

USER MANUAL

Senso

Handcrafted in Italy

MASTERSOUND

MADE IN ITALY

Welcome to MastersoundD

Congratulations on your choice and welcome to the MastersoundD world, where Italian craftsmanship and music meet to create an authentic listening experience.

Your MastersoundD product is the result of years of design, listening and hand-built construction in Italy. Each unit is assembled by skilled technicians using selected components, hand-built circuitry and carefully engineered tube designs developed to achieve natural musicality, tonal coherence and long-term reliability.

Designed according to MastersoundD's pure Class "A" philosophy and minimalist signal-path approach, every product is created for music lovers who appreciate:

- the warmth and presence of tube amplification
- the natural dynamics and musicality of Class "A" operation
- the pleasure of owning a product built to last, with a distinctive Italian character

Please read this manual carefully: it will help you install, use and take care of your MastersoundD product, so you can fully enjoy its performance for many years.

Enjoy your music,
MastersoundD

Luciano Sanavio

Antonio Ferro

MASTERSOUND

MADE IN ITALY

3. – INDEX

• Important Safety Information-----	4
• Electrical & Environmental Information-----	5
• Package Content-----	6
• Technical Specifications-----	7
• Front Panel-----	8
• Rear Panel-----	9
• Quick Start-----	10
• Operation-----	11
• Headphone Outputs-----	12
• Tubes-----	13
• Maintenance & Cleaning-----	14
• Troubleshooting-----	15
• Warranty & Service-----	16

4. – IMPORTANT SAFETY INFORMATION



GENERAL WARNINGS

- Read these instructions carefully and keep them for future reference
- Follow all warnings and instructions marked on the product
- Do not use this apparatus near water, in damp environments or outdoors
- Clean only with a soft, dry cloth
- Do not block ventilation openings: install in accordance with the manufacturer's instructions
- Do not install near heat sources such as radiators, stoves, or other equipment (including amplifiers) that produce heat
- Use only attachments and accessories specified by the manufacturer
- Use only the supplied mains cable or a cable of equivalent quality
- Protect the power cord from being walked on or pinched, particularly at plugs and at the point where it exits from the apparatus
- Unplug this apparatus during lightning storms or when unused for long periods of time
- Refer all servicing to qualified service personnel

RISK OF ELECTRIC SHOCK

- Do not open the cabinet: no user-serviceable parts inside
- Inside the amplifier there are dangerous high voltages even after it has been switched OFF
- Servicing must be carried out only by qualified, authorized personnel
- Never remove or insert the AC plug when the unit is ON.

HOT SURFACES

- Tubes and transformers reach high temperatures during operation
- Do not touch the tubes, transformer covers or top cage while the amplifier is on or shortly after switch-off
- Allow at least 30 minutes for cooling before moving the unit

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK

- Do not expose this apparatus to rain, moisture, dripping or splashing
- Do not place objects filled with liquids (vases, glasses, bottles) on the apparatus

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MADE IN ITALY

5. – ELECTRICAL & ENVIRONMENTAL INFORMATION

| ELECTRICAL INFORMATION

Mains supply: 230 V ~ 50 Hz / 110-120 V ~ 60 Hz

Maximum power consumption: 111 W

Protection class: Class I (earth connection required)

△ The unit is factory-set for the mains voltage of the destination country. External voltage converters are not recommended. Voltage conversion should be carried out only by qualified personnel.

| WEEE AND ENVIRONMENTAL INFORMATION

EU Directive 2012/19/EU



The symbol of the crossed-out wheeled bin on the product or its packaging indicates that this product must be collected separately from other waste at the end of its life.

Please dispose of this product at dedicated collection points for electrical and electronic equipment, or return it to your dealer according to local regulations. Correct separate collection and recycling help prevent potential negative effects on the environment and human health and promote the reuse of materials.

This product complies with: Low Voltage Directive 2014/35/EU, EMC Directive 2014/30/EU, RoHS Directive 2011/65/EU.

Disposal outside the EU

This product must not be disposed of as unsorted municipal waste. Please dispose of the product at designated collection points for electrical and electronic equipment in accordance with local regulations in your country.

MASTERSOUND

MADE IN ITALY

6. – PACKAGE CONTENT

- 1 × Mastersound Senso headphone amplifier
- 1 × complete set of selected tubes (usually already installed)
- 1 × mains power cable
- 1 × user manual

⚠ If any item is missing or damaged, please contact your dealer immediately.

7. – TECHNICAL SPECIFICATIONS

Main features

- Integrated tube headphone amplifier
- Single-Ended Class “A”
- Output power: $2 \times 3.5 \text{ W}$
- Tubes: $2 \times \text{ECC802S}$, $2 \times \text{KT120}$
- Automatic adjustable bias (service adjustment only)
- Custom Mastersound output transformers
- Global negative feedback: 0 dB
- Volume control: motorized Alps potentiometer

Inputs

1 $\times$ Line XLR
3 $\times$ Line RCA (CD $\cdot$ Tuner $\cdot$ Aux)
1 $\times$ Phono MM - 47 k Ω , 5 mV, 44 dB

Output

1 $\times$ Line RCA

Headphone outputs

2 $\times$ XLR 3-pin (L/R)
1 $\times$ XLR 4-pin stereo
1 $\times$ 6.35 mm jack

Electrical

- Line input sensitivity: 1 V
- Headphone impedance selector: 15-60 Ω / 60-200 Ω / 200-500 Ω
- Frequency response: 18 Hz - 49 kHz (0 dB) / 11 Hz - 92 kHz (-3 dB)
- Power consumption: 111 W
- Main fuse: 8 A / 250 V slow
- Tube protection fuse: 315 mA / 250 V (slow)

Mechanical

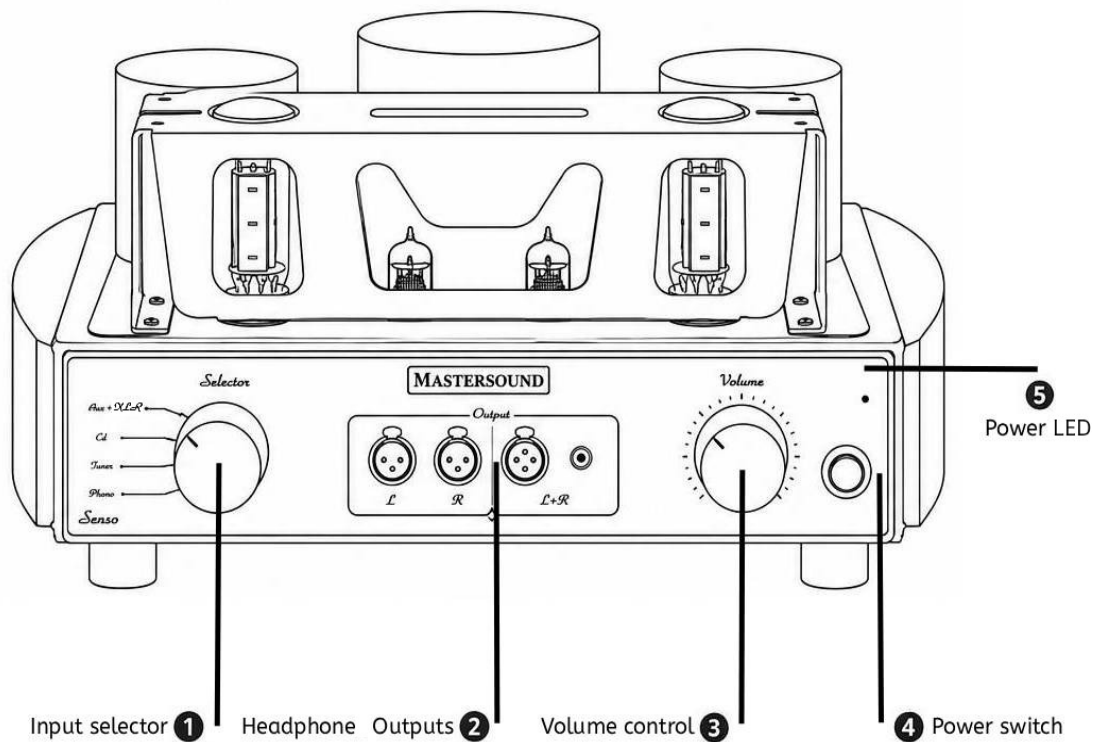
- Dimensions (W $\times$ D $\times$ H): 43 $\times$ 33.5 $\times$ 25.5 cm
- Weight: 18 kg

Due to continuous research and development, specifications may change without notice.

MASTERSOUND

MADE IN ITALY

8. – FRONT PANEL

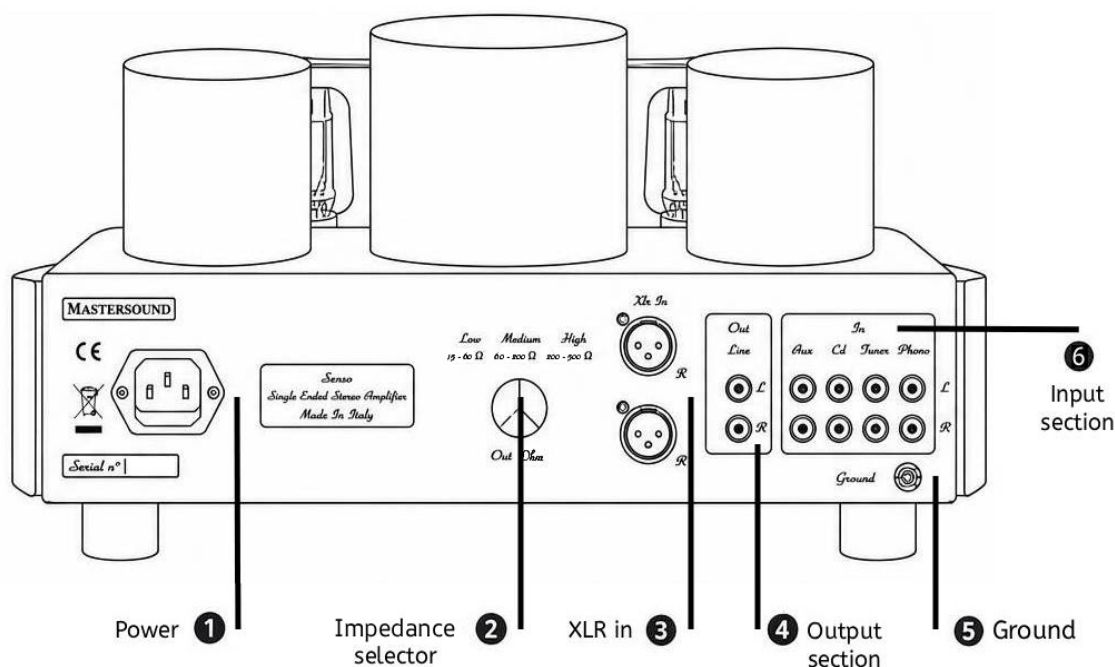


The front panel of the Senso has been designed to be simple, intuitive and reliable for everyday use.

The minimal layout ensures a very short signal path and an immediate, distraction-free operation.

- | | |
|---|--------------------------|
| 1. Input selector: Aux + XLR ·
CD · Tuner · Phono | 3. Volume control |
| 2. Headphone Outputs
· Dual XLR 3-pin (L/R)
· Single XLR 4-pin stereo
· 6.35 mm jack | 4. Power switch (ON/OFF) |
| | 5. Power LED |

9. – REAR PANEL



The Senso features high-quality connectors to guarantee reliable contacts and maximum versatility.

- | | |
|--|--|
| <p>1. Power
IEC mains inlet with fuse holder (8 A slow)</p> | <p>4. Output section
Unbalanced line output</p> |
| <p>2. Headphone impedance selector
Low · Medium · High</p> | <p>5. Ground
Ground terminal (for turntable / system ground)</p> |
| <p>3. XLR input
Balanced XLR line input, shared with the Aux selector position on the front panel.</p> | <p>6. Input section
Inputs: Aux · CD · Tuner · Phono MM</p> |

10. – QUICK START

Safe Handling and Transport

Due to the transformer weight, the unit is heavier on one side. Handle the packaging carefully and preferably with two people.

ON/OFF

1. Place the amplifier on a solid and flat surface, away from heat sources and in a well-ventilated area. Ensure at least 20 cm of free space above the unit and avoid installing it inside closed cabinets without proper airflow.
2. Make sure all source connections are completed.
3. Turn the volume control fully counter-clockwise (minimum).
4. Press the front Power switch: the red LED lights up and the tubes start to warm up.

We recommend allowing the amplifier to warm up for at least 5–10 minutes before listening; optimal performance is reached after about 20 minutes.

To switch the unit OFF:

1. Lower the volume to a moderate level.
2. Press the Power switch to OFF.
3. If you will not use the amplifier for a long time, also switch OFF the mains switch (if present) or unplug the power cord.

⚠ The amplifier requires a break-in period to reach optimal performance.

⚠ The transformers act as heat dissipation elements; it is normal for them to reach elevated temperatures during operation.

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MADE IN ITALY

11. – OPERATION

Source selection

Use the input selector to choose the desired source:

- Aux + XLR – shared line-level input via RCA or XLR
- CD – CD player or DAC
- Tuner – tuner or streamer
- Phono – turntable with MM cartridge

When using Phono, connect the turntable ground wire (if present) to the Ground terminal on the rear panel to minimize hum.

Aux + XLR, CD, Tuner inputs can be used for all line-level audio sources.

Output

Line: Fixed line-level output for connecting recording devices or other external audio equipment.

Headphone Outputs

Dual 3-pin XLR (L/R), single 4-pin XLR and 6.35 mm jack.

Volume

Rotate clockwise to increase, counter-clockwise to decrease.

⚠ Avoid prolonged listening at very high levels to protect your hearing.

⚠ For maximum protection, connect your headphones only after the amplifier has been switched ON and allowed to stabilize for approximately 30 seconds. Likewise, disconnect the headphones before switching the unit OFF.

12. – HEADPHONE OUTPUTS

Output Connections

The Senso provides three headphone connection standards:

- Dual 3-pin XLR (L/R)
- Single 4-pin XLR stereo
- 6.35 mm jack (unbalanced)

Multiple headphones may be connected simultaneously; however, the available output power may be reduced depending on the connected loads.

Headphone Impedance Selector

The rear-panel impedance selector allows the output stage to be optimally matched to headphones with different nominal impedances.

Available ranges:

- Low: 15–60 Ω
- Medium: 60–200 Ω
- High: 200–500 Ω

Select the range that corresponds to the nominal impedance of your headphones.

The impedance ranges are intended as a reference for optimum matching rather than absolute limits. For headphones close to the boundary between two ranges, either setting may be suitable; select the one that provides the best overall performance.

Correct impedance matching helps achieve the best balance of output level, control and dynamics.

13. – TUBES

The Senso is supplied with:

- 2 × ECC802S – preamplifier/driver stage
- 2 × KT120 – single-ended output stage

All tubes are selected and matched to work optimally with MastersoundD circuits.

Tube lifespan

Under normal use, tubes typically last 5,000–10,000 hours.
The actual life varies with usage and mains quality.

Signs that tubes may need replacement:

- loss of dynamics or clarity
- increased background noise or hum
- distortion at usual listening levels

For replacement, we recommend:

- using high-quality, matched tubes
- contacting your dealer or MastersoundD service for testing and advice

⚠ Never operate the amplifier without all tubes correctly installed.

14. – MAINTENANCE & CLEANING

Always switch off the amplifier and unplug the mains cable before any cleaning.

Allow the unit to cool down completely before touching the tubes or metal covers.

Clean the metal and wooden parts with a soft, slightly damp cloth and dry immediately.

Do not use alcohol, solvents, abrasive or ammonia-based cleaners.

Keep ventilation openings free from dust.

⚠ There are no user-serviceable parts inside.

⚠ For internal maintenance or tube replacement, contact your dealer or an authorized Mastersound service centre.

15. – TROUBLESHOOTING

Problem	Possible cause	Solution
Unit does not switch ON	Power cord not connected; blown fuse; mains outlet not working	Check the mains cable and outlet; replace the fuse with the same type and rating; if the problem persists, contact an authorized Mastersound dealer or service centre.
No sound in the headphones	Wrong input selected; loose interconnect cables; source not playing; headphones not connected properly	Check the selected input; verify all cable connections; ensure the source is playing; fully insert the headphone plug.
Hum or buzz	Poor interconnect cables; source component not properly grounded; interference from nearby electronic devices	Use high-quality shielded cables; ensure all source components are properly grounded; move or switch OFF nearby electronic devices.
Distorted sound	Incorrect headphone impedance setting; worn tubes; excessive input level.	Verify that the headphone impedance selector is set to the appropriate range. Check the tubes and reduce the input level or volume if necessary.
One channel silent	Faulty interconnect or headphone cable; defective source component; headphone plug not fully inserted	Swap the left and right interconnects to identify the fault; check the headphone cable and plug; test with another source or another pair of headphones.
Low output level	Low-output source; low-sensitivity headphones; incorrect headphone impedance setting.	Verify the source output level and the headphone impedance selector setting; increase the volume if necessary.

⚠ If the problem cannot be solved following these steps, disconnect the unit and contact your dealer.

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MADE IN ITALY

16. – WARRANTY & SERVICE

Your Mastersound Senso, except for the tubes, is covered by a 5-year limited warranty against defects in materials and workmanship from the date of purchase shown on your sales invoice.

During the warranty period, repairs or replacement of defective parts will be carried out free of charge, excluding transport costs when applicable.

The warranty is void if:

- The serial number has been removed, altered or is illegible
- The amplifier has been opened, modified or repaired by unauthorized personnel
- Tubes of a different type or with unsuitable specifications have been installed
- Damage is due to misuse, accident, negligence, incorrect installation, or abnormal mains supply

For any service request, please contact your authorized dealer or distributor first, or:

Mastersound S.r.l.

Via Galileo Galilei 2/2

36057 Arcugnano (Vicenza) – Italy

Email: info@mastersoundsas.it

Web: www.mastersoundsas.it

⚠ Please keep the original packaging: it is the safest way to ship the unit if service is required.