



Basic cable is all you need with Harbeths

BEING a long established British audio brand, Harbeth is worried about the effects of what it believes are myths and half-truths getting in the way of customers enjoy their music.

Harbeth was established over 30 years ago by a senior BBC engineer and its products continue to be produced using the highest engineering standards and the latest technology such as its unique RADIAL cone material.

"The time has come", says Harbeth's MD and designer Alan Shaw, "to let people know that

TAKE IT OUT, PLUG IT IN, AND IT WORKS!

with Harbeth speakers they get a complete, ready-to-go speaker solution." By this, he means that they will work straight out of the box.

There is no need for any so called "running in", the addition of expensive cables and tweaking associated with esoteric hi-fi. "All our products are carefully designed, using top quality components, so they do exactly what they say on the box, he adds."

Having observed over many years how Harbeth's professional customers install and use their speakers in recording and broadcast studios, the company is well placed to comment.

Professional studio managers and engineers have to know that all their equipment, including the speakers, is going to work first time and every time. "They have no interest in going through endless running-in or tweaking before they can start each recording", says Alan.

All too often he hears that hi-fi customers who have splashed out on esoteric speakers discover that it is their ears, rather than the speakers, which are 'broken-in' as

they acclimatise to the new sound.

"What in effect is happening," he says, "is that the subconscious mind is hearing various acoustic problems which the conscious mind is suppressing. During this so called 'burning-in' period the subconscious is whispering 'there is something wrong with these speakers' to the conscious mind."

Harbeth has also taken the opportunity to tell its customers that they don't need any outlandishly expensive cable. "We are proud to supply a complete product", says Alan. "It does what it says on the box - all you have to do is take it out, plug it in to whatever equipment and cables you have, and they will generate beautiful music."

The real effort should be put in to improving listening room acoustics, according to Harbeth's advice. The more damping, it says, the better to help reduce reflections and improve the true-to-life experience. ◀

HEATHROW SHOW SUCCESS – M40.1 GOES DOWN A STORM

OVER 500 people heard the new Harbeth M40.1 monitor at the Heathrow High Fidelity Show where it was part of the system in the Stereo Now room. Some even came back on the show's second day to listen again to the new £7999 speaker which draws crowds whenever it is shown.

Leading reviewers were among those who took time to absorb the new speaker's sound, including Adam Smith from Hi-Fi World, Martin Colloms and Paul Messenger.

"Several people spent over an hour in the room listening", says Stereo Now's Howard Popeck. "We received nothing but praise from those who came. They all left suitably impressed by the latest creation from Harbeth." The coupling of a Funk turntable, playing a selection of acoustic recordings, proved a real success.

One visitor said the room was like 'an oasis of civilisation' amid the din of the event. Another commented that it produced the 'best sound of the entire show.' ◀

M40.1s on show by Stereo Now



The new look website continues to be very popular. Don't forget it as your first port of call. www.harbeth.co.uk

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ISO MEANS NEW WARRANTY CLAIM – VIDEO-QC

AT our last ISO inspection we had to demonstrate a process for handling spares, even though our factory QC is excellent and the vast majority of our customers



are careful – and treat their Harbeth speakers with respect. While this was accepted, the inspector commented that as we proudly say ‘a Harbeth speaker can last for 20+ years...’. Now that we have made more than 40,000 pairs of speakers we must demonstrate a system to handle even the few spares requests we receive! We have installed a high-resolution video recording system (see above) which allows

us to dissect field-returns and video record our findings with commentary which can, if necessary, be made available to the customer.

Our spares procedure is straightforward:

1. Customer contacts Harbeth local distributor and (honestly) explains the situation and why spares are needed.
2. Distributor completes ‘Spares Authorisation form’ after discussing the most likely reason for failure with the customer and copies this to Harbeth UK.
3. Distributor requests replacement unit for Harbeth UK. Harbeth UK arranges despatch of suitable part (if available) and invoices distributor.
4. Distributor receives replacement part from Harbeth UK.

An added dimension is that the distributor asks customer to return unit to local distributor

who is trained to undertake basic identification of reason for failure. If unit is burned-out or otherwise clearly not a Warranty issue, distributor will apply local sales policy.

A further refinement is that if the Distributor is not able to analyse the problem (i.e. the driver is not obviously burned-out) but is otherwise defective, the part is returned to Harbeth for ISO/video-QC inspection. Distributor will apply local sales policy.

If Harbeth UK cannot resolve the problem they will apply a ‘benefit of the doubt’ policy. This will satisfy Harbeth’s obligations to the ISO 9001 specification. ◀



CANADIAN WELCOME

THERE was a very warm welcome in Canada for Harbeth’s MD and designer Alan Shaw who flew in to the 2008



Festival Son & Image in Montreal. The event is very special and the caliber of equipment, setup and enthusiasm is among the best in the world. Plus there’s a special excitement that only a city like Montreal

can bring. Harbeth’s Canadian distributor, *Planet of Sound*, in combination with Harbeth USA, showed all Harbeth models including the new Monitor 40.1 in their two Sheraton Hotel rooms. They encouraged buyers to bring their favourite LP or CD to be played. And, for the first 10 visitors each day they gave away a free Harbeth t-shirt. ◀

NEW series of British Library CDs featuring famous English author Evelyn Waugh was mastered on Harbeth M40s. www.bl.com

■ **ON-LINE WARRANTY AMNESTY**– help Harbeth to map its speakers all over the world. The new-look Harbeth website allows for instant Registration of Harbeth speakers. Just go to www.harbeth.co.uk and enter the serial numbers and your a few details. This ensures that your speakers will be officially registered. “This is in addition to the normal printed Registration card supplied with your speakers which should be returned to your dealer/ importer in the normal way”, says Harbeth’s Andy Sinden. After your on-line Registration is updated on our database, we will email you with details of Harbeth’s Warranty options. If you change your email address, sell the speakers or move home, please be sure to re-register simply by going back

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