

# THE MIC CYCLE

From

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“ When we talk about the "Mic Cycle", we're talking about two related things: 1) the natural lifespan of a Wireless Microphone System (WMS), which is around a year for the Headmic, longer for the Beltpack Transmitter and Receiver, and, 2) what to do if you encounter a problem with your WMS. This document explains the second aspect in more detail.

We call it the "Mic Cycle" because it's a continuous process. If the cycle is working correctly, your member experience and operations will never be affected by faulty head mics and beltpacks. But remember:

**HOLDING SPARES IS VITAL FOR A MIC CYCLE!**

If you run into a problem with your WMS, follow the procedure below to get up and running with minimal disruption to your club.

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## Deploy Spares

First things first – ask your Operations Team to deploy the studio's spare WMS equipment so that all classes and club operations can continue as normal.

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## Troubleshoot

The Hutchison-t Helpdesk is always just at the end of the phone, but it's possible that you or your Ops Team would be able to solve the problem even faster with the help of our simple WMS Troubleshooting Guide.

Action: [Consult the Troubleshooting Guide](#)

## 'Swap Out'

If the Troubleshooting Guide doesn't help, first ensure you report the problem to your Ops Team if you haven't already. By "swapping out" each unit with a known working spare, the Ops team should be able to figure out exactly which piece of equipment is at fault.

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## Air Dry?

If you discover that your Headmic is the source of the problem, it's possible that temporary moisture damage is to blame. Before sending it for repair, hang the mic up to air-dry for 24 hours first.

Action: [Air-dry your head mic overnight. In future, always use a foam windshield to protect the microphone capsule from moisture ingress.](#)

## RMA / Return .....

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If the fault relates to another piece of equipment or overnight air-drying fails, the Ops Team can log a call with the Hutchison-t Helpdesk.

Alternatively, they can arrange for the faulty equipment to be returned for repair using the RMA process.

Action: [Use the RMA link](#)

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## Repair .....

If your equipment can be repaired, it will be fixed and re-dispatched to your club within 24 (working) hours of its arrival at the Hutchison-t Repair Centre.

## Delivered to Your Door .....

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When you receive your repaired equipment, the Ops Team should place it back into spare WMS stock so the Mic Cycle can continue!

In Summary:

## THE MIC CYCLE

Providing proper care and hygiene guidelines are followed, upgrading equipment to the recommended standard will give you a period of grace of around a year before the natural head mic lifecycle sets in (remember, this is absolutely par for the course in high octane environments like fitness). This is where clubs will feel the greatest benefit of good equipment management practices and the annual provision of spares. The life-cycle will run its course, but it will no longer impact normal operations or member experience.