speaker as for the left and right speakers if not better. Most of the critical information in a movie comes directly from the center speaker, so it could be argued that the center channel speaker and cable are more important than the left and right. Because the center speaker only requires a single cable, and is separate from the left and right channels, you can use a shorter cable for the center. If you have a bi-wireable speaker we can do the work to our factory specifications. You should use at least as good a cable for the center speaker as for the left and right speakers if not better. Most of the critical information in a movie comes directly from the center speaker, so it could be argued that the center channel speaker and cable are more important than the left and right. Because the center speaker only requires a single cable, and is separate from the left and right channels, you can use a shorter cable for the center. If you have a bi-wireable speaker we can do the work to our factory specifications.

**Q. WHICH HAS THE BIGGEST IMPACT ON THE PERFORMANCE OF MY SYSTEM - SPEAKER CABLES OR INTERCONNECTS?**
A. Neither - they are of equal importance. As an example: if you use our least expensive interconnect cable with our best speaker cable, the end result would be much the same as if you used the best interconnect cable with the least expensive speaker cable.

**Q. MY SPEAKERS ARE BI-WIREABLE. SHOULD I BI-WIRE THEM?**
A. Absolutely! Bi-wiring significantly reduces distortion in the cable, providing you with a much better sounding system. With a full range cable (i.e. one with simply one positive and one negative connector at each end), all the frequencies travel along the whole cable. Because the bass frequencies have significantly more energy than the mids & highs, they cause distortion. When you bi-wire (using a 3 way speaker as an example), the amplifier sees such a high impedance at the treble input (remember - it's really the treble and midrange input) that only the mids & highs travel along the treble cable. Now that there is no longer any harmful lower range energy present in the treble cable, the mids & highs sound more open and detailed. Even though all the frequencies travel along the bass cable, the mids & highs don't have enough energy to modulate the bass frequencies.

**Q. SHOULD I USE 2 SEPARATE CABLES OR ONE BI-WIREABLE CABLE?**
A. That depends - is your speaker a 2 way or a 3 way design? If it's a 2 way design (i.e. the treble input handles only the tweeter, and the bass input handles the mid/bass driver), you need a "Single Bi-wire High Crossover" or "SBW High." "High" because the crossover point is above the treble and midrange frequencies. Alternatively, if you need a "high" crossover point (i.e. one with simply one positive and one negative connector at each end), all the frequencies travel along the whole cable. Because the bass frequencies have significantly more energy than the mids & highs, they cause distortion. When you bi-wire (using a 3 way speaker as an example), the amplifier sees such a high impedance at the treble input (remember - it's really the treble and midrange input) that only the mids & highs travel along the treble cable. Now that there is no longer any harmful lower range energy present in the treble cable, the mids & highs sound more open and detailed. Even though all the frequencies travel along the bass cable, the mids & highs don't have enough energy to modulate the bass frequencies.

**Q. DO AUDIOQUEST CABLES REQUIRE A BREAK-IN PERIOD?**
A. Yes. In fact, all cables require a break-in period - even so-called "lampcord" cables that are often supplied with speakers. "Break in" is a misnomer. What's really happening is that the insulation (or dielectric to give it its proper name) is being "formed". This "forming" is caused by the dielectric absorbing energy from the conductor when a signal is present (i.e. when current is flowing). Every cable requires something to separate the negative conductors from the positive conductors - a dielectric. However, because the dielectric is in direct contact with the conductor, it will absorb energy from the conductor, absorbing energy from the conductor. What the dielectric does with that energy remains is released back into the conductor virtually instantaneously. This causes significantly less damage to the signal which is why - all cables require a "break-in" period (depending on the cable) to the tweeter, which provides more than enough metal to do the job, as the tweeter draws so little current from the amplifier. This then allows us to put more conductors to the bass, providing a better signal path for the heavy bass currents. If the speaker is a 3 way design, it's now the bass that's on its own, so the "break-in" period in this case is over when the bass has "formed".

**Q. SHOULD THE SPEAKER CABLES TO MY LEFT & RIGHT SPEAKERS BE THE SAME LENGTH?**
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**Q. CAN I GET MY OLD AUDIOQUEST CABLES REPAIRED OR RE-TERMINATED?**
A. Of course! Whether you want to change the spades on your speaker cable to banana plugs, change the speaker cable from full range to single bi-wire, change the RCA plugs on your interconnects to XLR connectors, AudioQuest can do the work to our factory specifications. You should use at least as good a cable for the center speaker as for the left and right speakers if not better. Most of the critical information in a movie comes directly from the center speaker, so it could be argued that the center channel speaker and cable are more important than the left and right. Because the center speaker only requires a single cable, and is separate from the left and right channels, you can use a shorter cable for the center. If you have a bi-wireable speaker we can do the work to our factory specifications. You should use at least as good a cable for the center speaker as for the left and right speakers if not better. Most of the critical information in a movie comes directly from the center speaker, so it could be argued that the center channel speaker and cable are more important than the left and right. Because the center speaker only requires a single cable, and is separate from the left and right channels, you can use a shorter cable for the center. If you have a bi-wireable speaker we can do the work to our factory specifications.

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