



USER GUIDE

HE4 SERIES

SNAKE 3 SERIES

SA2 SERIES

THE BRITISH ACOUSTIC SPECIALISTS

**Thank you for purchasing a
HEADWAY Pickup.**

Please take time to read this user guide, it's purpose is to help you get the best possible sound from your Pickup.

Do's & Don'ts

Do - Unplug your instrument when not in use, this will save battery life and stop feedback. The battery is the only user serviceable part and the most likely reason for any system failure. (See section on battery life).

Do - ALWAYS use good quality, good condition leads of no more than 10m (30') on HE4/Snake 3 active systems (with powered pre-amp) or 2m-3m (6'-9') on HE4 Passive pickups. Use only metal bodied jack plugs and preferably Braided Cable. Alternatively, use Lapped Screened cable with conductive plastic or foil secondary shielding.

Do Not - Put phantom power to the system unless it is wired for it, then only send phantom power to the Ring connection via the blue wire and never send more than 20v.

Do Not - Connect via Passive Di boxes since these are ineffective and can cause rhythmic load/discharge noises and can degrade the tone.

Do Not - Do not try to modify or repair any Headway product yourself. Not only will you negate the guarantee, you will almost certainly fail or make matters worse.

Do Not - Subject any HEADWAY product to prolonged or direct sunlight, high humidity or dramatic variations or extremes in temperature.

BATTERY LIFE

HE4 Range using PP3 / 6F22 Battery.

Lithium 9v = 280 Hours (Highly recommended).

Alkali 9v = 70 Hours (Recommended).

Zinc Chloride = 30 Hours (Approx.).

Zinc Carbon = 20 Hours. For most players with semi – regular to occasional use, we recommend using an Alkali and changing 1-2 times per year. Some people remind themselves via 1-2 regular calendar date(s), such as Christmas and/or Summer Solstice or 4th July.

Alternatively, put the battery on a meter and definitely change it if reading below 8v.

Snake3 Range & SA2.

The above battery life is extended by adding approximately 50% of above HE4 battery life.

Purchase batteries from reputable suppliers in sealed packaging with "Use by" dates years ahead.

Where regular multiple weekly use with long plug in times, we suggest changing alkali battery once a month or Lithium, every 3 months.

HEADWAY battery terminals are non reversible.

Pinch on tight to ensure reliability in use.

Reduced treble/output offers a warning of low battery power. Monitor for leaks!

**FULLY UNPLUG WHEN NOT IN USE TO SAVE
BATTERY LIFE!**

BEST SOUNDS.

We recommend amplifying via a full range PA system or good Acoustic Amp such as HEADWAY SA or SK Series. Try to avoid Piezo Tweeters and Piezo horns. To hear yourself effectively on stage use the HEADWAY amp as a monitor or backline, use a dedicated Wedge Monitor, Near Field Monitor or In Ear Monitors.

Bass players would need extended range P.A. such as with Bass Units/Bass Bins and/or Bass Amplifiers.

EQ: We suggest starting from centred tone/EQ controls or with more drastic EQ devices switched off unless you need them and can use them effectively.

If you have use of a Graphic Equaliser, Parametric Equaliser, EQ Sweep or Notch Filter, body boom and handling noise and likely low feedback can be reduced without cutting bottom end solidity by cutting below 80 Hz for acoustic guitar bottom "E" or 70 Hz where a dropped bottom "D" string has been employed.

If sound is still too bassy, extend low end cut from higher frequencies or back off bass control on amp or mixer.

TROUBLE SHOOTER CHECK LIST.

INTERMITTENT OR NO SIGNAL:

Check battery connectors are pinched on tight. Apply long-nosed pliers to gently squeeze female terminals. Check jack plug is fully pushed home into end pin jack socket, also socket terminals are not distorted and socket body is not inserted too deeply in end block.

Check the jack plug is not out of spec and not too long by pulling out slightly and checking for signal.

Check leads and other connecting devices, e.g. Amplifier, Pre-Amps and Effects Units.

On SA2, turn up volume control, centre tone controls, push in mini-jack plugs for input and output and check battery/holder inserted correctly and contains a fresh PP3 battery.

WEAK, DULL OR DISTORTED SOUND.

Change PP3 / 6F22 9v battery for new Alkali or Lithium. Avoid Zinc Carbon or rechargeable PP3's, batteries leaking or those metered at less than 8 volts. Check batteries in any connected devices.

INTERFERENCE ON AMPLIFIER e.g. Hum/noise etc.

Check that instrument jack lead is of good quality and condition, re-solder jack plug terminals, meter for leakage between tip and earth.

Check Earth has not been disconnected in mains power plug connections.

Change cable signal path to mixer / amplifier to avoid earth loops or try earth lift switch, e.g. as offered on HEADWAY EDB-1 Pre-amplifier.

Turn off phantom power to Pickup system unless wired to accept it at correct voltage.

Take Passive Di Box out of chain of devices.

Use mains filters and surge filters on all mains electrical inputs.

Access mains via different electrical ring main in venue.

Turn off other electrical / electronic devices.

Connect tail pieces and / or strings to earth / ground via jack.

FEEDBACK/HOWL ROUND.

Feedback occurs when the amount of electrical gain from pickup to amplifier to speaker, is greater than the acoustic loss between speaker through air back to instrument and pickup sensor.

TO DEFEAT FEEDBACK:

Re-angle and position speakers away from instrument top.

Re- EQ or use Notch Filter to reduce the tonal frequencies feeding back (see EDB-1 Pre-Amp) .

Use soundhole plug in instrument to allow 3dB-5dB extra level before feedback or put foam inside.

Use heavy backdrops, opened drapes, soft furnishings or bring in audiences to reduce sound reflection problems.

Reduce gain and consider playing harder!

Turn down/off any superfluous microphones or blended in contact pickups / bugs.

Try a rack mounted "Limiter" or Compressor/Limiter to squash the peaks feeding back, so long as you don't bring up problem frequencies in compression. Consider using "In Ear Monitors" for foldback/stage monitoring

Try an electronic "Feedback Destroyer" although these can be very difficult to use effectively and will take holes out of the sound spectrum.

PROBLEM PREVENTION

Refrain from using instrument and mains amplification immediately when even minor shocks are detected and seek professional advice.

Have all mains gear regularly serviced every 2-3 years by accredited electronics engineers.

Avoid venues with suspect/damp wires or cables or where sparks are visible.

Do Not use any electrical or electronic equipment, where it is wet, or when hands are wet until they can be dried off.

Always use mains leads via regularly tested RCB circuit breakers.

For safety and convenience when using mics, use government type approved and licenced radio microphones.

In general, if you want good sound and reliability, try to avoid using budget brand electronic gear as it must typically be made with compromises such as on component cost, noise, design, reparability and available spares. To a large extent, you get what you pay for!

SERVICING, RETURNS & REPAIR

All HEADWAY product servicing and repairs should be carried out by HEADWAY MUSIC AUDIO LIMITED.

All returns must be sent prepaid and sender should be prepared to insure against loss or accept the possibility of loss in transit.

HEADWAY MUSIC AUDIO LIMITED will not be held responsible of loss in transit, or for duty or taxes incurred, such as where customs documentation is completed incorrectly.

Customs declaration forms on returned products sent internationally, **could** read e.g.

*"Electrical, musical instrument pickup
(pre-owned) returning to UK, country of origin, for
service / repair.*

Code: 8518.10.40/00. VAT/Tax No. GB 924 7711 16.

Not for re-sale. Value for customs = \$25.00 "

Before contacting HEADWAY or returning products refer to the Troubleshooting & Problem Prevention sections.

Always Include a note inside package with full description of fault / issue and return address, telephone number, email address and your Tax Number if relevant company.

On customs forms & courier info.

ALWAYS include VAT/Tax No:- **GB 924 7711 16.**

**HEADWAY POLICY OF CONTINUOUS
IMPROVEMENT.**

HEADWAY MUSIC AUDIO LIMITED operates a policy of continuous improvement and reserves the right to alter specifications and prices without prior notice.

LIABILITY.

PRODUCT LIABILITY:

HEADWAY MUSIC AUDIO LIMITED cannot be held responsible for damage to its products caused by the subjection to unreasonably high or low temperatures, or due to wet conditions, or the abuse or mishandling. HEADWAY MUSIC AUDIO LIMITED recommends against leaving its products for long periods in vehicles during extreme weather conditions. HEADWAY MUSIC AUDIO LIMITED retains the right to make such determination according to its own inspection.

CONSEQUENTIAL LOSS:

HEADWAY MUSIC AUDIO LIMITED will not be responsible for consequential loss or damages, such as due to the misuse or unexpected failure of its products, accident, neglect, technical modifications, or unreasonable expectations.

HEADWAY MUSIC AUDIO LIMITED retains the right to make all such determinations from its own inspection.

PERSONAL INJURIES:

HEADWAY MUSIC AUDIO LIMITED cannot be held responsible for personal injuries or those caused by heat, fire, obstruction, modifications or electrical shock, where obtained due to a lack of care on the part of the injured party, the failure of other connected equipment, or due to that persons ignorance of the instruction manual, or due to that persons ignorance of best practices in the use of mains powered products. HEADWAY MUSIC AUDIO LIMITED retains the right to make such any determinations according to its own assessment.

GUARANTEE / WARRANTY .

HE4 Guarantee is valid for up to, but no longer than 5 years.

Snake3 & SA2 Guarantee is valid for up to, but no longer than 12 Months.

Guarantees are valid only after the guarantee registration has been made correctly and completed in full within 30 days of proven date of purchase and where original receipt of new purchase can be produced.

WHAT IS COVERED:

- The labour and parts required for the actively functioning of all aspects of the product except for any moving parts, such as Knobs, Pots (Potentiometers), Connectors and Switches, which are subject to a maximum of 12 months guarantee from the date of purchase. This Guarantee is subject to full completion and return of a Guarantee card, or submission of online guarantee form (subject to availability).

WHAT IS NOT COVERED:

- Shipping related, handling or customs clearance, tax & duty charges will NOT be covered under this guarantee.
- Physical damage and cosmetic blemishes.
- Electrical, electronic or audio problems will NOT be covered under this guarantee, if caused by electronic or electrical misuse or general vandalism!
- Modifications or non-authorised repair to product whether attempted or actual.
- Damage caused by insufficient care in handling and/ or inadequate transportation. • Loss or damage while shipping, or in post/mail.

All guarantee issues will be subject to assessment by HEADWAY MUSIC AUDIO LIMITED.

**WARNING: HEADWAY MUSIC AUDIO LIMITED
does not recognise extended warranties issued
by third party companies.**

Validate your Guarantee Online at:

www.headwaymusicaudio.com

PLEASE DISPLAY HEADWAY STICKERS!

**HEADWAY MUSIC AUDIO LIMITED
WALNUT TREE WORKSHOPS
ST. THOMAS STREET
DEDDINGTON
OXFORDSHIRE
OX15 0SY
UNITED KINGDOM**



Co. Reg. No: 5685289
VAT Tax Ref: GB 924 7711 16

OPTIONAL EXTRA
Get Total Control of Your Sound with
The HEADWAY EDB-1
Equaliser Direct Blend
Pre-Amplifier.

EDB-1
More than just a Pre-Amp...



Pro-Audio Quality.
5 Band Interactive EQ.
Phantom Power.
Tuneable Notch Filter.
3 Way Range Control for
Violin/Mandolin, Cello/Guitar & Bass.

Available from our website
and selected stockists.