TECHNICAL NOTE

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Raised by: VL
Distributed to: As Required

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Premium Faders Upgrade
Q326 & Q338

Condition

The Q338 / Q326 premium faders can only be used with software version v2232 or later. The faders have not been tested with any earlier software version.
Worksurface code V4.2 is required for the premium faders to operate correctly.
Premium and standard faders can not be mixed on an individual fader bank.
It is, however, permissible to mix premium and standard faders banks on a console as long as individual banks only have one type of faders.

Preparation

These instructions are a guide to fit the Premium faders upgrade to Q326 & Q338 consoles.

Important Note: This is not considered an operator action. This note is for the use of factory approved technicians only.

You will need to have the following tools to hand:

- Pozi-screwdriver no1
- 2.0 Hexagonal driver (Allen Key)
- 5.5 nut driver
- Soft material (e.g. bubble wrap or foam) for resting panels on

Ensure you have taken appropriate anti-static precautions

Avoid working in areas with synthetic floor coverings or carpet, especially polypropylene material, as opposed to natural materials such as solid wood or wool. Ideally work at a proper workbench with ESD safe features, such as a metal frame. Before commencing, try to discharge yourself into a mains earth fitment, water pipe etc.

This is important as parts of this kit are sensitive to static electricity and even if any damage is not immediately obvious, so called “latent damage” can occur, where a device may be partially degraded yet continue to perform its intended function. However, the operating life of the device may be reduced dramatically, leading to premature failure.

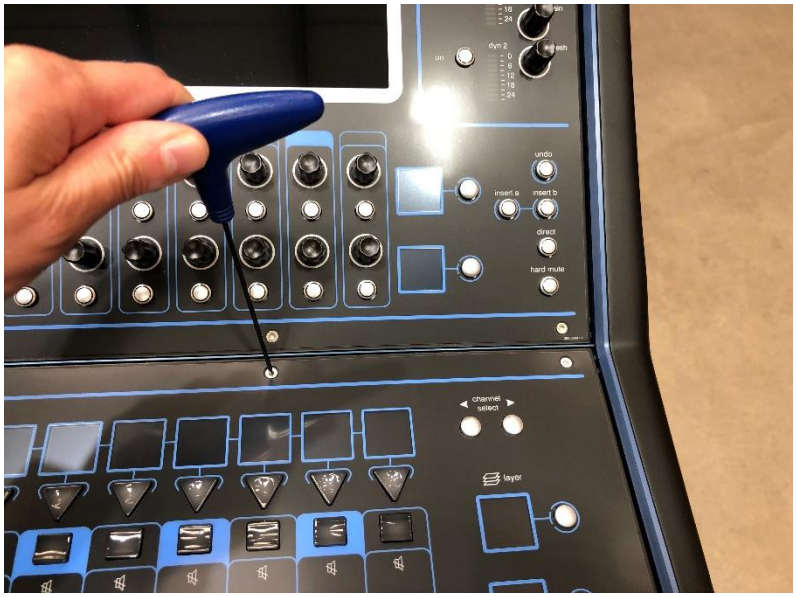
Read the instructions carefully before starting and leave yourself plenty of time to perform the upgrade.

Procedure

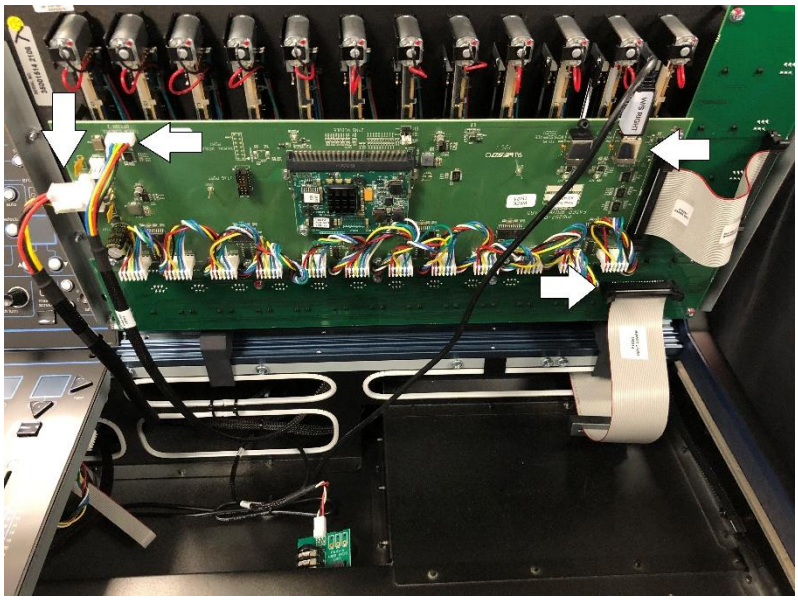
Before you start:
Shut the mixer down, switch off, and remove power leads.

Remove the input and master panels

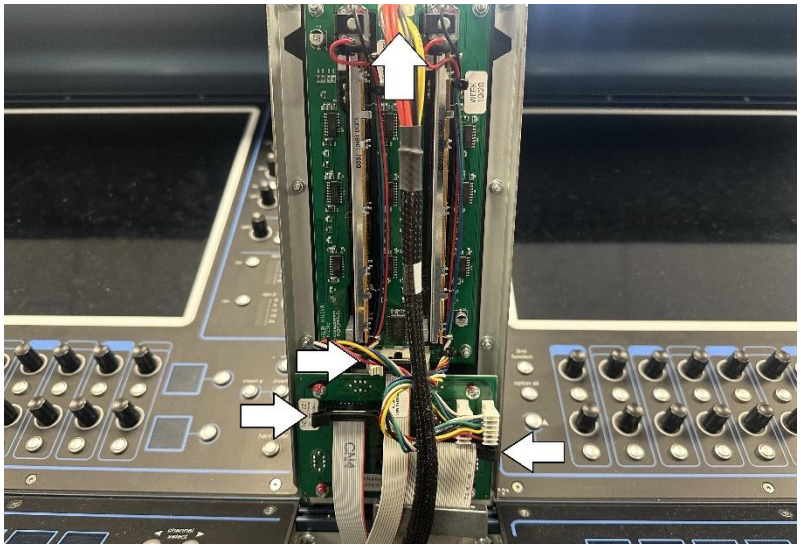
Unscrew the hex screws holding each panel to the console frame, 8x screws for each input panel & 4x for the master panel.



Lift the panel and disconnect all cables marked to be able to fully remove it.



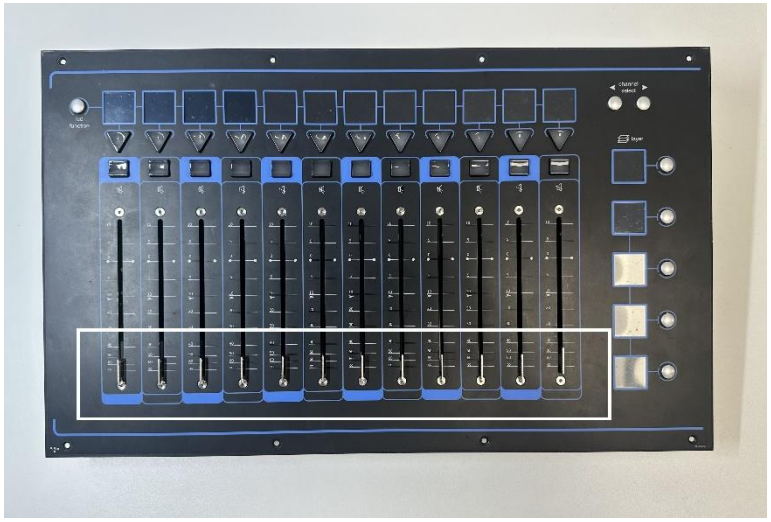
Lift the master panel and disconnect all cables.



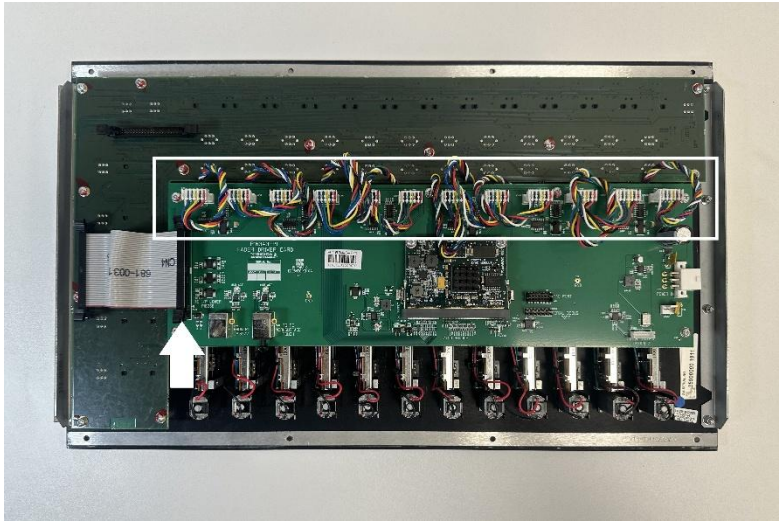
Disassembly of the input and master panels

Input panel
Place the panel on top of a clean surface.

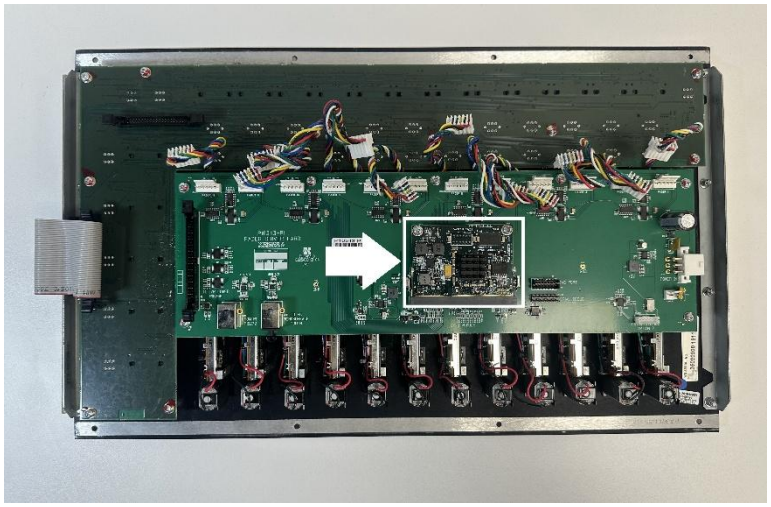
Remove all fader caps.



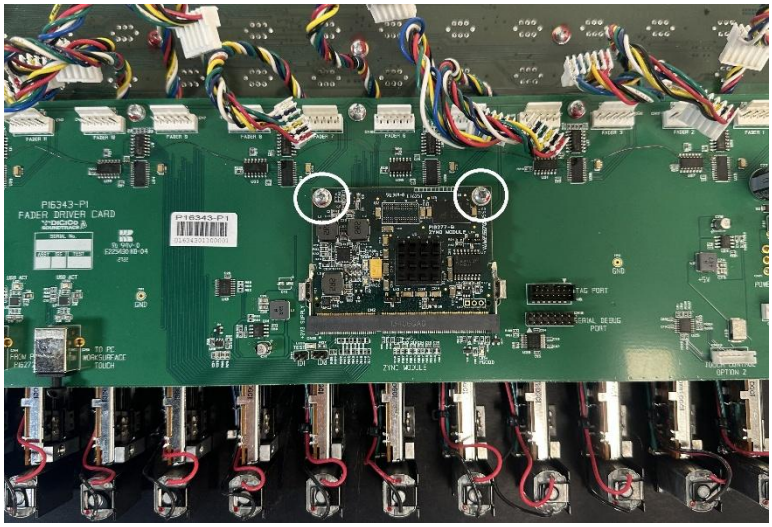
Flip the panel over and disconnect the grey ribbon cable and all fader looms from the fader driver card.



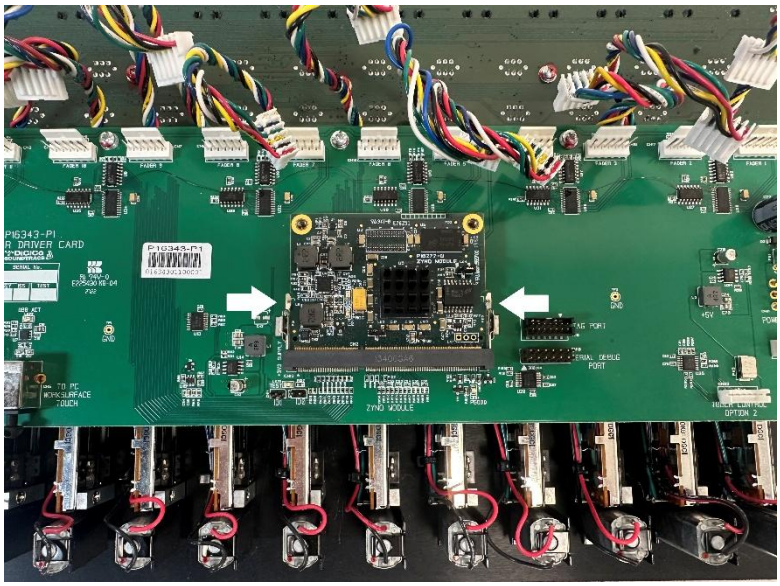
Locate the Zynq module on top of the fader driver card.



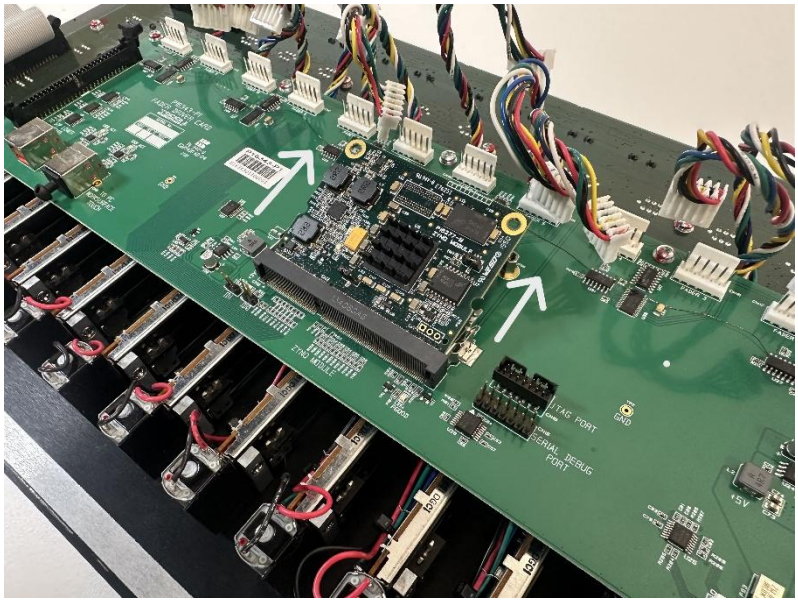
Remove the two screws holding the Zynq module in place.



To fully remove the Zynq module, gently pull the locks on each side of the module.

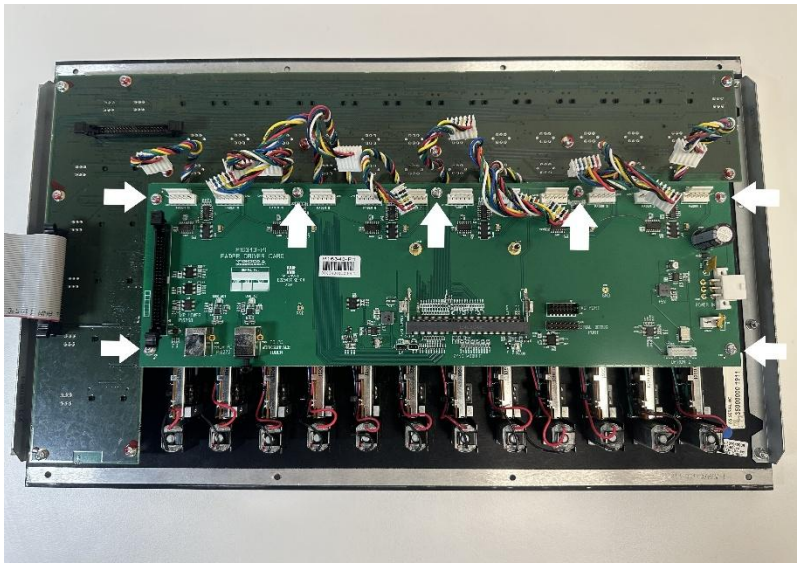


Doing this, it will bring the module into a raised position. Remove it by pulling it gently out from the socket.

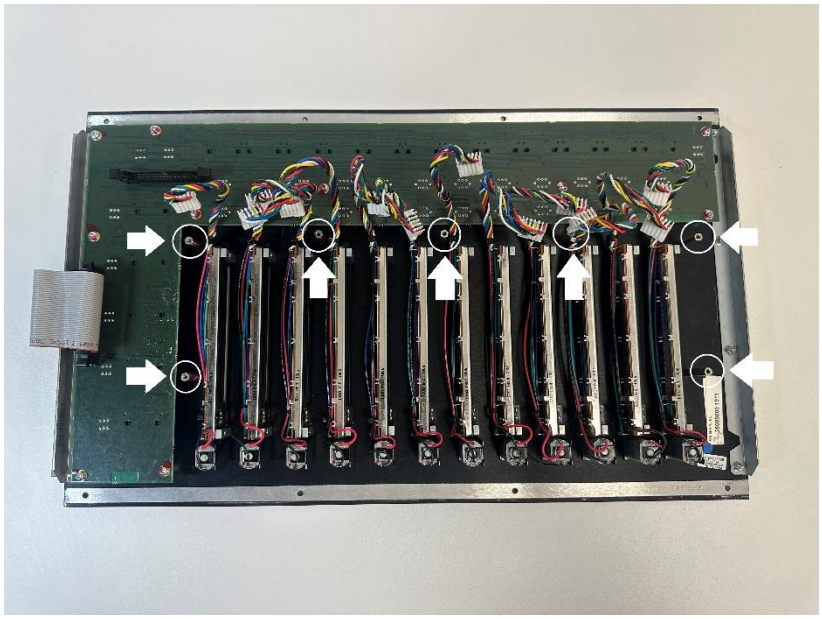


Note: this Zynq module will be used again, place it in a safe and clean area

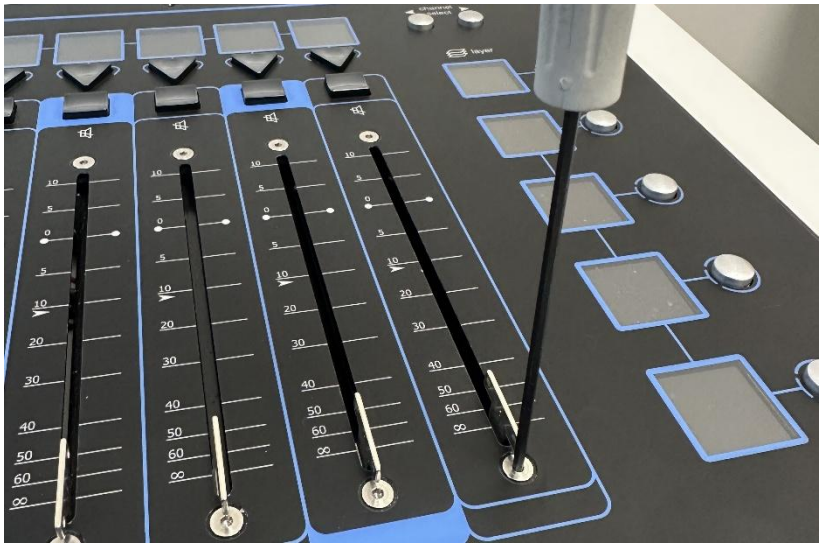
Remove all x7 screws to remove the fader driver card from the panel.



Locate and remove all x7 hex standoff spacers.



Further to this, flip over the panel and remove all existing faders by unscrewing all x24 hex screws.

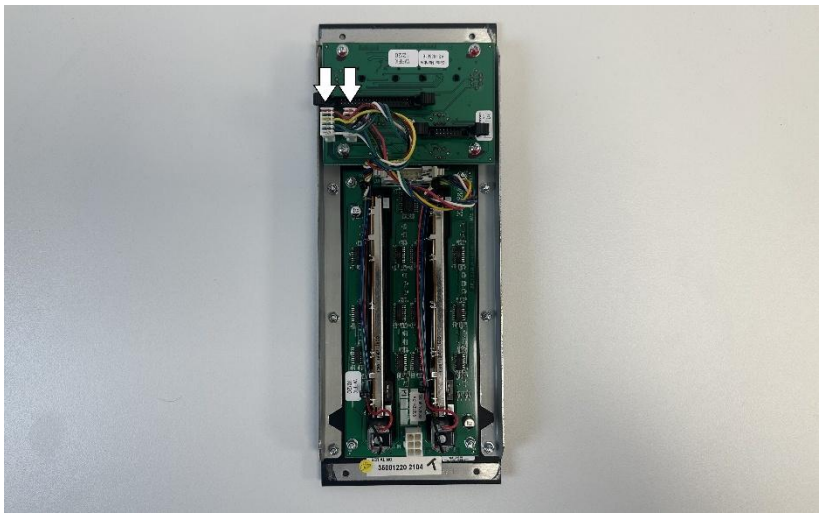


Master panel

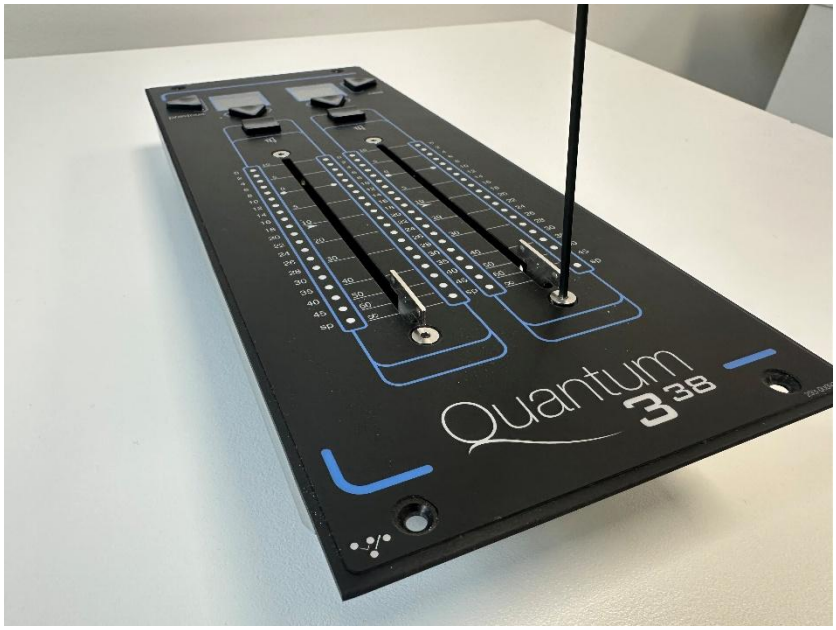
Place the panel on top of a clean surface.

Remove the two fader caps.

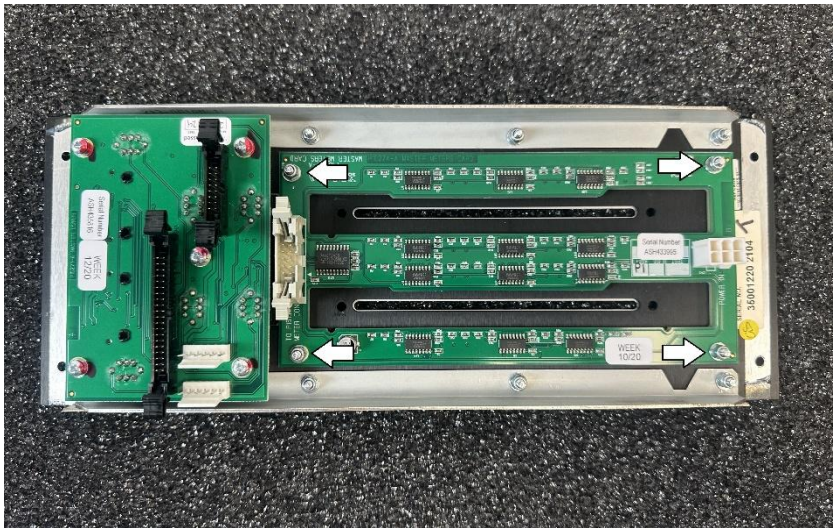
Flip the panel over and disconnect the fader looms from the pcb.



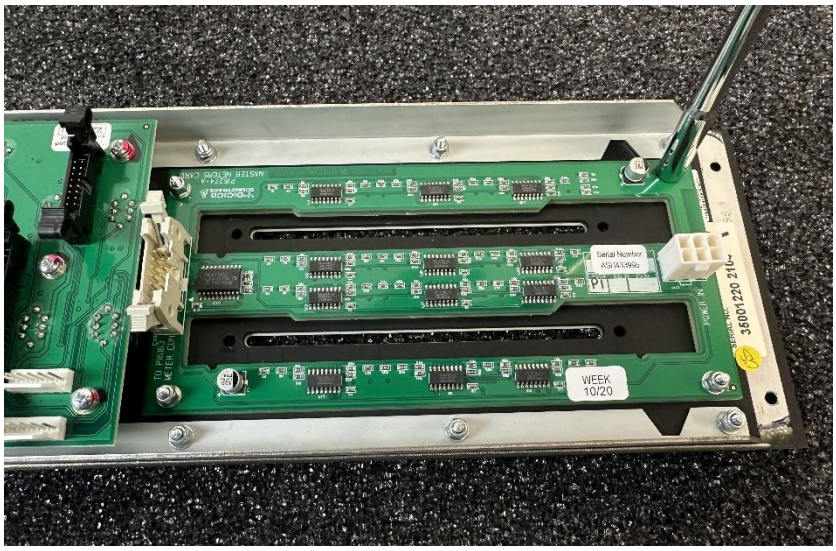
To fully remove the faders, unscrew the x4 hex screws holding the faders to the panel.



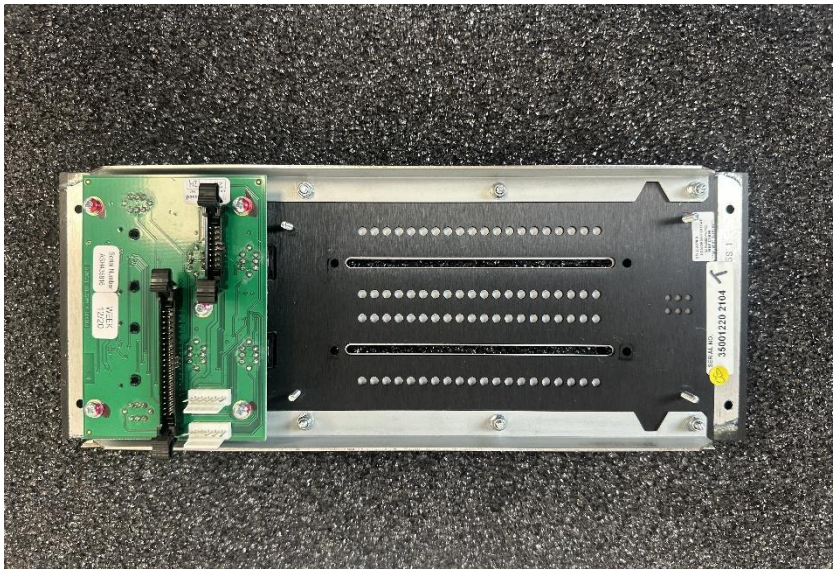
Once again, flip the panel over and locate the x4 nuts securing the master meter card and insulator to the metal work.



Remove all x4 nuts and washers.



Master meter card and insulator can be fully removed.



Premium faders assembly and installation

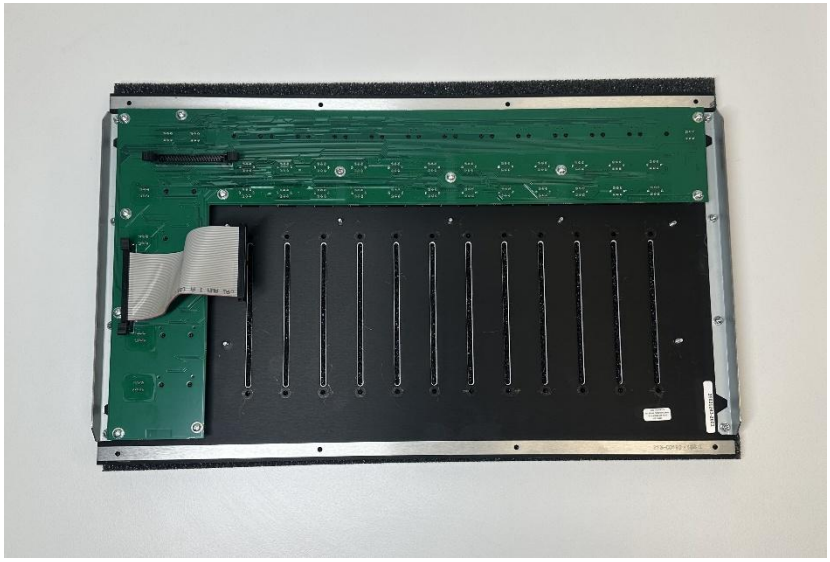
Premium Faders installation (Input panel)

Verify your kit contains the following.

1x Standoff bracket
12x Premium faders
12x Input fader looms
12x Silver fader caps
4x Washers
4x Nyloc nuts
9x Pozi screws
24x Hex screws
1x Fader driver card

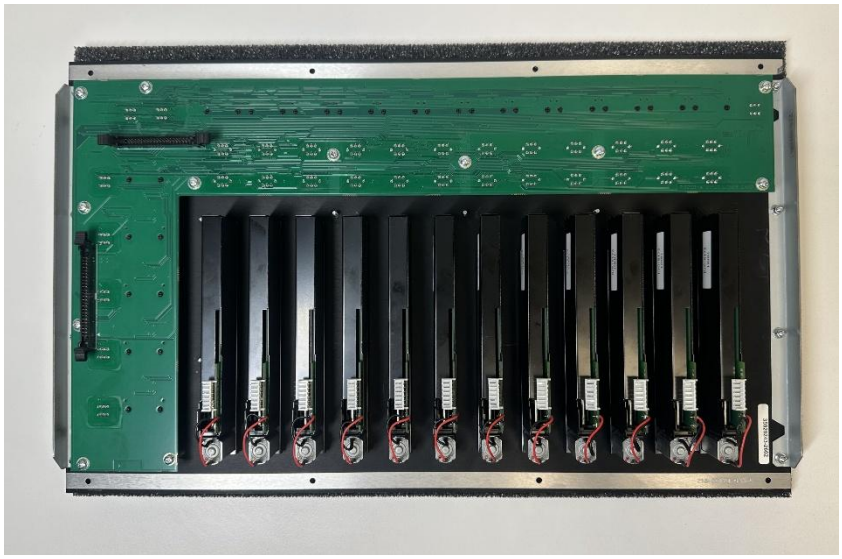
Assembly and installation

Place the input panel facing down on top of some foam to avoid scratching the vinyl.

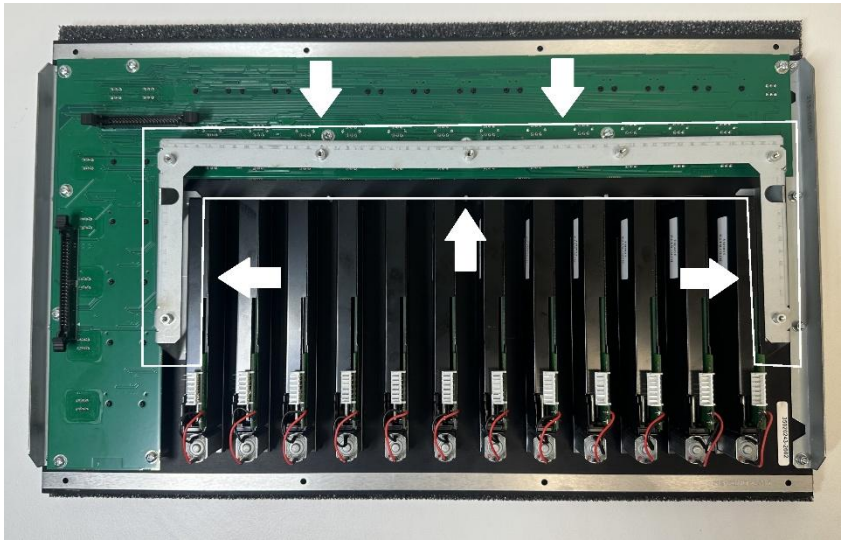


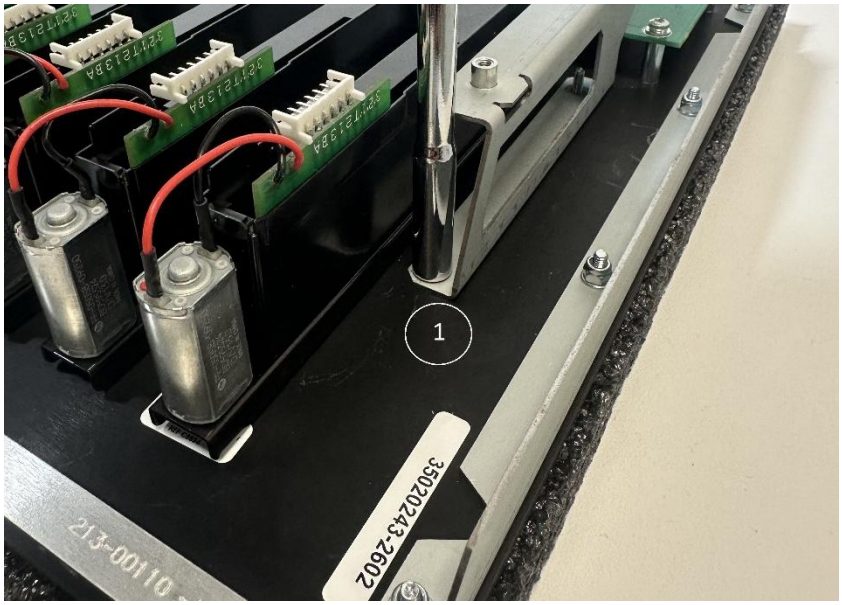
Install all x 12 faders with the hex screws provided in the kit, making sure the fader motor is facing the bottom of the panel.

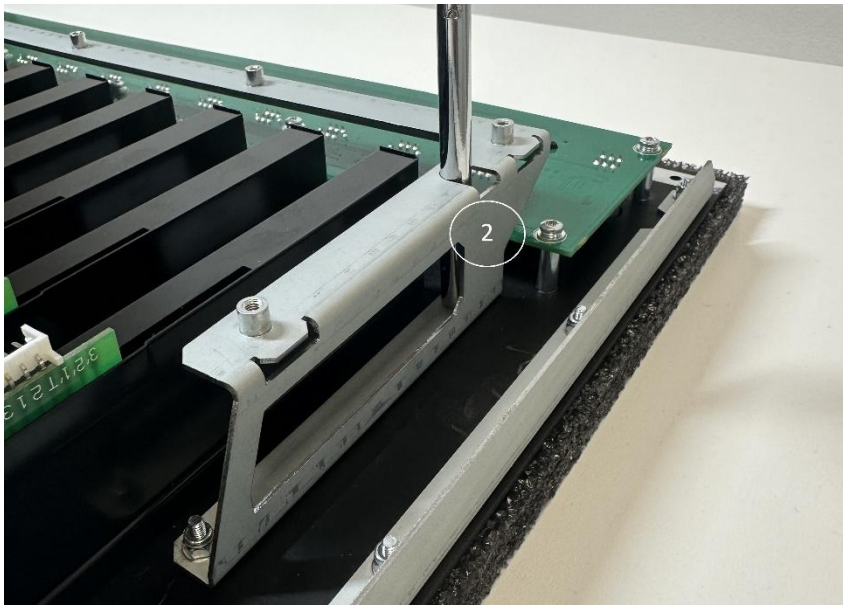
Faders installed.



Install the new bracket where the previous standoffs were located and secure down with the washers and Nyloc nuts provided.



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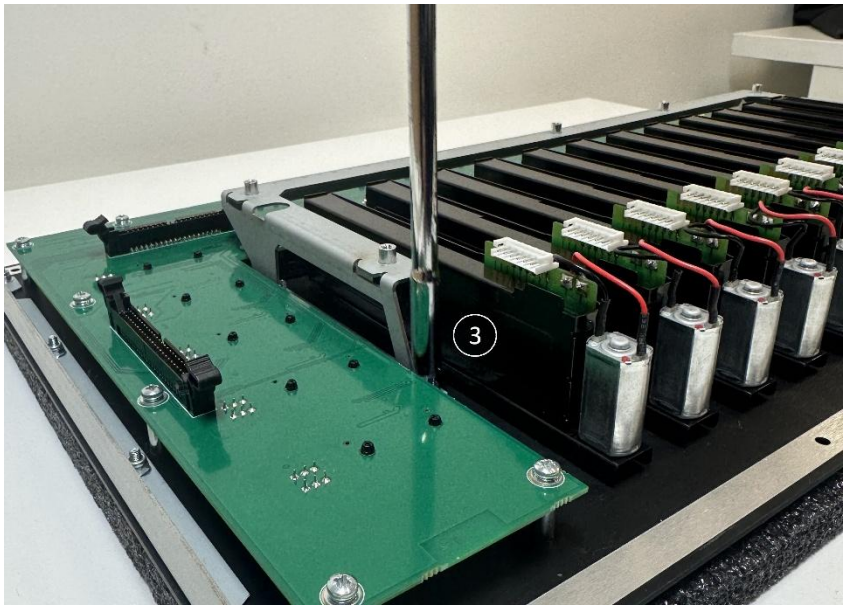
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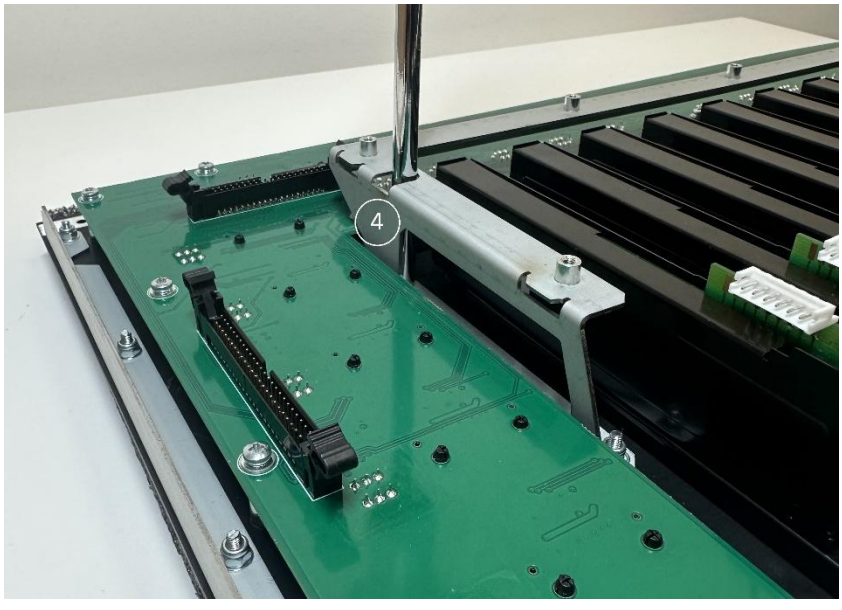
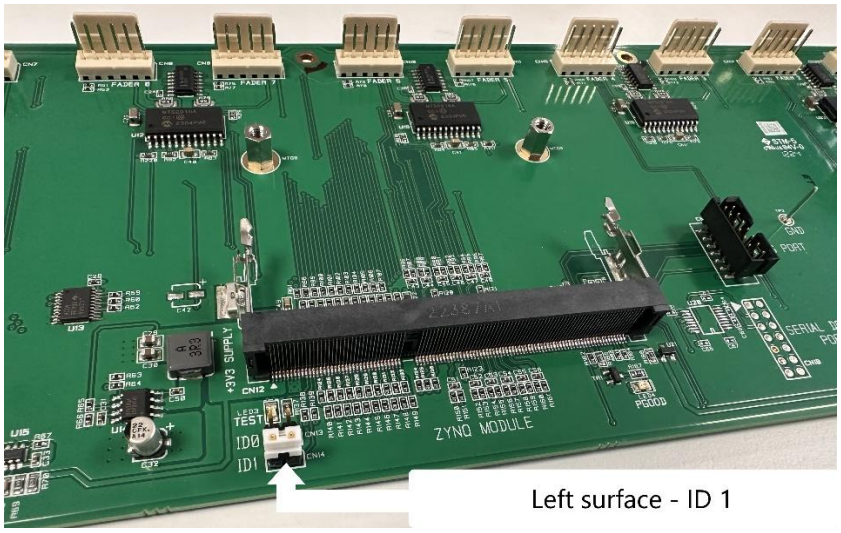
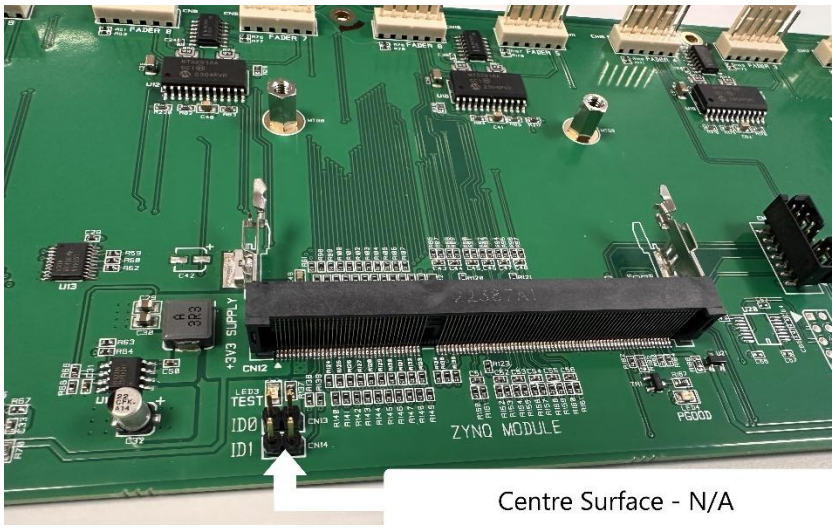

4

Verify and set the jumper settings on the new fader driver cards.

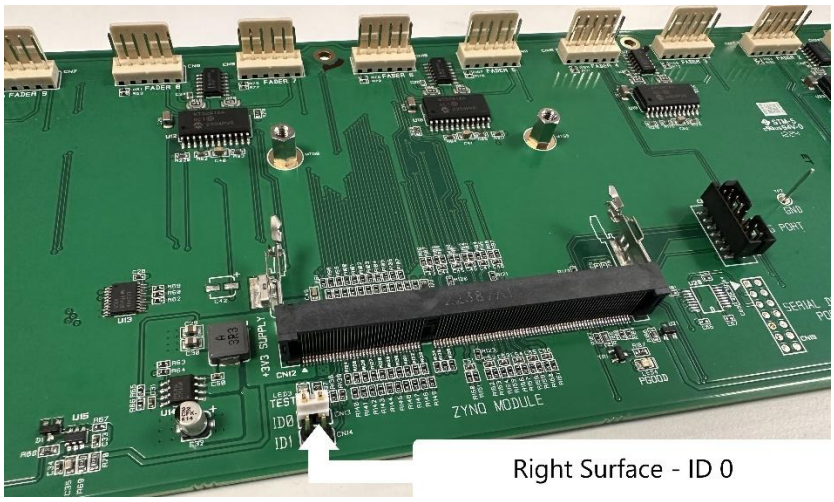
Q338 - LEFT / CENTRE / RIGHT
Q326 - LEFT / CENTRE / N/A



Left surface - ID 1

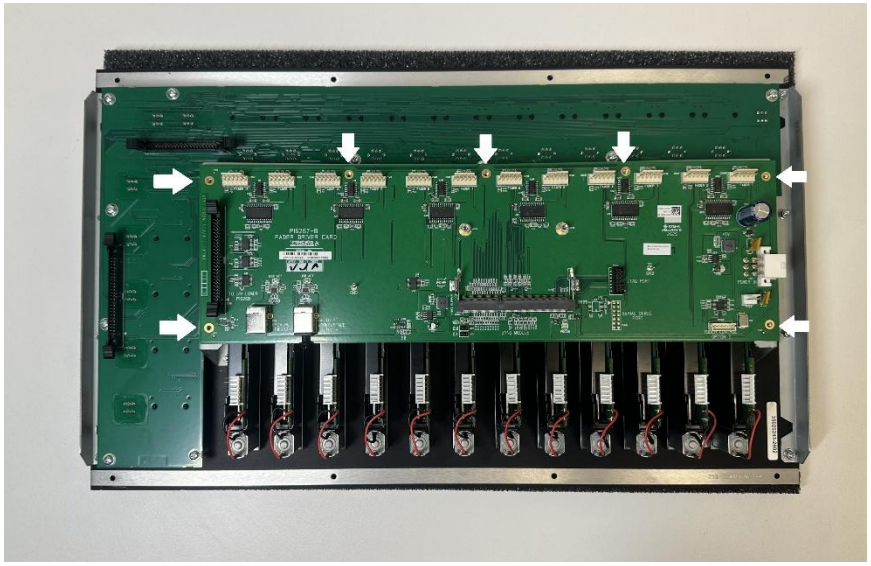


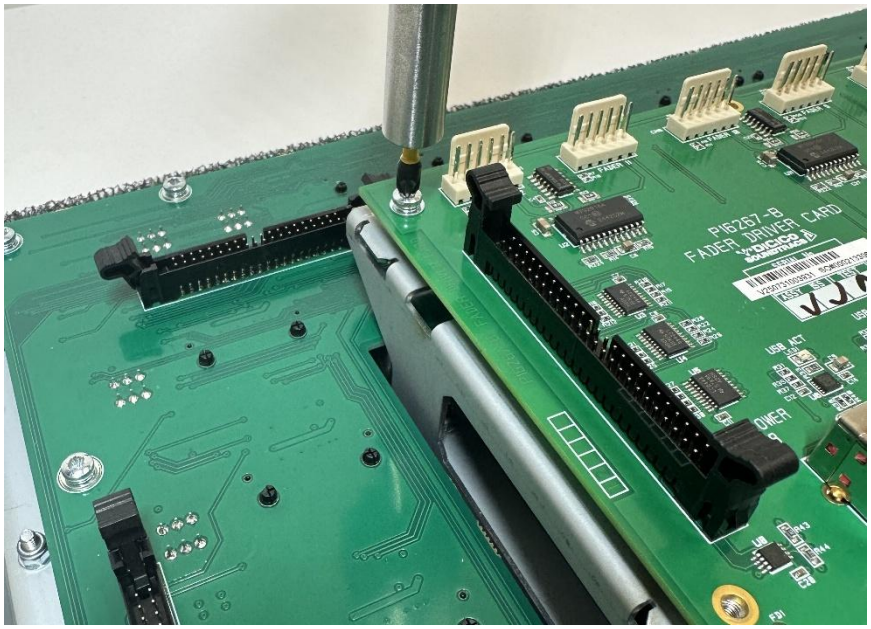
Centre Surface - N/A



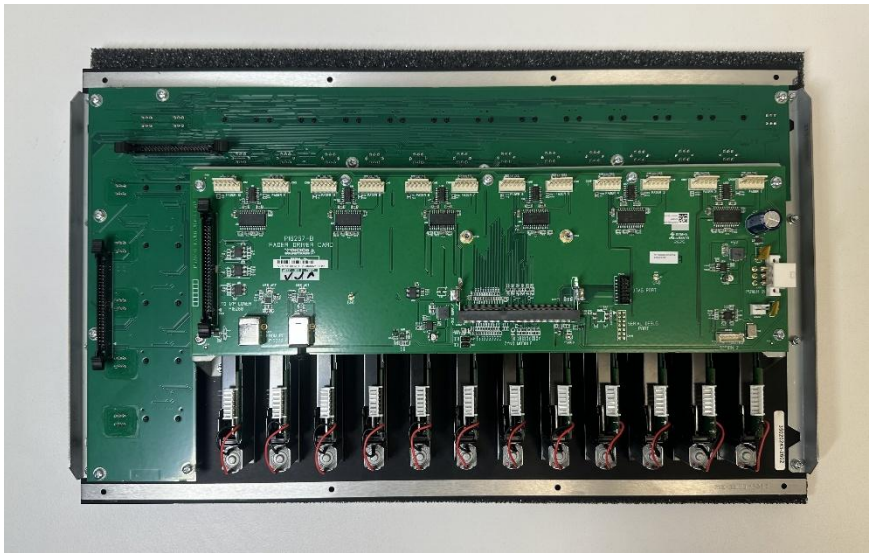
Right Surface - ID 0

Place the new fader driver card on top of the bracket fitted in the previous step and secure it down with the pozi screws.

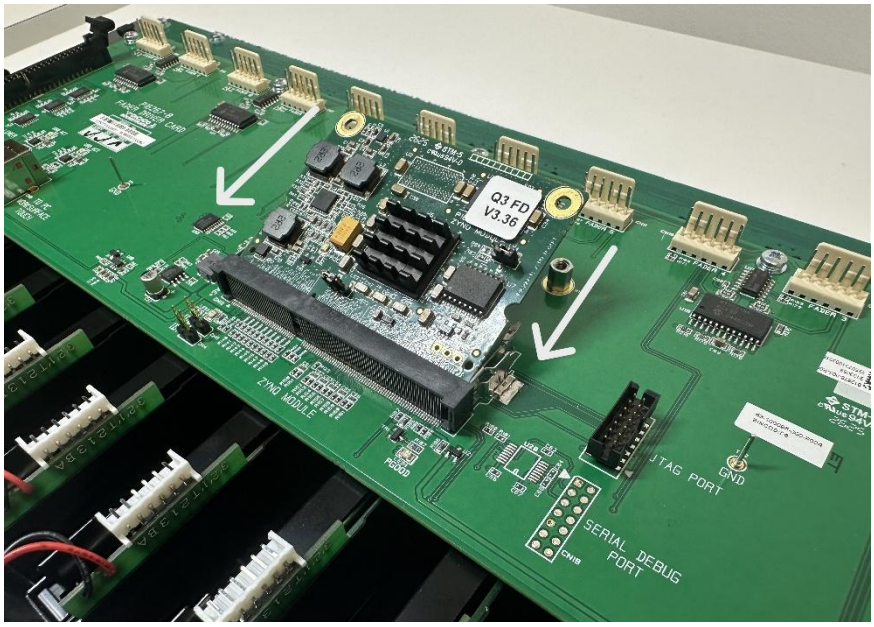




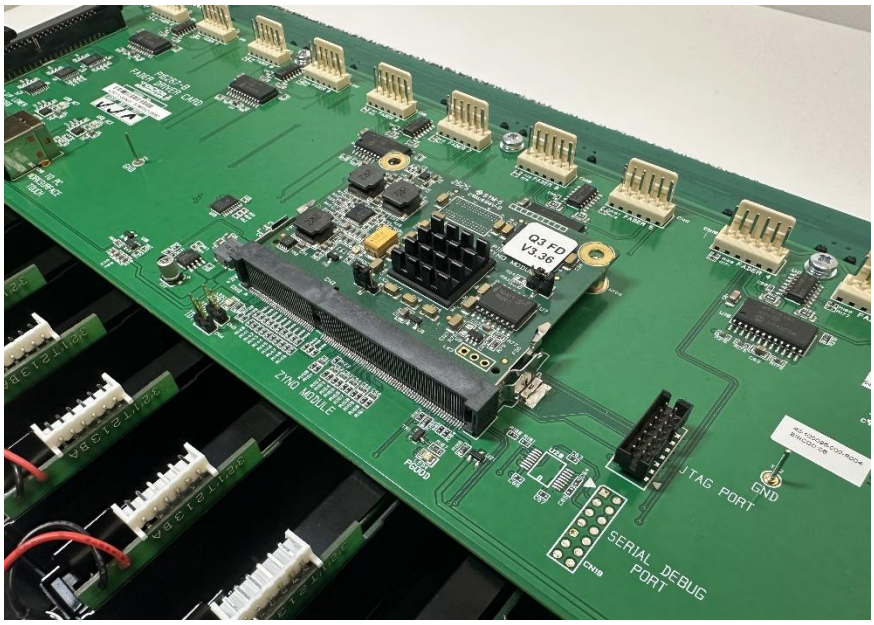
Fader driver card installed.



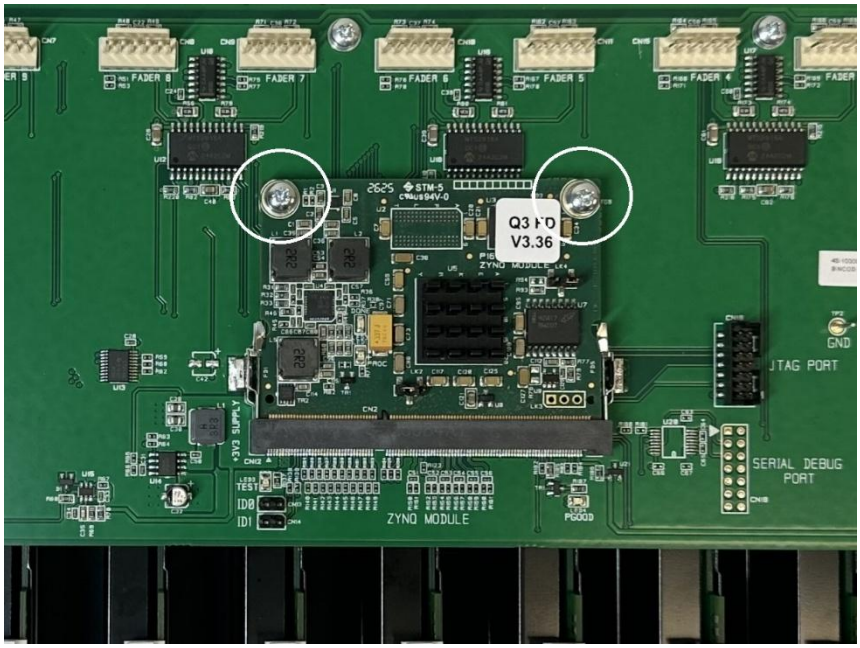
Gently insert the Zynq module previously removed from the old fader driver card into the new one.



Push the module down until you hear a click from the locking tabs securing the PCB from both sides.

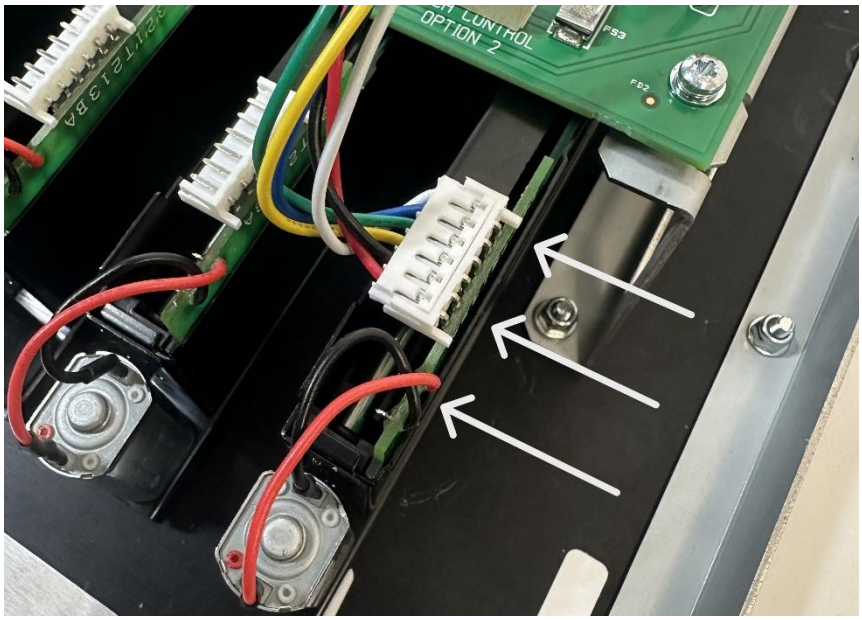


Screw down the PCB with the two Pozi screws.

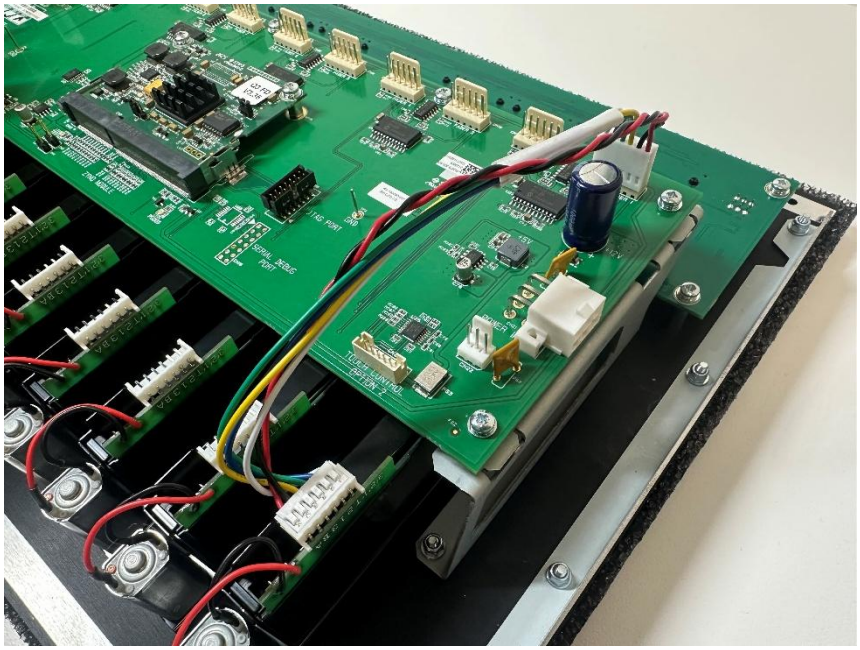


Install the new fader looms.

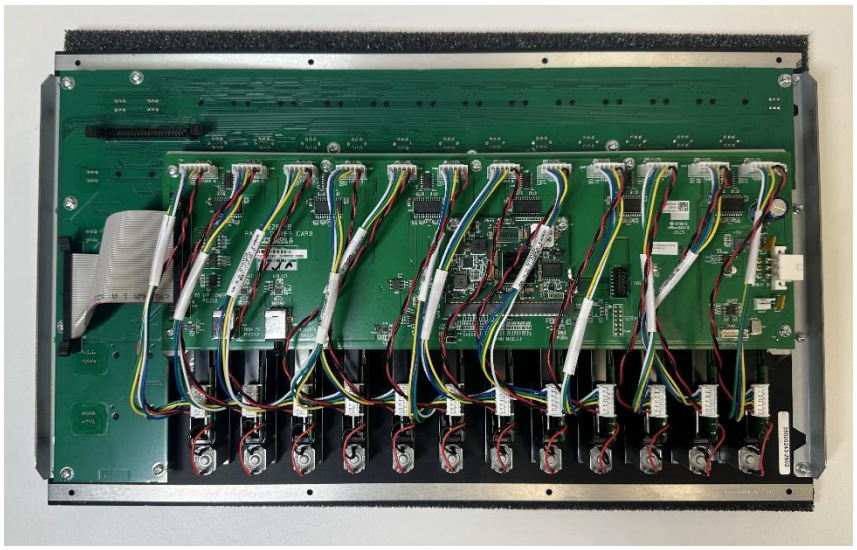
Important note: When connecting the loom to the fader, apply some pressure from the right side, just like the white arrows on the picture below.



Plug the other end of the loom into the fader driver card.



Repeat this same procedure with the rest of the looms.



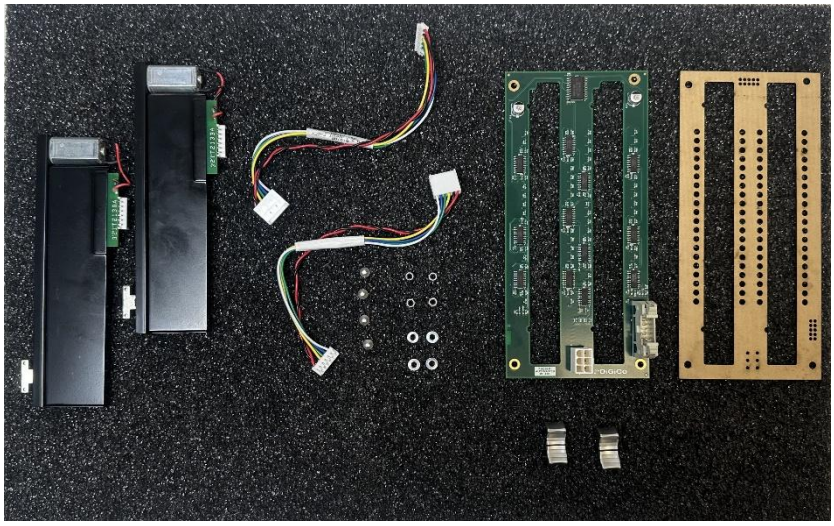
Flip the panel over and install the new fader caps.

The upgrade has been completed, repeat the installation with the other input panels.

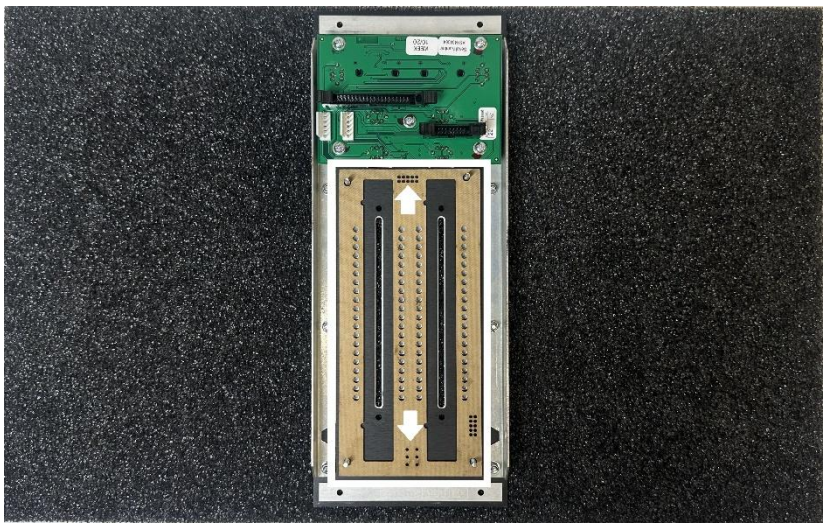
Premium faders assembly and installation (Master section)

Verify your kit contains the following.

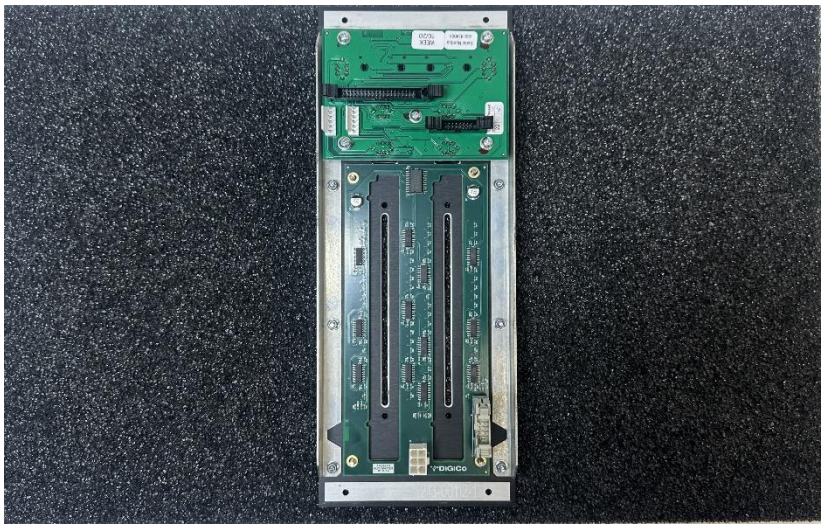
2x Premium faders
2x Fader looms
2x Silver fader caps
1x Master meters pcb
1x Insulator
4x Washers
4x Nyloc nuts
4x Hex screws



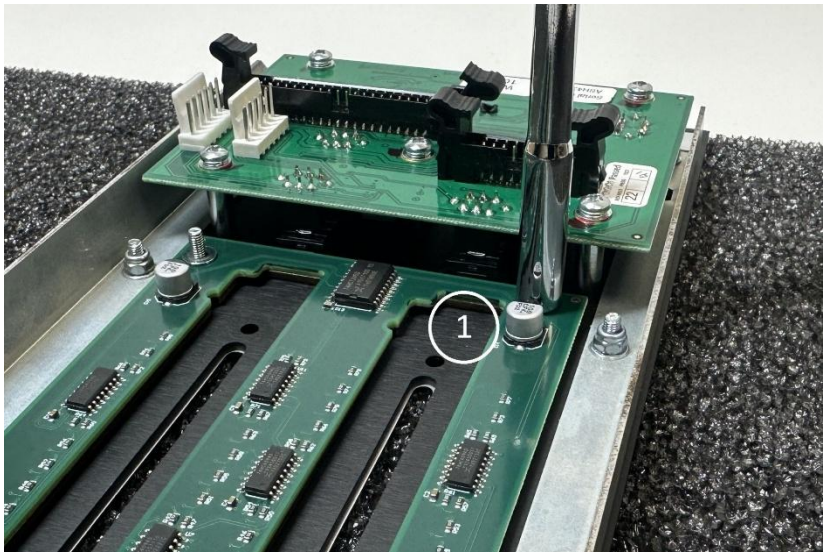
Place the master panel facing down on top of some foam to avoid scratching the vinyl and install the insulator board making sure it has the following orientation.

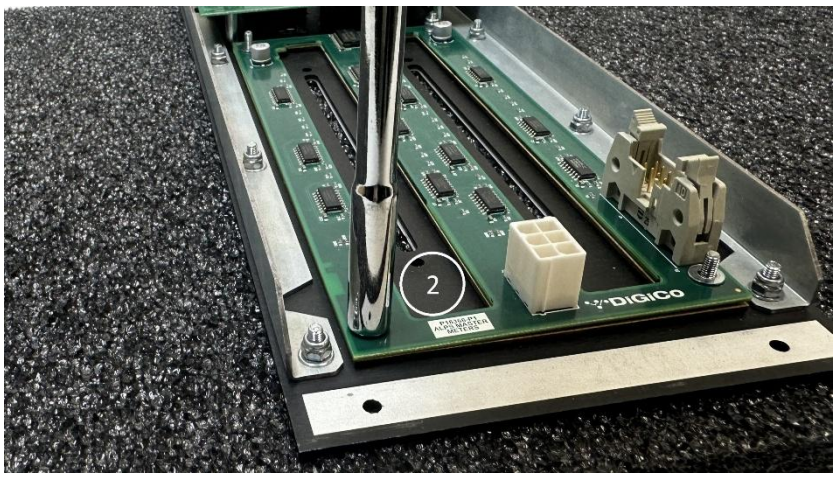


Place the meters pcb on top of the insulator board.



Secure down the insulator board and the meters PCB with the 4 x washers and 4 x Nyloc nuts.

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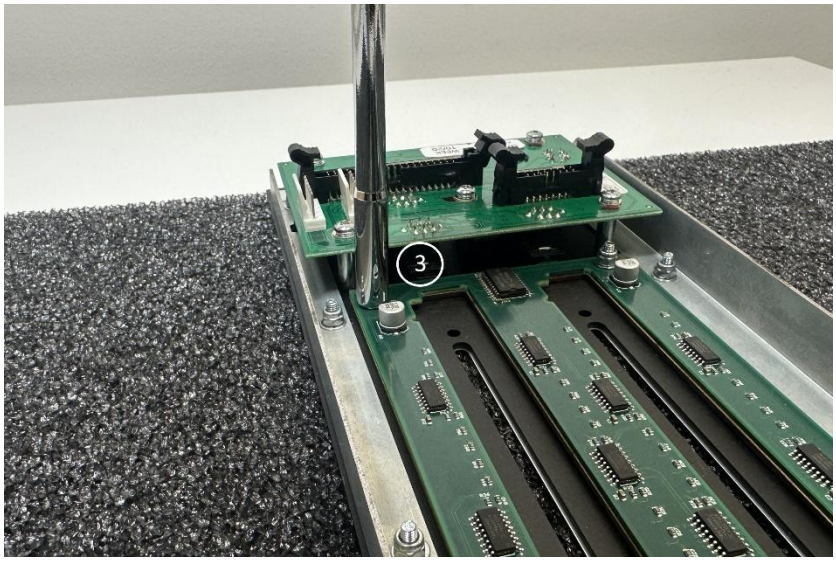
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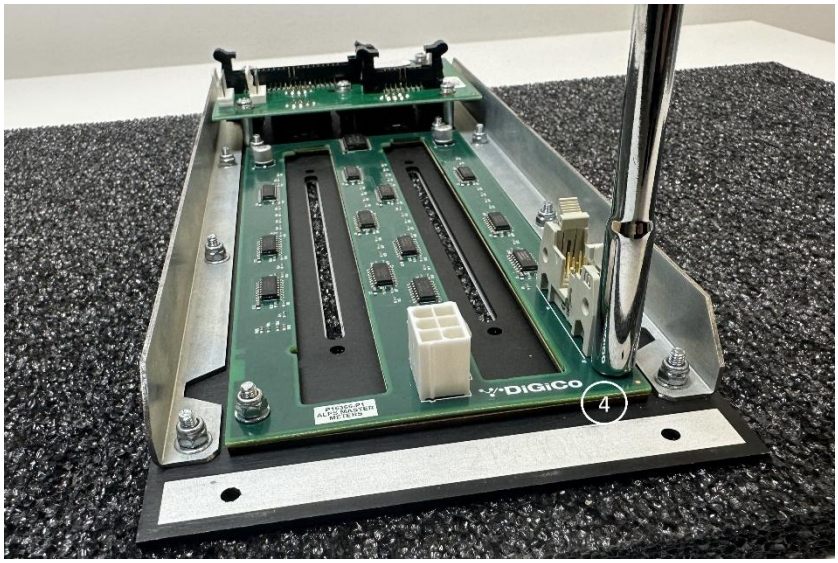
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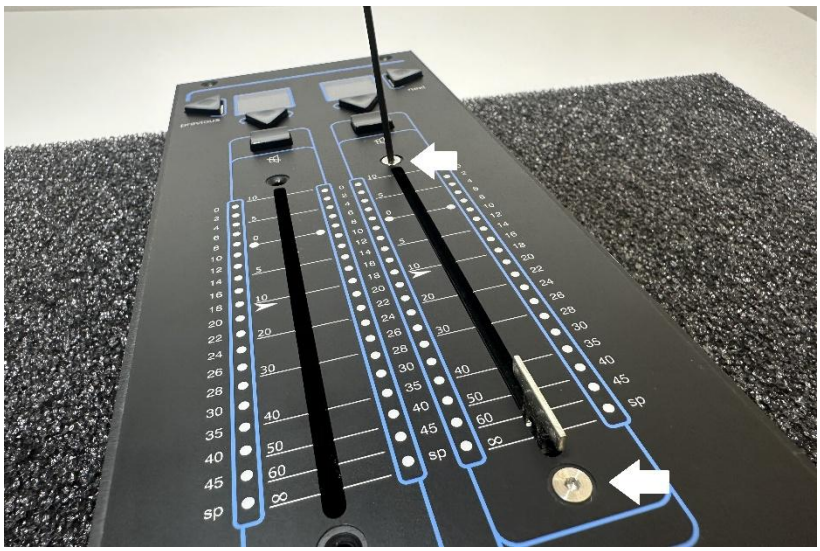
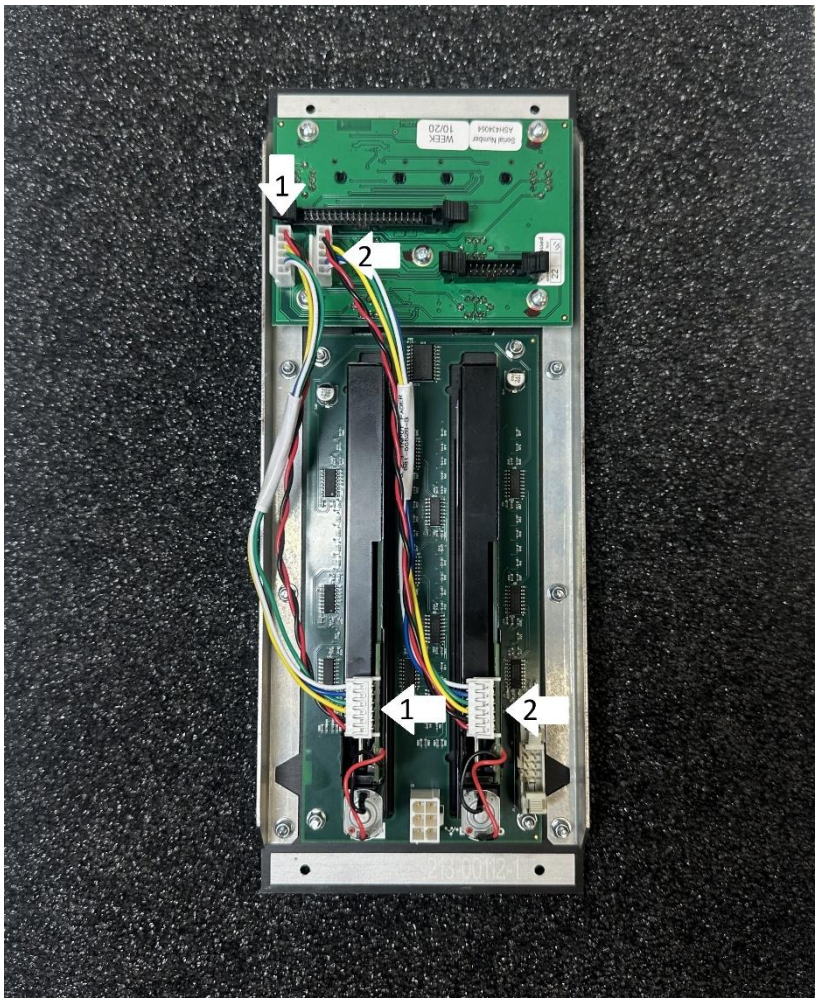
Install the x 2 faders with the hex screws provided in the kit, making sure the fader motor is facing the bottom of the panel.



Install the new fader looms without crossing connections.



Flip the panel over and install the new fader caps.

The installation has been completed.

Reassemble the mixer

Place all fader panels back into the console.
Re-connect all cables accordingly and screw down all panels.

Quantum Setup

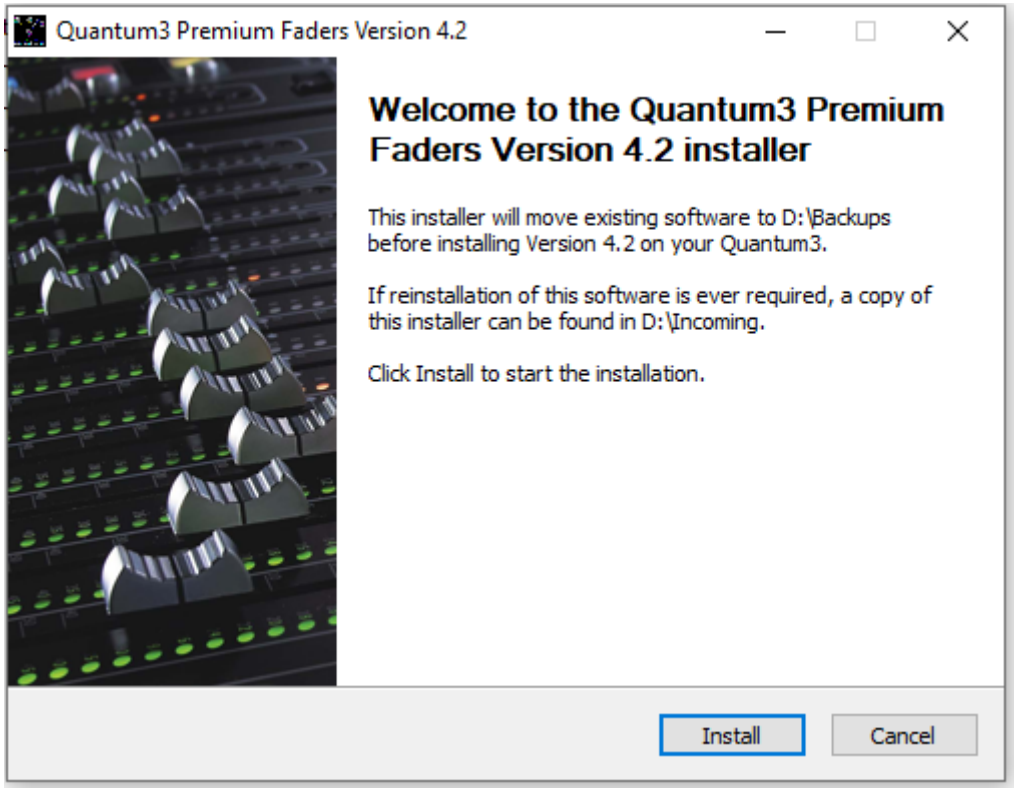
Before proceeding to the software installation, due to all fader driver cards were replaced, a Quantum Setup needs to be performed so these are recognized by the mixer.

Follow **TN538 Quantum Setup Utility** if needed.

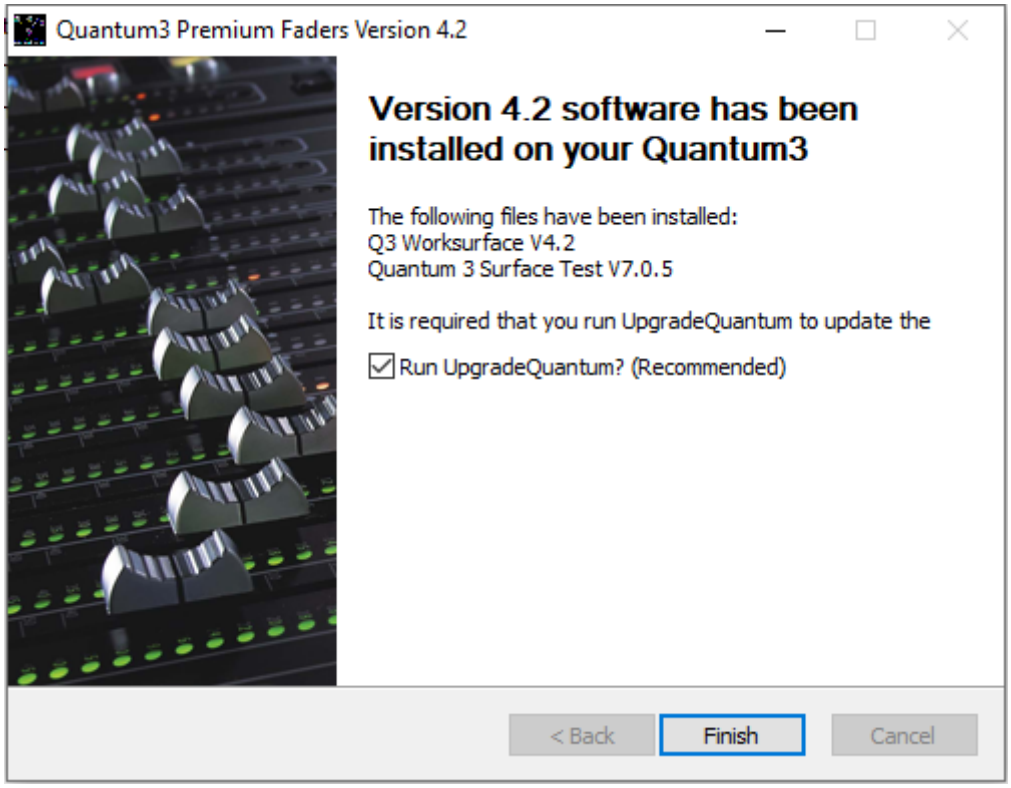
Installing the software

Unzip the file Quantum3_PremiumFaders_V4.2z_Updater.zip and place the resulting exe file on a USB stick. On the console, quit to Quantum Home and Insert the stick into a USB port on the console.

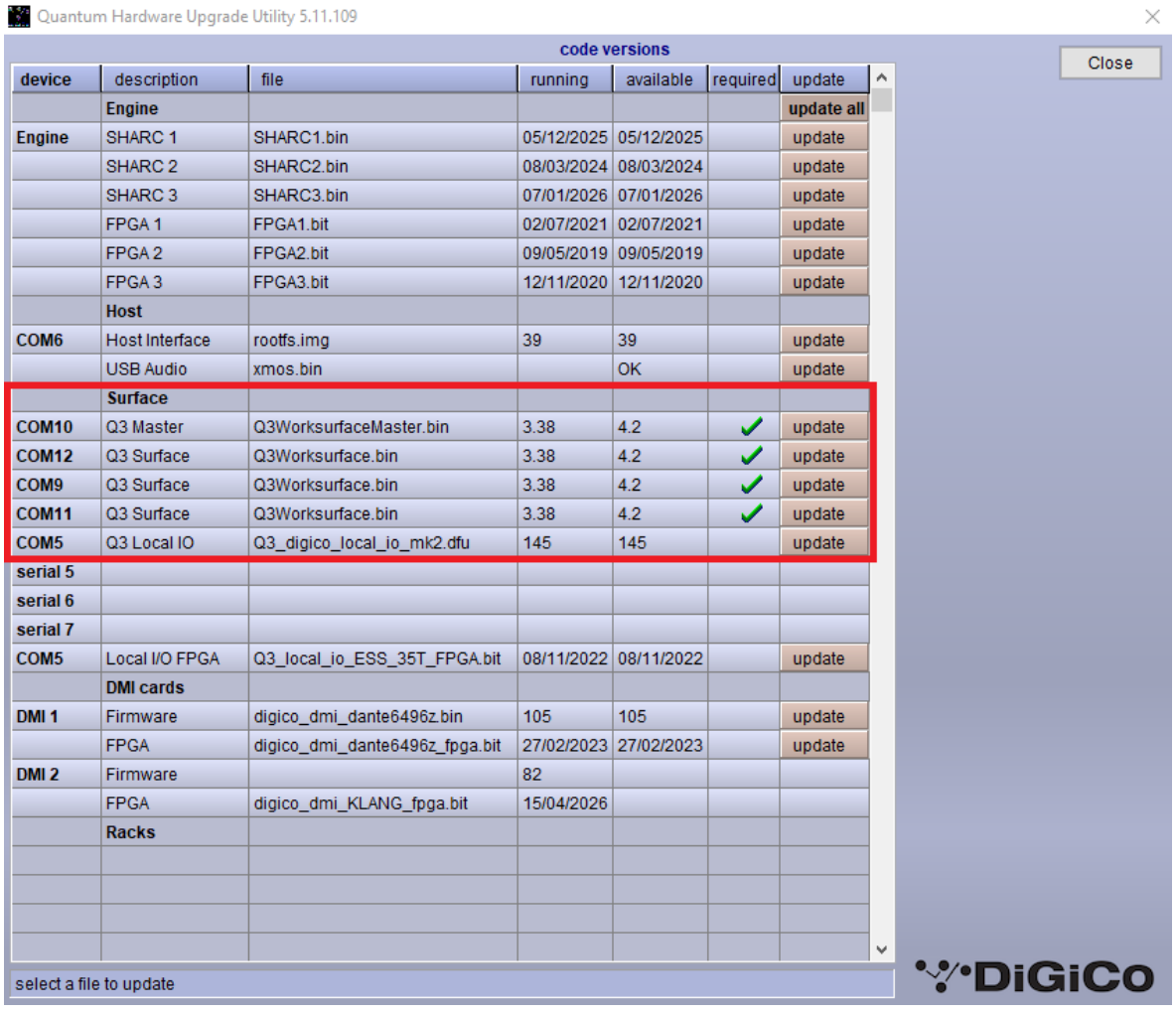
Open the File Browser from the settings menu and navigate to your USB stick. then double-click on the file Quantum3_PremiumFaders_V4.2z_Updater.exe to launch the installer.



Click install and wait for confirmation that the installation has finished.

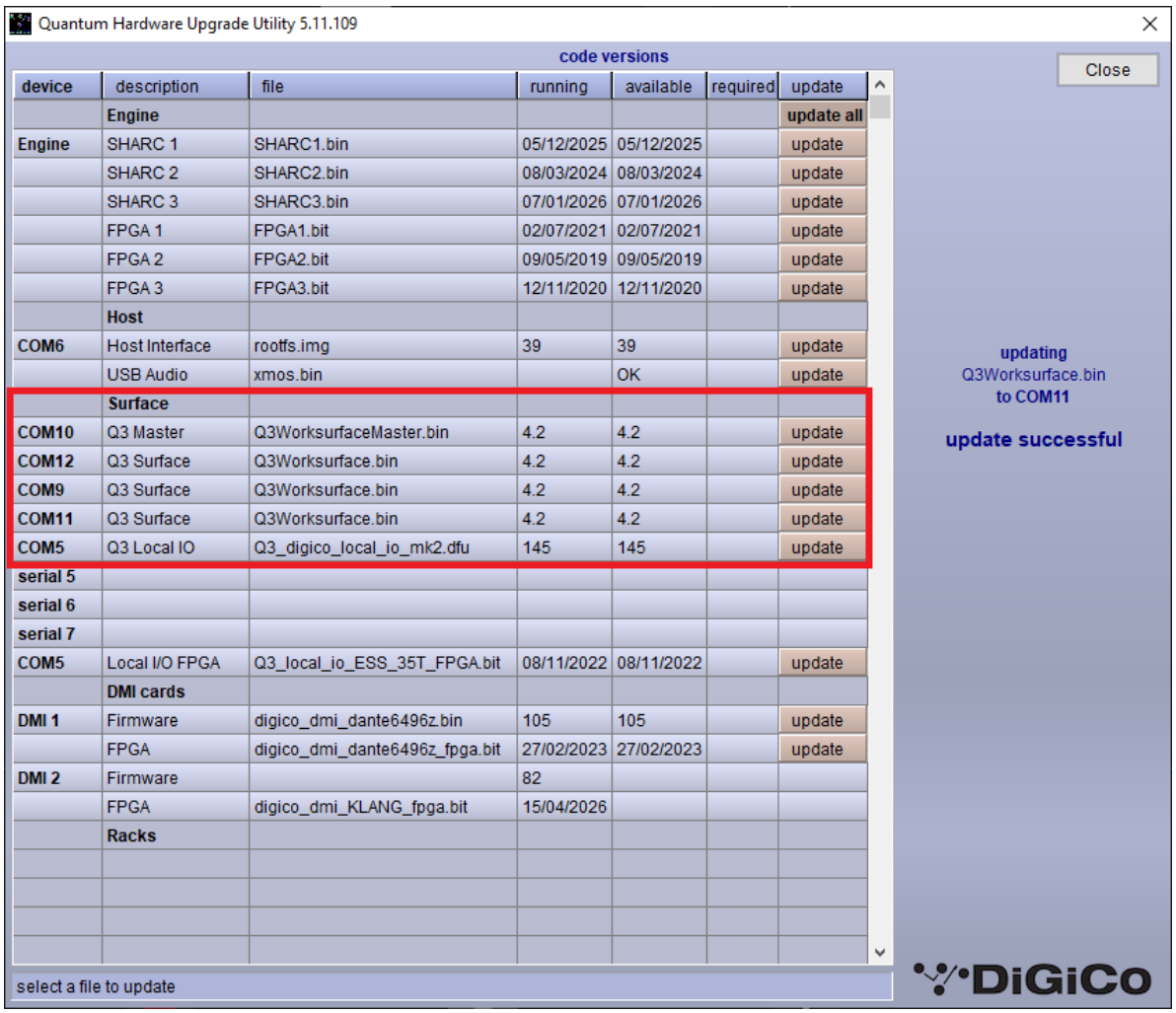


Once the installation is complete, run the Upgrade Quantum application from the main Quantum Home screen and confirm that the available firmware for all worksurfaces is V4.2.



device	description	file	running	available	required	update
	Engine					**update all**
Engine	SHARC 1	SHARC1.bin	05/12/2025	05/12/2025		update
	SHARC 2	SHARC2.bin	08/03/2024	08/03/2024		update
	SHARC 3	SHARC3.bin	07/01/2026	07/01/2026		update
	FPGA 1	FPGA1.bit	02/07/2021	02/07/2021		update
	FPGA 2	FPGA2.bit	09/05/2019	09/05/2019		update
	FPGA 3	FPGA3.bit	12/11/2020	12/11/2020		update
	Host					
COM6	Host Interface	rootfs.img	39	39		update
	USB Audio	xmos.bin		OK		update
	Surface					
COM10	Q3 Master	Q3WorksurfaceMaster.bin	3.38	4.2	✓	update
COM12	Q3 Surface	Q3Worksurface.bin	3.38	4.2	✓	update
COM9	Q3 Surface	Q3Worksurface.bin	3.38	4.2	✓	update
COM11	Q3 Surface	Q3Worksurface.bin	3.38	4.2	✓	update
COM5	Q3 Local IO	Q3_digico_local_io_mk2.dfu	145	145		update
serial 5						
serial 6						
serial 7						
COM5	Local I/O FPGA	Q3_local_io_ESS_35T_FPGA.bit	08/11/2022	08/11/2022		update
	DMI cards					
DMI 1	Firmware	digico_dmi_dante6496z.bin	105	105		update
	FPGA	digico_dmi_dante6496z_fpga.bit	27/02/2023	27/02/2023		update
DMI 2	Firmware		82			
	FPGA	digico_dmi_KLANG_fpga.bit	15/04/2026			
	Racks					

Update each worksurface in turn by clicking the 'update' button next to the green tick box. Once complete, confirm that all running codes are now showing V4.2 as well.

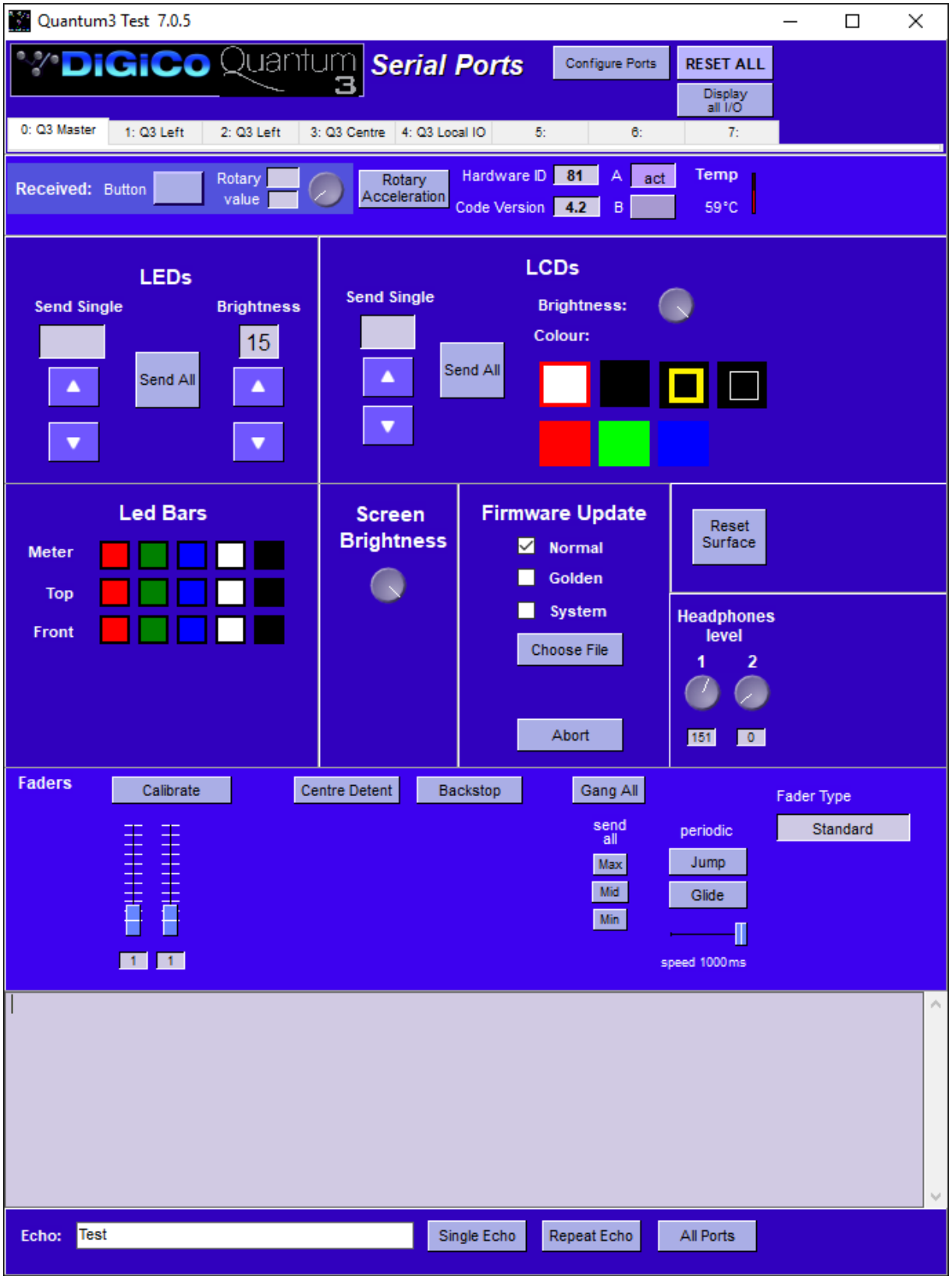


device	description	file	running	available	required	update
	Engine					**update all**
Engine	SHARC 1	SHARC1.bin	05/12/2025	05/12/2025		update
	SHARC 2	SHARC2.bin	08/03/2024	08/03/2024		update
	SHARC 3	SHARC3.bin	07/01/2026	07/01/2026		update
	FPGA 1	FPGA1.bit	02/07/2021	02/07/2021		update
	FPGA 2	FPGA2.bit	09/05/2019	09/05/2019		update
	FPGA 3	FPGA3.bit	12/11/2020	12/11/2020		update
	Host					
COM6	Host Interface	rootfs.img	39	39		update
	USB Audio	xmos.bin		OK		update
	Surface					
COM10	Q3 Master	Q3WorksurfaceMaster.bin	4.2	4.2		update
COM12	Q3 Surface	Q3Worksurface.bin	4.2	4.2		update
COM9	Q3 Surface	Q3Worksurface.bin	4.2	4.2		update
COM11	Q3 Surface	Q3Worksurface.bin	4.2	4.2		update
COM5	Q3 Local IO	Q3_digico_local_io_mk2.dfu	145	145		update
serial 5						
serial 6						
serial 7						
COM5	Local I/O FPGA	Q3_local_io_ESS_35T_FPGA.bit	08/11/2022	08/11/2022		update
	DMI cards					
DMI 1	Firmware	digico_dmi_dante6496z.bin	105	105		update
	FPGA	digico_dmi_dante6496z_fpga.bit	27/02/2023	27/02/2023		update
DMI 2	Firmware		82			
	FPGA	digico_dmi_KLANG_fpga.bit	15/04/2026			
	Racks					

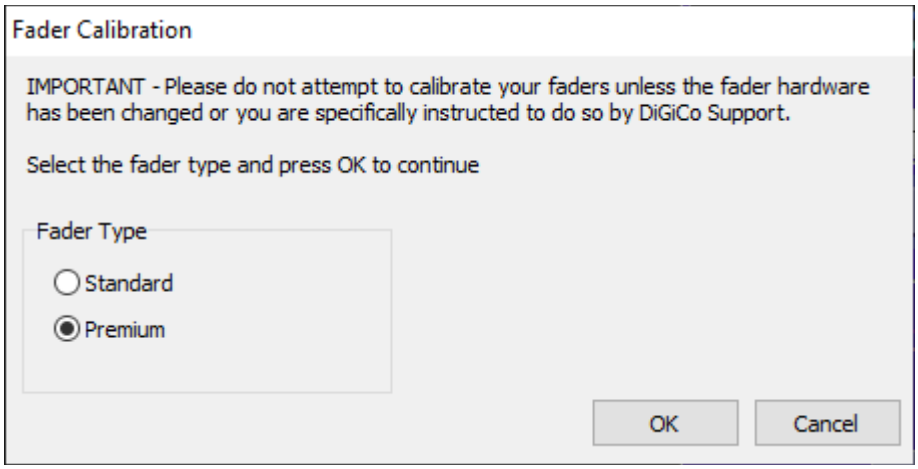
This completes the installation of the software.

Calibrating the faders

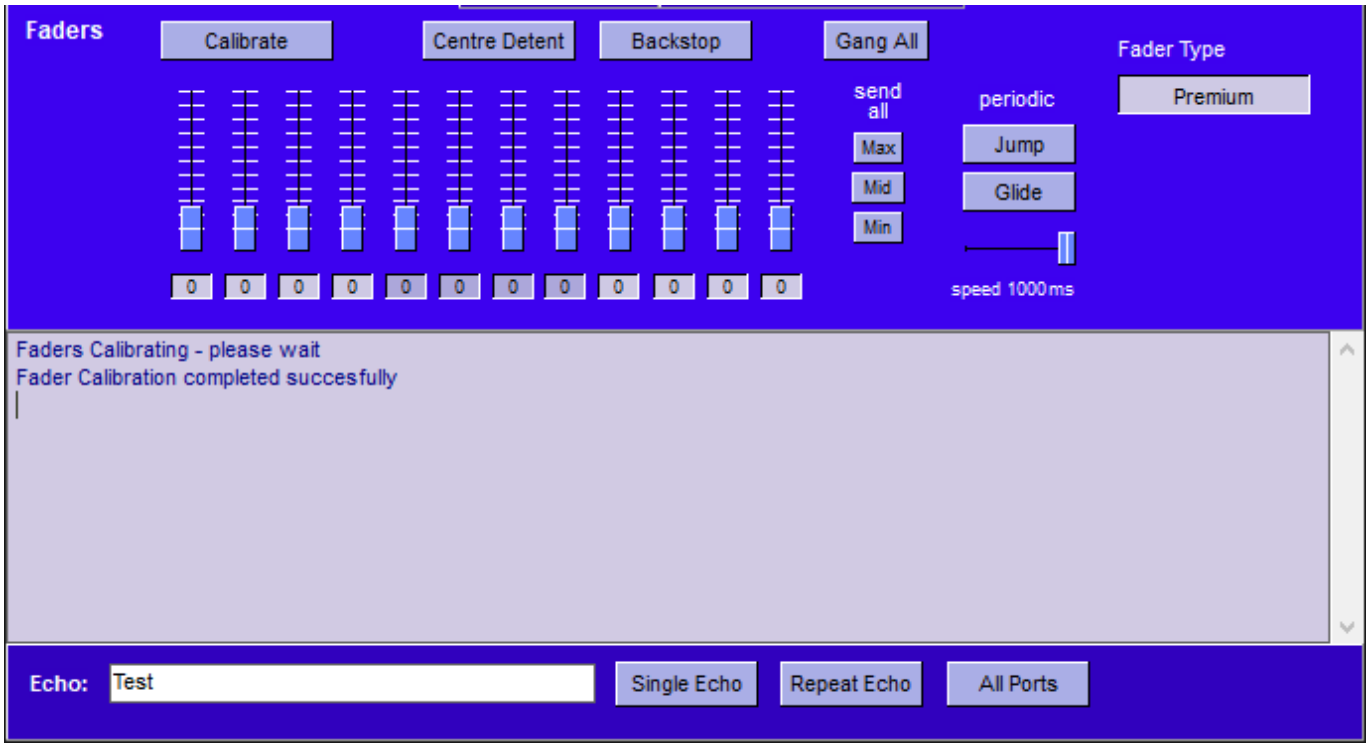
From the main Quantum Home page, start the application 'Quantum Test'.



Please note that Quantum Test now reports which type of fader is installed on the selected worksurface. The first time the application is opened, it will still report the 'Standard' fader type even though the premium faders are physically installed. It is by running the fader calibration that the fader type is set correctly, and it is important that the calibration is matching the fader type. Standard faders should not be calibrated as premium faders and vice versa.
Worksurfaces are selected by the tabs at the top (Tabs 0: Q3 Master to tab 3: Q3 Centre).
Select the first surface and click 'calibrate' to calibrate the newly installed faders.



Select 'Premium' and the calibration process will start. Wait for confirmation that the calibration was successful before moving on to the next worksurface section.



Once all fader banks are calibrated successfully the upgrade is complete.