

Repair

Service for the CFX MKII Series mixers is available at a factory-authorized service center. Service for Mackie mixers living outside the United States can be obtained through local dealers or distributors.

If your mixer needs service, follow these instructions:

1. Review the preceding troubleshooting suggestions. Please.
2. Call Tech Support at 1-800-898-3211, 8am to 5pm PST, to explain the problem in detail. If it appears that the mixer needs repair, you will be given a Service Request Number. Have your mixer's serial number ready. *You must have an Service Request Number before you can obtain service at a factory-authorized service center.*
3. Keep this owner's manual and the detachable linecord. We don't need them to repair the mixer.
4. *Pack the mixer in its original package, including endcaps and box. This is VERY IMPORTANT.* When you call for the Service Request Number, please let Tech Support

know if you need new packaging. *Mackie is not responsible for any damage that occurs due to non-factory packaging.*

5. Include a legible note stating your name, shipping address (no P.O. boxes), daytime phone number, Service Request Number, and a detailed description of the problem, including how we can duplicate it.
6. Write the Service Request Number in **BIG PRINT** on top of the box. Product shipped without the Service Request Number will be refused.
7. Tech Support will tell you where to ship the mixer for repair. We suggest insurance for all forms of cartage.
8. We'll try to fix the mixer within five business days. Once it is repaired, we'll ship it back the same way in which it was received. This paragraph does not necessarily apply to non-warranty service.

Note: You must have a sales receipt from an Authorized Mackie Dealer to qualify for a warranty repair.

APPENDIX B: Technical Info

Specifications CFX12, CFX16, CFX20 MKII

Mixer Section

Frequency Response

Mic Input to any Output (Gain at 0 dB):
+0, -1 dB, 32 Hz to 20 kHz

Distortion

THD and SMPTE IMD; 20 Hz to 20 kHz

Mic Input to Main Output:
< 0.05% @ +4 dBu output

Noise

20 Hz to 20 kHz BW (150Ω source impedance)

Equivalent Input Noise (EIN):
-127 dBu

Residual Output Noise:
Main, Monitor, and Effects outputs
Channel & Master levels off
-95 dBu

Common Mode Rejection Ratio (CMRR)

60 dB @ 1 kHz, Gain @ 0 dB

Crosstalk

Adjacent Inputs or Input to Output:
-90 dB @ 1 kHz

Fader Off
-90 dB @ 1 kHz

Mute Switch and Break Switch Mute
-80 dB @ 1 kHz

Input Gain Control Range

Mono Channels	
Mic In:	+5 dB to +50 dB
Line In:	-15 to +30 dB
Stereo Channels	
Line In:	-20 to +20 dB

Phantom Power

+48V DC

Equalization

Low Cut:	100Hz, -18 dB/octave
Mono Channel EQ:	
High	±15 dB @ 12 kHz
Mid	±15 dB @ 100 Hz to 8 kHz
Low	±15 dB @ 80 Hz
Stereo Channel EQ:	
High	±15 dB @ 12 kHz
High Mid	±15 dB @ 3 kHz
Low Mid	±15 dB @ 400 Hz
Low	±15 dB @ 80 Hz
Graphic EQ (9 bands):	
Q = 1.414, ISO octave centers	
±15 dB @ 63, 125, 250, 500, 1k, 2k, 4k, 8k, 16k Hz	

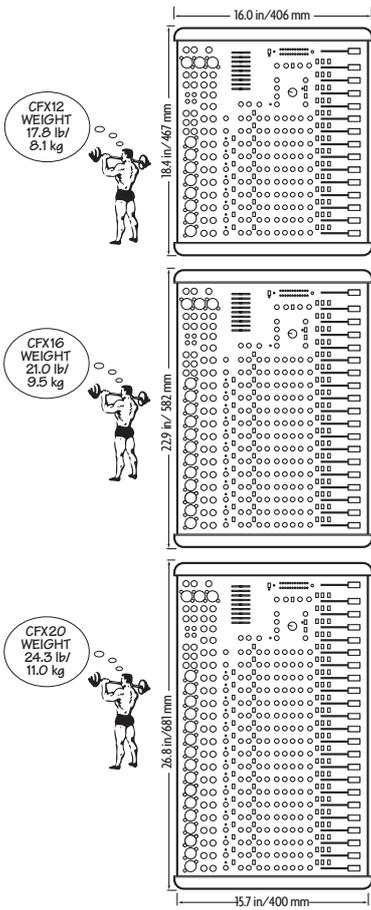
Mixer Rated Output

Main, Sub, Aux, & Efx:	+4 dBu
Maximum Rated Output:	+20 dBu

Maximum Input Levels

Mic Input:	-28 dBu, Gain @ +50 dB
	+18 dBu, Gain @ +6 dB
Line Input:	-8 dBu, Gain @ +30 dB
	+38 dBu, Gain @ -15 dB

Insert Input, Stereo Line Input, Tape Input, and
Effects Return: +20 dBu



Maximum Voltage Gain

Mic Input to

Insert Output:	50 dB
Tape Output:	66 dB
Sub Output:	66 dB
Main Output:	76 dB
Aux Send:	71 dB

Line Input to

Insert Output:	30 dB
Tape Output:	46 dB
Sub Output:	46 dB
Main Output:	56 dB
Aux Send:	51 dB

Stereo Line Input to

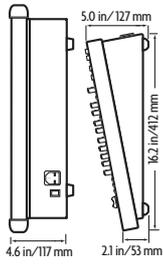
Tape Output:	40 dB
Sub Output:	40 dB
Main Output:	50 dB
Aux Send:	45 dB

Tape Input to

Main Output:	30 dB
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Effects Return to

Main Output:	30 dB
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Input Impedance

Mic Input:	3kΩ, balanced
Line Input:	40kΩ, balanced
Insert Input, Stereo Line Input, Tape Input, and Effects Returns:	10kΩ, unbalanced

Output Impedance

Main Output, Insert Output, Tape Output, Sub Output, and Effects Sends: 150Ω

Digital Effects

Resolution:	16-bit, 2-channel
Number of Presets:	16

Channel Level Set LED (Sensitivity)

0 dBu (normal operating level)

VU Meters

Main L/R
12 segments:
Clip, +10, +7, +4, +2, 0, -2, -4, -7, -10, -20, -30

Disclaimer

Since we are always striving to make our products better by incorporating new and improved materials, components, and manufacturing methods, we reserve the right to change these specifications at any time without notice.

