
Subject: Nice new Motus 828 mk III Interface..
Posted by [LaMontt](#) on Fri, 22 Feb 2008 22:51:41 GMT
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Just got off of the Motus site to see the new 828 MkIII..WOW!!

Take a look at the setup. The nice mixer with EQ, lim, & Verb. As well as the Control Room section. Nice touch..

http://www.motu.com/products/motuaudio/828mk3/images/mix_large.jpg/image_view_fullscreen

<http://www.motu.com/products/motuaudio/828mk3/cuemix-fx.html>

<http://www.motu.com/products/motuaudio/828mk3>

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Jamie K](#) on Fri, 22 Feb 2008 22:59:24 GMT
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Looks like a really nice update to the MkII. My MkII has been a real workhorse.

The addition of onboard DSP FX, talkback, 8 more ADAT i/o channels, etc., still just one rack space...it's tempting and the price point is the same as the MkII. Nice.

Cheers,
-Jamie
www.JamieKruz.com

LaMont wrote:

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Chris Ludwig](#) on Sat, 23 Feb 2008 00:24:12 GMT
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Hi Lamont,
All that and still the worst support and worst warranty in the business.

Chris

LaMont wrote:

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- >
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--

Chris Ludwig

ADK Pro Audio
(859) 635-5762
www.adkproaudio.com
chrisl@adkproaudio.com

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Jamie K](#) on Sat, 23 Feb 2008 01:26:06 GMT
[View Forum Message](#) <> [Reply to Message](#)

Or this warranty: If it breaks in half, you get both halves!

;^)

But since my 828MkII has been very dependable; and since MOTU has been timely with OSX driver updates when needed; and since the new 828MkIII

feature set looks tempting; I think the 828MkIII is worth considering.

Cheers,
-Jamie
www.JamieKrutz.com

Neil wrote:

> Chris Ludwig <chrisl@adkproaudio.com> wrote:
>> HI Lamont,
>> All that and still the worst support and worst warranty in the business.
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> What's that... they give you a "waiver warranty"?
> (meaning, the warranty's good for as long as you can see the
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> away from the store).
>
> :)

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Chris Ludwig](#) on Sat, 23 Feb 2008 01:52:18 GMT
[View Forum Message](#) <> [Reply to Message](#)

HI Neil,
90 day warranty and you have to pay a 79.00 fee minimum for replace or
repair past that.

Chris

Neil wrote:

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Neil](#) on Sat, 23 Feb 2008 01:58:38 GMT
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Chris Ludwig <chrisl@adkproaudio.com> wrote:
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away from the store).

:)

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [LaMontt](#) on Sat, 23 Feb 2008 03:12:48 GMT
[View Forum Message](#) <> [Reply to Message](#)

I don't chris..sweetwater warrants motu stuff much longer than 90 days..

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [excelav](#) on Sat, 23 Feb 2008 03:43:00 GMT
[View Forum Message](#) <> [Reply to Message](#)

I'll mention that Tascam has had this kind of 90 day BS warranty forever also.
You would think there would be federal laws that would say otherwise.

Chris Ludwig <chrisl@adkproaudio.com> wrote:
>Hi Neil,
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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Aaron Allen](#) on Sat, 23 Feb 2008 04:34:07 GMT
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Worse than TASCAM/GIGA????

"Chris Ludwig" <chrisl@adkproaudio.com> wrote in message
news:47bf6ada@linux...

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> Chris

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> chrisl@adkproaudio.com

Subject: Re: Nice new Motus 828 mk III Interface..

Posted by [Aaron Allen](#) on Sat, 23 Feb 2008 04:36:04 GMT

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.... and we'll agree that Tascam support baa-lowwwwwwwsss....

AA

"James McCloskey" <excelsm@hotmail.com> wrote in message
news:47bf8834\$1@linux...

>

> I'll mention that Tascam has had this kind of 90 day BS warranty forever

> also.

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> Chris Ludwig <chrisl@adkproaudio.com> wrote:

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Subject: Re: Nice new Motus 828 mk III Interface..

Posted by [John \[1\]](#) on Sat, 23 Feb 2008 14:14:36 GMT

Behringers brother ?

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Chris Ludwig](#) on Sat, 23 Feb 2008 15:38:16 GMT

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Hi Aaron,
Well OK maybe not that bad. :)
But at least they aren't afraid to post their warranty.
<http://www.tascam.com/go;33,2027.html>

At least most of Behringer's stuff is 1 year.

Chris

Aaron Allen wrote:

> Worse than TASCAM/GIGA????

>

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> "Chris Ludwig" <chrisl@adkproaudio.com> wrote in message

> news:47bf6ada@linux...

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Chris Ludwig](#) on Sat, 23 Feb 2008 15:48:59 GMT
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Hi Lamont,
Easy to do in the numbers game of warranties. I'm sure with the sales volume they do they can easily handle the loss on a few MOTU units. I bet the salesman use a MOTU warranty issue as a chance to sell their customer another product. :)

Chris

lamont wrote:

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Bill L](#) on Sat, 23 Feb 2008 16:13:29 GMT
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No additional laws.

James McCloskey wrote:

> I'll mention that Tascam has had this kind of 90 day BS warranty forever also.
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> Chris Ludwig <chrisl@adkproaudio.com> wrote:

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [excelav](#) on Sat, 23 Feb 2008 17:03:06 GMT
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Chris Ludwig <chrisl@adkproaudio.com> wrote:
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>But at least they aren't afraid to post their warranty.
>http://www.tascam.com/go;33,2027.html
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>At least most of Behringer's stuff is 1 year.
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>Chris
>
Wow! Tascam extended part of their warranty to one year, they were always
90 days in the past.

>
>Aaron Allen wrote:

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>> "Chris Ludwig" <chrisl@adkproaudio.com> wrote in message
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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [AlexPlasko](#) on Sat, 23 Feb 2008 19:42:36 GMT
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Lets face it . everything sucks!
"John" <no@no.com> wrote in message news:47c01c3c\$1@linux...
>
> Behringers brother ?

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [LaMontt](#) on Sun, 24 Feb 2008 06:07:06 GMT
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Nope..Quite the opposite.. They really push Motu stuff like they do Digi stuff..

Chris Ludwig <chrisl@adkproaudio.com> wrote:

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>Easy to to do in the numbers game of warranties. I'm sure with the sales

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [LaMontt](#) on Sun, 24 Feb 2008 06:08:28 GMT
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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Kim W](#) on Sun, 24 Feb 2008 14:48:50 GMT
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Yep, Lotsa stuff sucks!
Gotta tell you guys about one of my Behringer experiences.
I'll just copy/paste from here:

Summary: 240v AC shock hazard.
Product Level 1: BCA2000 B-CONTROL AUDIO
Category Level 1: Operational Tech Support / Post-Sales
Date Created: 05/08/2007 01.18 AM
Last Updated: 05/08/2007 01.18 AM
Status: Unresolved
Software version:
Serial number:

Discussion Thread

Customer (Kim Webster) - 05/08/2007 01.18 AM

Greetings.

I purchased this unit a couple of years ago with a specific use in mind, which never eventuated.

Hence, it has been sitting on a shelf until now. (Warranty has expired).

I decided to donate it to a friend, for use with his laptop, but figured I should test it first.

I powered up the unit, (unconnected to any external equipment), and received a fairly hefty shock when touching the rear panel audio sockets.

I powered down, then took my trusty multi-meter out of the cupboard. (I am an ex- Defence technician).

Sure enough, I measured anywhere between 50-240 VAC relative to mains ground, depending on which rear-panel socket I tested.

Figuring I had no comeback as far as warranty goes, I decided to open the unit to investigate further.

I found that the unit employs a switch-mode power supply to power the circuitry.

Given the amount of exposed steel in the construction of this unit, coupled with the fact that it does employ a switch-mode power supply,

(mounted on the main circuit board, alongside the audio/digital circuitry), should not this unit have a 3 pin plug, with mains earth tied to the chassis????

Where do I go from here? Modify your design and incorporate a grounded 3-pin power cord?, or throw the unit in the bin?? Any enlightenment at this point would be appreciated.

Regards,
Kim Webster.

THE REPLY!!!!:

Hi Kim,

I have been thinking for a number of days exactly what to respond with. I have decided some facts.

The BCA2000 is not our finest work. It was the first audio interface we did. The product is now discontinued and only some what supported.

The unit can be repaired and even modified for earth pin if you like it although it is not necessary. Shock out the back does not get reported very often. Even if you went to all that trouble with the huge amount of intel chipsets and mainboards coming out for computers there is no promise the OS will detect the device.

I hope there is something helpful there but to be honest an axe down the center so no body gets hurt from it is the direction I would take.

Regards,

Behringer Support.

How can a company release a product with so much promise, yet be riddled with fundamental design flaws??

"alex plasko" <alex.plasko@snet.net> wrote:

>Lets face it . everything sucks!

>"John" <no@no.com> wrote in message news:47c01c3c\$1@linux...

>>

>> Behringers brother ?

>
>

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Chris Ludwig](#) on Sun, 24 Feb 2008 15:31:04 GMT
[View Forum Message](#) <> [Reply to Message](#)

Hi Lamont,
Yes I sure they sure do like to "push" that stuff and good luck to them
for doing it.
As long as they are around we get more and more business anyways but
thats mainly from the computer side of things.
:)
Chris

Lamont wrote:

> Nope..Quite the opposite.. They really push Motu stuff like they do Digi stuff..

>

> Chris Ludwig <chrisl@adkproaudio.com> wrote:

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Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Aaron Allen](#) on Sun, 24 Feb 2008 18:49:32 GMT
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Hey, Deej had one of these didn't he, and a realllly bad experience to accompany it.
I have to give them credit for letting you know you probably oughta just put a bullet (or50) through it and save some other sap the trouble.

AA

"Kim W." <no@way.com> wrote in message news:47c175c2\$1@linux...

>
> Yep, Lotsa stuff sucks!
> Gotta tell you guys about one of my Behringer experiences.
> I'll just copy/paste from here:
>
>
> Summary: 240v AC shock hazard.
> Product Level 1: BCA2000 B-CONTROL AUDIO
> Category Level 1: Operational Tech Support / Post-Sales
> Date Created: 05/08/2007 01.18 AM
> Last Updated: 05/08/2007 01.18 AM
> Status: Unresolved
> Software version:
> Serial number:
>
>
> Discussion Thread
> -----
> Customer (Kim Webster) - 05/08/2007 01.18 AM
> Greetings.
> I purchased this unit a couple of years ago with a specific use in
> mind, which never eventuated.
> Hence, it has been sitting on a shelf until now. (Warranty has
> expired).
> I decided to donate it to a friend, for use with his laptop,
> but figured I should test it first.
>
> I powered up the unit, (unconnected to any external equipment), and

> received
> a fairly hefty shock
> when touching the rear panel audio sockets.
>
> I powered down, then took my trusty multi-meter out of the cupboard.
> (I am an ex- Defence technician).
> Sure enough, I measured anywhere between 50-240 VAC relative to mains
> ground, depending on which rear-panel socket I tested.
> Figuring I had no comeback as far as warranty goes, I decided to open
> the unit to investigate further.
> I found that the unit employs a switch-mode power supply to power the
> circuitry.
> Given the amount of exposed steel in the construction of this unit,
> coupled with the fact that it does employ a switch-mode power supply,
> (mounted on the main circuit board, alongside the audio/digital
> circuitry),
> should not this unit have a 3 pin plug, with mains earth tied to the
> chassis????
>
> Where do I go from here? Modify your design and incorporate a grounded
> 3-pin power cord?, or throw the unit in the bin?? Any enlightenment at
> this point would be appreciated.
>
> Regards,
> Kim Webster.
>
> THE REPLY!!!!:
>
> Hi Kim,
>
> I have been thinking for a number of days exactly what to respond with. I
> have decided some facts.
>
> The BCA2000 is not our finest work. It was the first audio interface we
> did.
> The product is now discontinued and only some what supported.
>
> The unit can be repaired and even modified for earth pin if you like it
> although
> it is not necessary. Shock out the back does not get reported very often.
> Even if you went to all that trouble with the huge amount of intel
> chipsets
> and mainboards coming out for computers there is no promise the OS will
> detect
> the device.
>
> I hope there is something helpful there but to be honest an axe down the
> center so no body gets hurt from it is the direction I would take.

>
> Regards,
>
> Behringer Support.
>
> How can a company release a product with so much promise, yet be
> riddled with fundamental design flaws??
>
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> "alex plasko" <alex.plasko@snet.net> wrote:
>> Lets face it . everything sucks!
>> "John" <no@no.com> wrote in message news:47c01c3c\$1@linux...
>>>
>>> Behringers brother ?
>>
>>
>

Subject: Re: Nice new Motus 828 mk III Interface..
Posted by [Edna Sloan](#) on Sat, 01 Mar 2008 17:14:36 GMT
[View Forum Message](#) <> [Reply to Message](#)

Ha Ha Ha! Gotta luv em!!

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