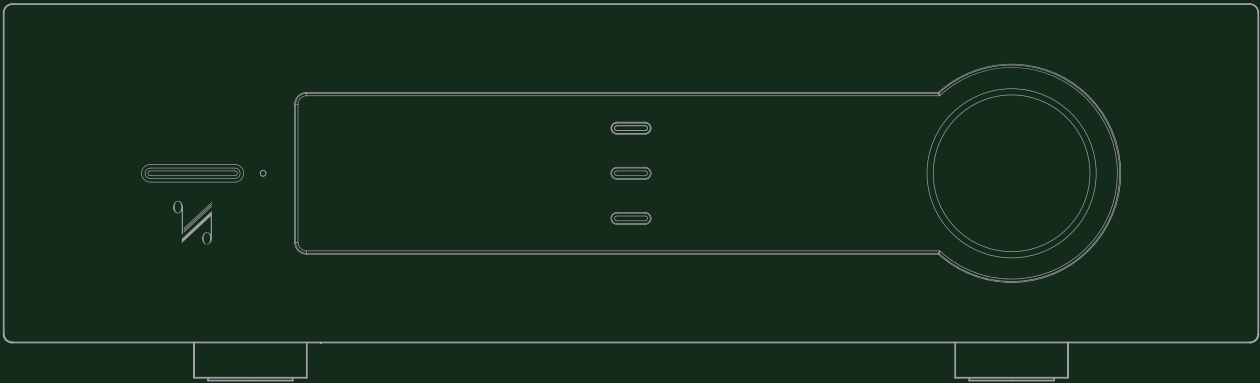# Platina Stream

*Network Player*

qobuz CONNECT | TIDAL connect | Spotify® | rOOn READY | plex



User Manual

QUAD

*the closest approach to the original sound*

# IMPORTANT SAFETY INFORMATION

**CAUTION!**
**RISK OF ELECTRIC SHOCK**
**DO NOT OPEN**

**AVIS: RISQUE DE CHOC ELECTRIQUE-NE PAS OUVRIR**
**WARNING: SHOCK HAZARD-DO NOT OPEN**

This lightning flash with an arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of non-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

Warning: To reduce the risk of electric shock, do not remove cover (or back) as there are no user-serviceable parts inside. Refer servicing to qualified personnel.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying the appliance.

Read these instructions. Keep these instructions. Heed all warnings.

**Follow all instructions:**

Do not use this apparatus near water. Clean only with a dry cloth.

Do not block any ventilation openings. Install under the manufacturer's instructions.

Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for the replacement of the obsolete outlet.

Protect the power cord from being stepped on or pinched, particularly at the plugs, convenience receptacles, and at the point where they exit from the apparatus.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilt or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

CAUTION: These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

Do not install this equipment in a confined or built-in space such as a bookcase or similar unit, and keep well ventilated in an open space. The ventilation should not be impeded by covering the ventilation openings with items such as newspaper, tablecloths, curtains etc.

**WARNING:** Only use attachments/accessories specified or provided by the manufacturer (such as the exclusive supply adapter, battery etc.).

**WARNING:** Please refer to the information on the exterior panel of the enclosure for electrical and safety information before installing or operating the apparatus.

**WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing and that objects filled with liquids, such as vases, shall not be placed on the apparatus.

**WARNING:** For the terminals marked with the symbol of "⚡" may be of sufficient magnitude to constitute a risk of electric shock. The external wiring connected to the terminals requires installation by an instructed person or the use of ready-made leads or cords.

Ground protection terminal. This product should be connected to a power outlet with ground protection.

**Denmark:** Apparatets stikprop skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikproppens jord.

**Finland:** Laite on liitettävä suojakoskettimilla varustettuun pistorasiaan.

**Norway:** Apparatet må tilkoples jordet stikkontakt.

**Sweden:** Apparaten skall anslutas till jordat uttag.

**WARNING:** No naked flame sources, such as lighted candles, should be placed on the apparatus.

**WARNING:** Attention should be drawn to environmental aspects of battery disposal.

**WARNING:** Use of the apparatus in tropical climates.

**THE FUSE VALUES ARE:**
220 – 240V (UK, China, etc.) T 1.0AL 250V Slow Blow
100 – 120V (USA, Japan, etc.) T 1.6AL 250V Slow Blow

# IMPORTANT SAFETY INFORMATION

## FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to   which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

- RF Exposure Information
- The device has been evaluated to meet general RF exposure requirement.
- The device can be used in portable exposure condition, compliance with expo sure requirements.

## ISED Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

roon
R E A D Y

Being Roon Ready means that Platina Stream uses Roon streaming technology, for an incredible user interface, simple setup, rock-solid daily reliability, and the highest levels of audio performance, without compromise.

# CONTENTS

# GETTING STARTED

Congratulations on purchasing the QUAD Platina Stream - the most accomplished QUAD music streamer, ever.
We are sure that this device will continue to delight you for years to come.

The Platina Stream is designed to be the perfect match for all of your digital music streaming sources and files.

Please read this manual carefully to discover all the ways you can use and connect your Platina Stream, and learn how to get the best performance from all of your music sources.

## Key Features

- ESS Sabre ES9038Pro 32bit DAC
- Quad Arm® Cortex®-A53 core,1.8 GHz per Core
- QUAD Platina Stream MUSIC Streaming technology (IEEE 802.11 a/b/g/n/ac,2.4/5GHz)
- UPnP AV protocol with audio streaming extension (OpenHome)
- Native support for Spotify Connect, Tidal Connect, Qobuz Connect, TuneIn Radio, Roon Ready and Plex
- Gapless Playback
- High-resolution album artwork display

## Inputs

- Dual band Wi-Fi connection (802.11 a/b/g/n/ac)
- Gigabit Ethernet port
- USB 2.0 port for replaying audio from a compatible host
- 1 x 12V Trigger input
- PC USB

## Outputs

- 1 x Stereo balanced XLR output
- 1 x Stereo RCA output
- 1 x Optical SPDIF digital output
- 1 x Coaxial SPDIF digital output

## Unpacking the Equipment

The carton should contain:

- The QUAD Platina Stream
- One USB A-B cable
- One IEC power cord suitable for your area
- One remote handset
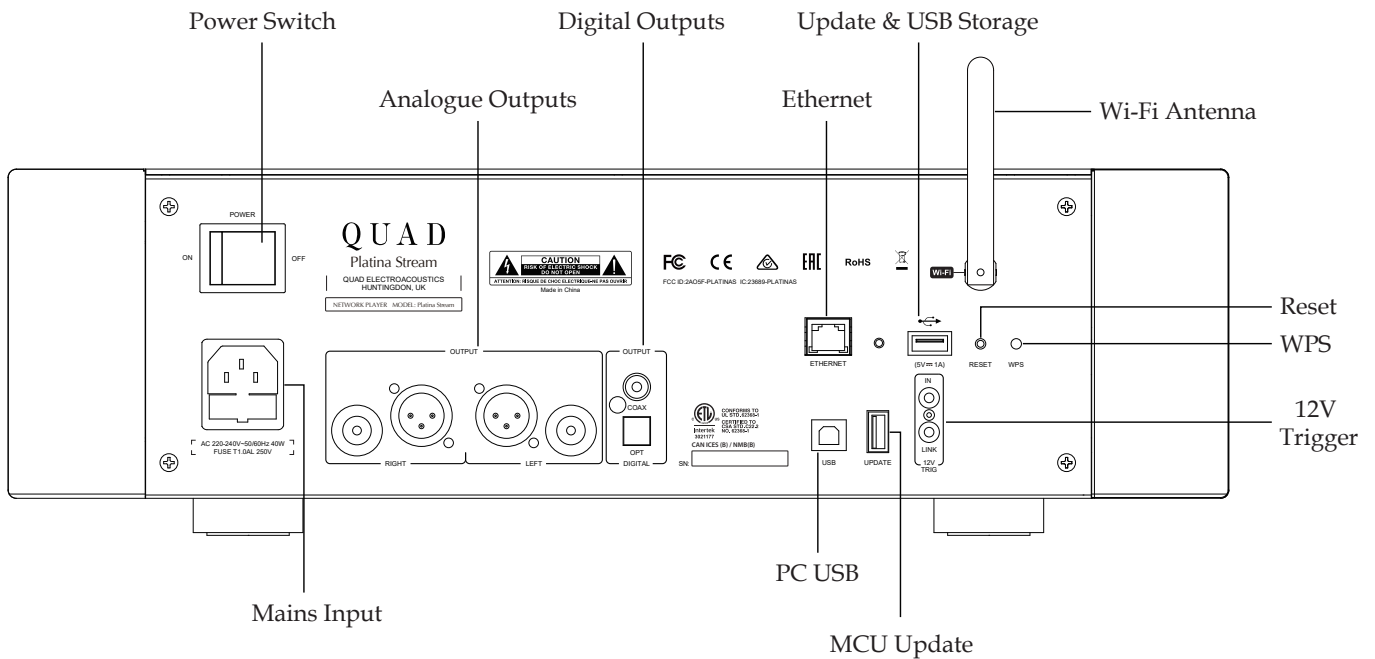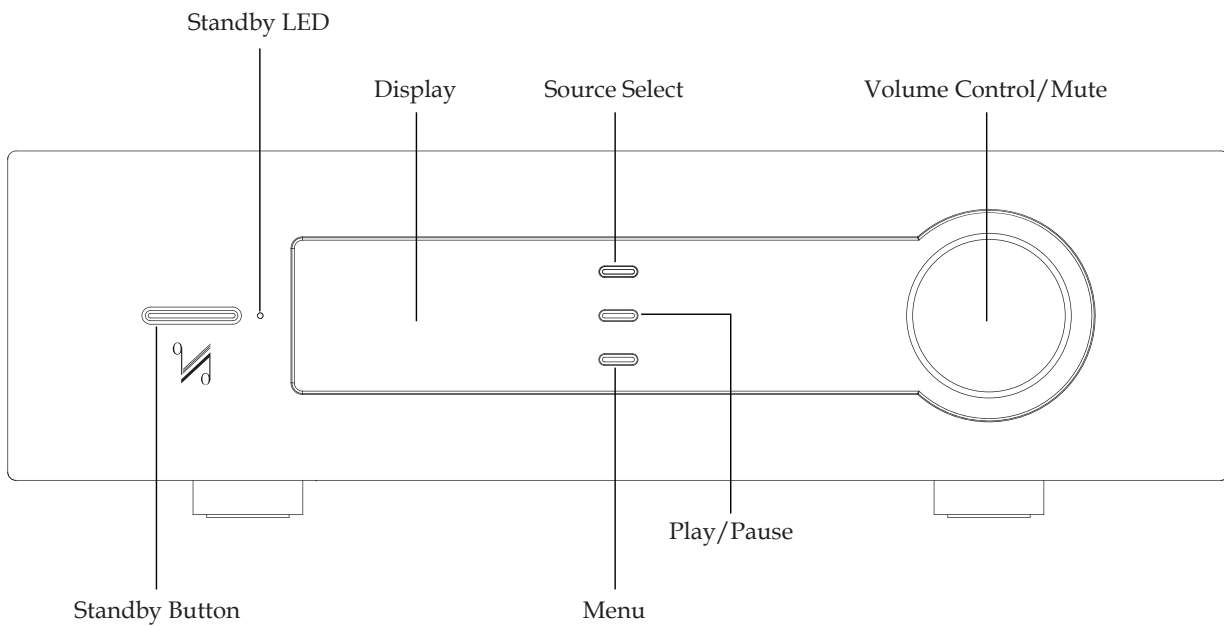- One instruction manual
- One Quick Start Guide

Consult the dealer from whom you purchased the equipment if any item is not present. Carefully unpack the unit and accessories. Take care not to damage the surface finish when undoing the protective polythene sleeve. Retain the packing materials for future use. Retain the user manual and information concerning the date and place of purchase of your equipment for future reference. If you transfer the unit to a third party, please pass on this instruction manual along with the equipment.
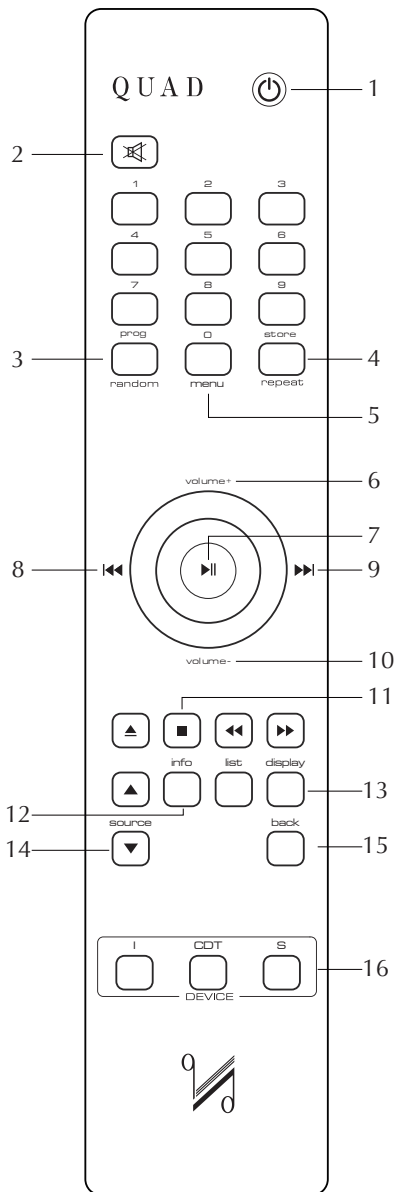
## Placement

The unit must be mounted on a solid, level and stable surface.

Before you connect the QUAD Platina Stream to the AC mains power, ensure your AC mains voltage corresponds to the rating on the rear panel of the product. If in doubt, consult your dealer. If you move to an area that has a different mains voltage, seek advice from an QUAD appointed dealer or a competent service technician.

# CONTROLS AND FUNCTIONS

Standby LED

Display  Source Select  Volume Control/Mute

Play/Pause

Standby Button  Menu

Power Switch  Digital Outputs  Update & USB Storage

Analogue Outputs  Ethernet  Wi-Fi Antenna

POWER

ON  OFF

QUAD
Platina Stream
QUAD ELECTROACOUSTICS
HUNTINGDON, UK

NETWORK PLAYER  MODEL: Platina Stream

⚠ CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN ⚠
ATTENTION: RISQUE DE CHOC ELECTRIQUE-NE PAS OUVRIR
Made in China

FCC  CE  EAC  RoHS

FCC ID:2AO5F-PLATINAS  IC:23689-PLATINAS

Wi-Fi

Reset
WPS

AC 220-240V~50/60Hz 40W
FUSE T1.0AL 250V

OUTPUT

RIGHT  LEFT

OUTPUT

COAX

OPT
DIGITAL

ETL
CONFORMS TO
UL STD. 62368-1
CERTIFIED TO
CSA STD. C22.2
NO. 62368-1

Intertek
3021177

CAN ICES (B) / NMB(B)

SN:

ETHERNET

(5V⎓1A)  RESET  WPS

USB

UPDATE

IN

LINK

12V
TRIG

12V
Trigger

Mains Input

PC USB

MCU Update

5

# REMOTE HANDSET

| 1. Standby | Press to put the unit in, or bring it out of standby |
|---|---|
| 2. Mute | Press to mute or unmute the Platina Stream |
| 3. Random | Press to select random mode |
| 4. Repeat | Press to select repeat mode |
| 5. Menu | Press to access the setup Menu |
| 6. Volume+ | Increase Volume/Menu settings previous option |
| 7. ▶❙❙ | Pause and play, confirm and apply changes in Menu options, or enter a menu sub-directory |
| 8. ❙◀◀ | Navigate back through Menu options, restart current track or press twice to play previous track in the playlist.Decrease brightness adjust balance to the left, or decrease power-on volume limit |
| 9. ▶▶❙ | Navigate forward through Menu options, advance to the next track in the playlist, increase display brightness, adjust balance to the right, or increase power-on volume limit |
| 10.Volume- | Decrease Volume/Menu settings next option |
| 11. ■ | Press to stop playing |
| 12. Info | Press to toggle single track time remaining or total time of the track |
| 13. Display | Press to toggle the display options |
| 14. Source | Press to select the input source |
| 15. Back | Press to go back up one level in the Menu or exit to the home screen |
| 16. I/CDT/S | Press to select the device Integrated/CDT/Stream |

## Fit the Batteries

Open the cover and insert 2 x AAA batteries, replace the cover. Always use AAA batteries and replace them in sets never mix up old and new batteries. Very weak batteries can leak and damage the handset. Replace them in good time.

**Note:** there is a risk of fire and injury if a battery is handled improperly. Do not disassemble, crush, puncture, short the contacts or dispose of the batteries in fire or water. Do not attempt to open or service a battery. Discard used batteries in full accordance with recycling regulation in force in your area.

## Handset Operation

Point the handset at the remote receiver and press the buttons as illustrated to activate the relevant functions.

The handset should be within 15 metres of the player and there should be a clear line of sight between the handset and unit for optimum remote control operation.
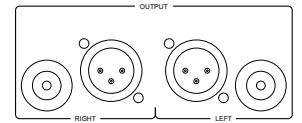
Note: To get the best out of the remote control functions, please use the supplied remote control with your entire QUAD Platina system.

# CONNECTIONS

## Analogue Outputs

### Balanced Output

Balanced XLR connectors can offer lower noise and improved dynamic range. If your amplifier is equipped with balanced XLR inputs, it is recommended to use these connectors. One balanced XLR cable is required per channel for a stereo pair (Left and Right).
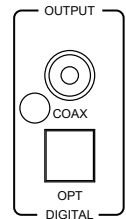
### Unbalanced Output

Connect an RCA cable between the unbalanced pre output of the Platina Stream and the unbalanced input of an integrated amplifier, power amplifier, sub-woofer or other equipment. Cables should be of low-noise construction and fully screened to minimise hum and noise transmission.

### Digital Outputs

The Platina Stream features both a Coaxial and an Optical SPDIF digital output. Use a fully screened Digital Coaxial interconnect or Optical cable from the respective SPDIF output of the Platina Stream to the input of a DAC or digital input on your selected amplifier or preamplifier.
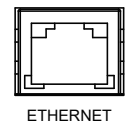
Please note: The digital outputs will not be active when the Platina Stream is operating with 'Upsampling' set to ON. This is due to the operational sample rate being a minimum of 352.8kHz. In this mode, only the analogue outputs are active.

Furthermore, the digital outputs will be deactivated when Upsampling is set to OFF or if the signal exceeds 192kHz. However, they will continue to transmit when the PCM signal is at or below 192kHz.
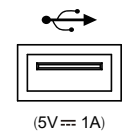
### Ethernet

For optimal performance, particularly when working with high bandwidth and high-resolution file formats, a wired Ethernet connection is strongly recommended. Connect the Platina Stream directly to your router using an Ethernet cable. A minimum of 100BASE-T Ethernet is required for the Platina Stream.
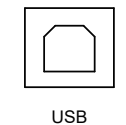
### USB Storage

The Platina Stream is equipped with an internal USB Music Server, enabling direct playback of music from USB storage devices.

### USB-B Input

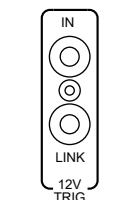Connect your Platina Stream to a PC or Mac to facilitate direct music playback via USB.

### USB-A Firmware Updates

Firmware updates can be downloaded from the QUAD website and installed using a USB HDD device. Please consult QUAD-hifi.co.uk for the latest firmware and software updates. All relevant instructions and details will be provided with the update files.
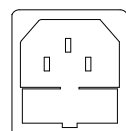
### 12V Trigger Connection

The Platina Stream features two 12V trigger connections: one link output and one input. Use the link output to control other compatible devices such as a QUAD Platina Integrated, Platina CDT or third-party 12v trigger-compliant equipment. The input is intended for control by devices such as QUAD Platina Integrated or other third-party compatible units. Please note, the link output will only be active if a trigger input is connected.

### Mains Input

Before connecting the AC power cord to the Platina Stream, ensure the Power Switch is in the OFF position. Switch it to ON only after the unit has been connected to the mains power supply.

# MENU OPTIONS

The menu allows you to customise the unit and optimise its interface with other equipment within your system.

The Platina Stream features eleven distinct menu pages. To access the menu, press the MENU button on the remote control. Navigation through the menu is achieved using the VOL- and VOL+ buttons. To access sub-menus, press the ▶❙❙ button. Alternatively, you can navigate and select options using the SELECT knob located on the front panel. Turn the knob to browse through menus and press to select and confirm your choices.

## Filter

The digital filters for the built-in DAC can be a configured according to the user's preference.

The default setting is Linear Phase (Slow Roll-Off). Users may prefer a different type of filter to suit their specific audio preferences.

The QUAD Platina Stream's ES9038 Pro DAC facilitates detailed tuning of the audio output. The DAC's reconstruction filter plays a vital role in refining sound quality, which ultimately depends on the listener's tastes, the nature of the programme material, and the setup of the equipment.

⚙ **Settings**

| ▸ Filter | ▸ ✓ Linear Slow |
| Upsampling | Linear Fast |
| Balance | Minimum Slow |
| Volume | Minimum Fast |
| Display Options | Hybrid |
| ▾ | |

- Linear Phase (Slow Roll-Off): (DEFAULT) A low group delay and symmetrical input response with less ringing than Linear-phase fast roll-off, it offers punchier bass than "Linear-phase".

- Linear Phase (Fast Roll-Off): This is the most common filter with a clean overall suppression and excellent rejection, best for music with large transients. Provides crisp, clean highs.

- Minimum Phase (Slow Roll-Off): A Non-Symmetrical filter designed to minimise pre-ringing. It offers a strong, punchy bass with a good transient attack.

- Minimum Phase (Fast Roll-Off): This offers minimal pre-ringing. It is usually preferred for imaging and sound stages. It offers no aliasing in the frequency domain and stronger bass than Linear Phase, with clean highs.

- Hybrid: This is the combination of Linear-phase' and Minimum-phase'. It offers a fast transient attack, strong punchy bass and crisp highs.

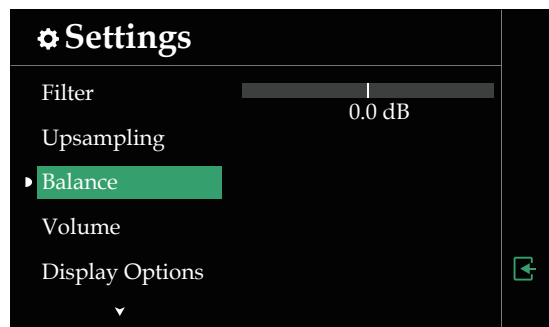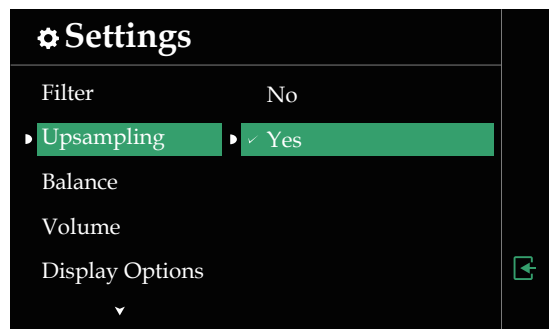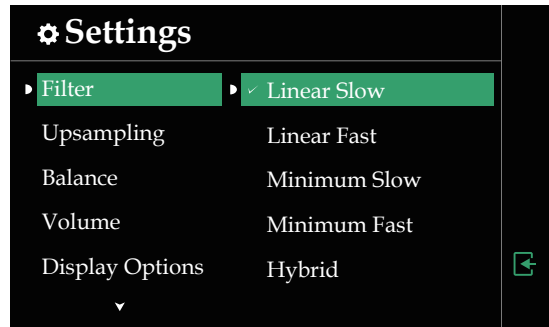Note: The DAC Filters can only be used if Upsampling is turned off.

## Upsampling

Platina Stream will automatically upsample all incoming digital audio signals to 352.8kHz or 384kHz.

The upsampling can be turned off in the menu settings, if required or preferred.

⚙ **Settings**

| Filter | No |
| ▸ Upsampling | ▸ ✓ Yes |
| Balance | |
| Volume | |
| Display Options | |
| ▾ | |

## Balance

Adjust the left and right channel balance of the Quad Platina Stream output stage.

⚙ **Settings**

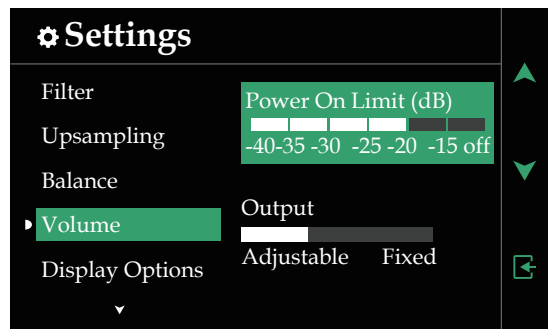| Filter | 0.0 dB |
| Upsampling | |
| ▸ Balance | |
| Volume | |
| Display Options | |
| ▾ | |

### Volume Settings

#### Power On Limit:

The Power On Limit establishes the maximum volume level when the device exits standby mode. Upon waking, the volume will automatically revert to either the setting used at the end of the previous session or the 'Power On Limit', whichever is lower. This mechanism prevents sudden loud noises at the start of a new session.

#### Output:

The analogue output level can be configured as either FIXED or ADJUSTABLE.

When set to 'FIXED', the analogue output remains at maximum, which is particularly useful when connecting to an integrated amplifier's AUX input, allowing the amplifier's own volume control to be used.
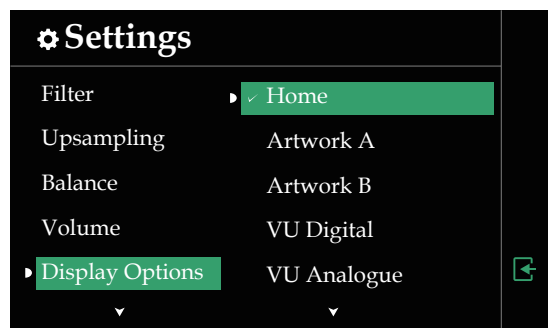
When set to 'ADJUSTABLE', the Volume Control on the Platina Stream is utilised to modulate the analogue output level. This setting is necessary when connecting directly to a power amplifier. The default setting on the Platina Stream is 'ADJUSTABLE'.

## Display Options

Menu options are 'Home', 'Artwork A', 'Artwork B', 'VU Digital', 'VU Analogue'. 'QUAD' (QUAD logo), QUAD Platina' (the Platina logo) and 'Display Off'.

When 'Display Off' is selected, pressing any key on the unit or remote control will activate the display. By default, the display will revert to 'Display Off' after 5 seconds of inactivity, though this timeout can be adjusted to 10, 15, or 30 seconds via the 'Display Settings' 'Time Out' setting in the menu.

Artwork A: Displays the album artwork on the left, with text listed vertically from top to bottom on the right.
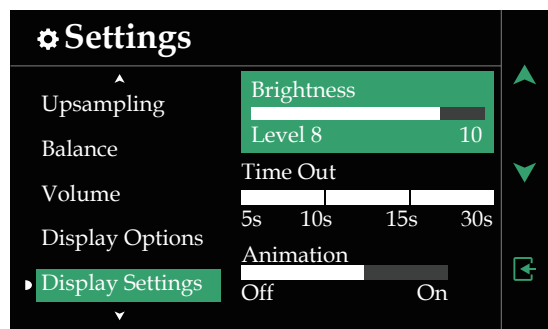
Artwork B: Displays the album artwork at the top, accompanied by text below.

## Display Settings

Brightness: Set the brightness level of the Platina Stream front panel display.
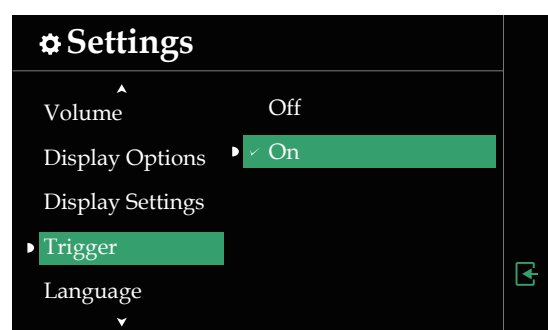
Display Time Out: Configure the duration before the Platina Stream display reverts to your selected display mode from the home screen, following volume adjustments or other operations.

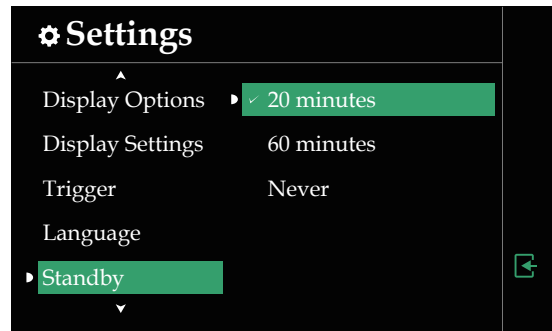Animation: Enable or disable display animations as required.

## Trigger

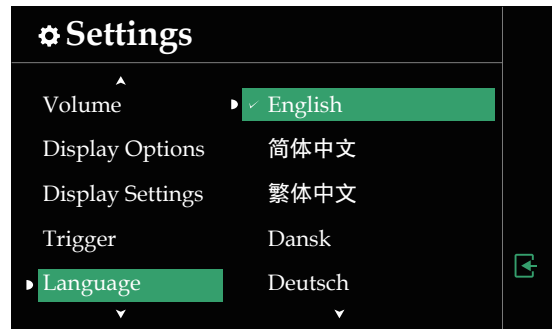Activate or deactivate the 12V trigger function of the Platina Stream.

## Standby

The auto-standby feature will, by default, put the unit into standby after 20 minutes of inactivity. This feature can be configured to operate at '20 minutes', '60 minutes', or be disabled entirely by selecting 'Never'.

**⚙ Settings**

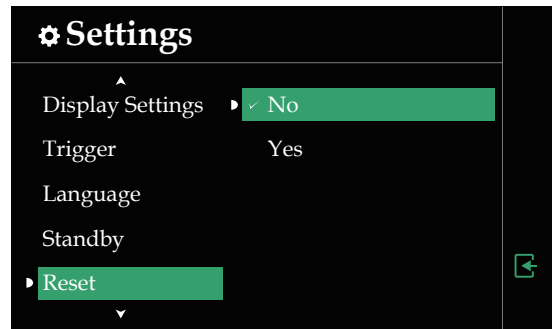| | |
|---|---|
| ▲ | |
| Display Options ▸ | ✓ 20 minutes |
| Display Settings | 60 minutes |
| Trigger | Never |
| Language | |
| ▸ Standby | |
| ▼ | |

## Language

There are multiple different languages you can choose from to display your system so you can view information in your preferred language. The default language is English.
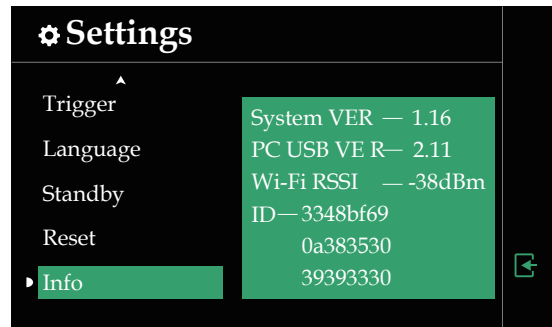
**⚙ Settings**

| | |
|---|---|
| ▲ | |
| Volume ▸ | ✓ English |
| Display Options | 简体中文 |
| Display Settings | |
| Trigger | Dansk |
| ▸ Language | Deutsch |
| ▼ | ▼ |

## Reset

Reset the Platina Stream to the factory default settings.

**⚙ Settings**

| | |
|---|---|
| ▲ | |
| Display Settings ▸ | ✓ No |
| Trigger | Yes |
| Language | |
| Standby | |
| ▸ Reset | |
| ▼ | |

## Info

Displays the installed firmware version and current Wi-Fi RSSI value.

This section displays the installed firmware version, device identification codes, and current Wi-Fi RSSI value.

**⚙ Settings**

| | |
|---|---|
| ▲ | |
| Trigger | System VER — 1.16 |
| Language | PC USB VE R— 2.11 |
| Standby | Wi-Fi RSSI — -38dBm |
| Reset | ID— 3348bf69 |
| ▸ Info | 0a383530 |
| | 39393330 |

### Clarification on Wi-Fi RSSI:

The RSSI value indicates the quality of the signal reception by your Platina Stream from your access point or router.

An RSSI between -67dBm and -40dBm is considered optimal, with values nearer to 0dBm representing superior wireless streaming performance.

- ≤-90dBm: Signal is extremely weak and effectively unusable. A wired connection should be used if feasible.

- <-70dBm: Signal strength is weak; streaming may be unreliable. A wired connection is recommended if possible.

- -67dBm: Represents the minimum threshold for dependable streaming; values above this are highly effective.

- -30dBm: Indicates an excellent signal, typically only achievable when the Platina Stream is positioned very close to the access point (Wi-Fi router).

# SWITCHING ON AND OFF

The Platina Stream should be powered on before engaging the amplification stage of your system. When shutting down your system, power off the amplifier before switching off the Platina Stream.

## Volume Control

Adjust the volume by turning the VOL knob on the front panel, or by using the volume up/down keys on the remote control. The volume range extends from -78dB to 0dB, with the factory default set at -30dB. When powering up from standby, the Platina Stream will return to the previous volume setting, unless it was louder than -20dB, in which case it will default to -20dB. You may alter this limit; consult the Menu options for the 'Power On Limit' feature.

Note: Volume adjustment is only functional when using analogue outputs; digital output remains constant.

If connected to the pre-amp section of an external integrated amplifier, the analogue outputs can be set to a fixed 0dB. Refer to the 'Volume > Output' section, for further details.

## Standby Mode

Upon initial powering on, the Platina Stream defaults to standby mode. To activate the unit, press the 'Standby' button; the power indicator LED will brighten, and the display will show the 'QUAD' welcome screen as the unit enters operational mode.

Note: If used in conjunction with other Platina series components via remote, pressing STANDBY will toggle all units in the series in and out of standby simultaneously.

## Source Selection

Use the select/navigate buttons on the front panel or use the source (▼ or ▲) buttons on the remote to choose different input sources.

## Mute Function

Press the VOL knob on the front panel or the MUTE button on the remote to mute or un-mute the sound.

## Firmware Updates

The unit periodically checks for software updates over the air (OTA). When a new version is available, the Platina Stream will prompt for permission to install it. We recommend allowing all updates to ensure optimal performance.

For firmware updates to the MCU, please visit QUAD-hifi.co.uk to download the latest version. Please read the update instructions thoroughly before proceeding.

# NETWORK CONNECTION

Download the QUAD Platina Stream App to your smartphone or tablet from the Google Play Store or Apple App Store. You may also scan the provided QR code to access the app download.

## Ethernet Setup

Connect the Platina Stream directly to your router's RJ45 port using an Ethernet cable. Power on the device and select the 'Streaming' source mode. The Platina Stream will then connect to the internet. A successful connection is indicated by the appearance of the Ethernet icon on the GUI display.

## Wi-Fi Setup

### Via WPS

Ensure your wireless router supports WPS mode and that it has a WPS button. If supported, briefly press the WPS button located on the rear panel of the Platina Stream, then press the WPS button on your router. After a few moments, a GREEN Wi-Fi icon will appear on the display, signifying a successful connection.

If pairing is unsuccessful, repeat the steps. Alternatively, some routers may require you to press the WPS button on the router first, then on the Platina Stream.
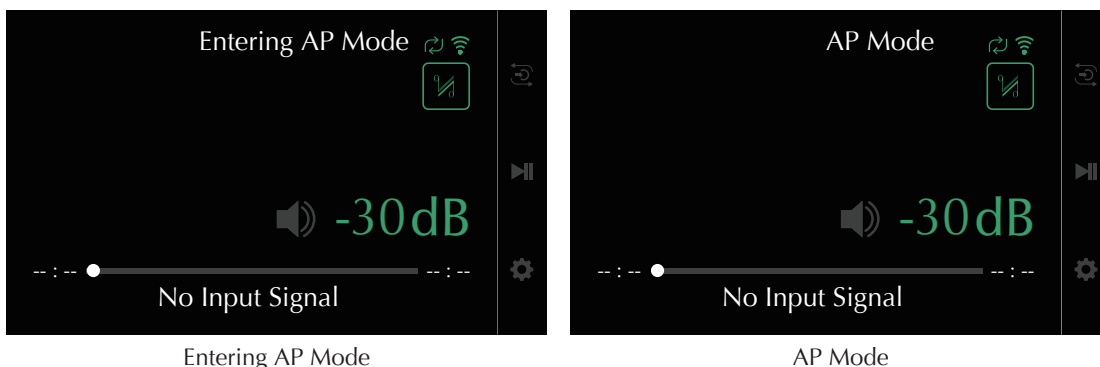
### Via Access Point (AP)

Download the QUAD Platina Stream App to your device and connect that device to the same Wi-Fi network you intend to use for streaming.
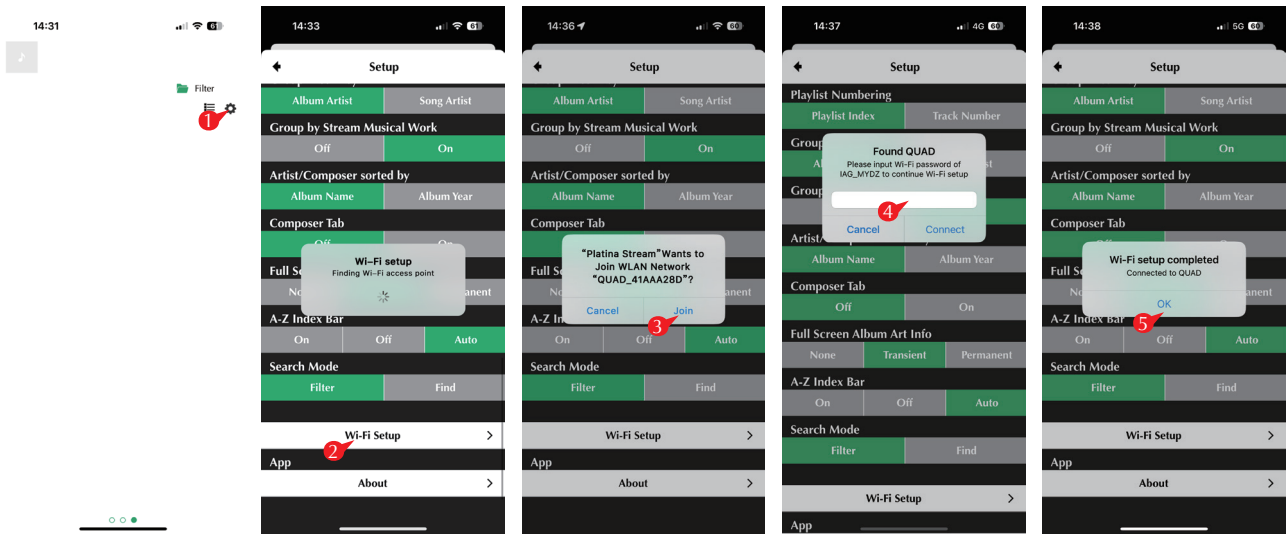
Long press the WPS button on the rear of the Platina Stream for six seconds. The display will show "Entering AP mode". After a few seconds, it will update to "AP mode", indicating the mode is active.

Open the Platina Stream App, go to settings (cog icon), and select "Wi-Fi setup" at the bottom of the menu. Your device will search for the AP Hotspot. Tap "Connect" and input your Wi-Fi password. Within moments, a GREEN Wi-Fi icon will appear on the GUI, confirming a successful connection.

Note: After the Platina Stream connects to the Wi-Fi network, your smartphone or tablet may connect to a different Wi-Fi network if multiple are available. The App will remain on the connection page; to access full functionality, ensure your device is connected to the same Wi-Fi network as the Platina Stream. Full functionality will resume immediately.
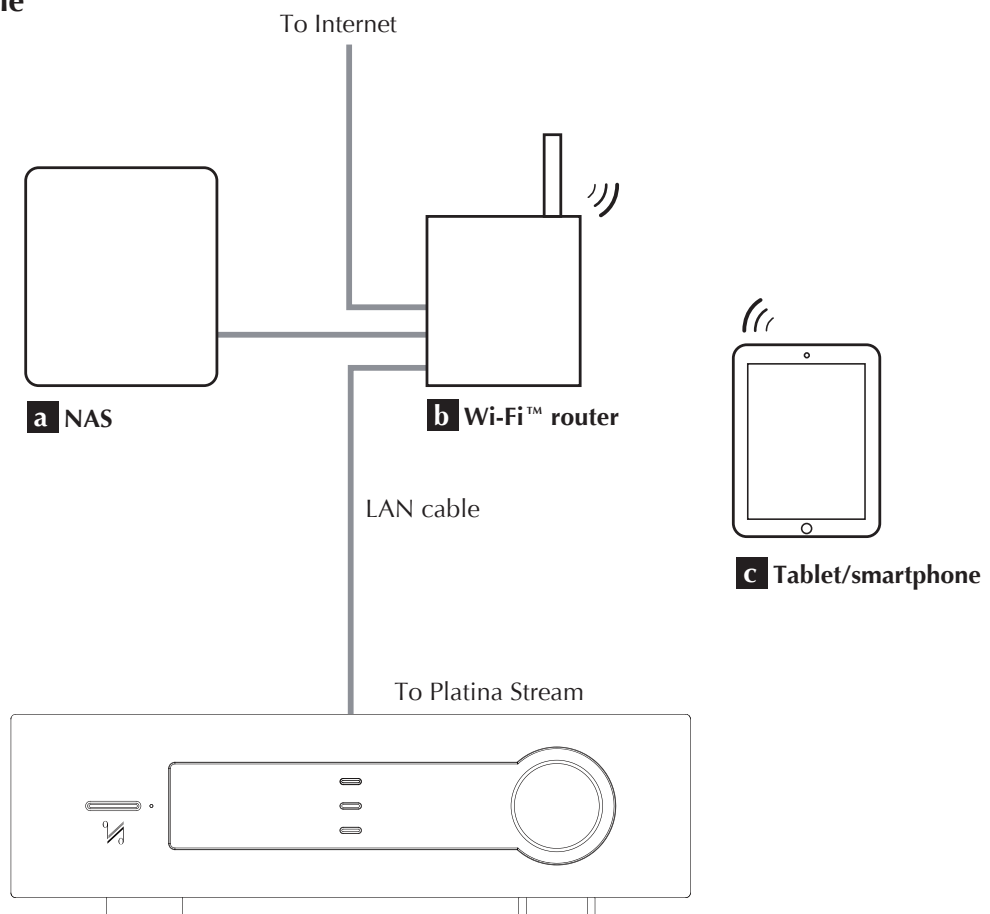
Entering AP Mode

AP Mode

Once connected to the internet, navigate to the options menu within the settings page. Here, you may rename your Platina Stream, log into Tidal, Spotify, Qobuz, or TuneIn, and toggle the Ethernet LEDs on or off. Additionally, you can enable or disable Roon Ready functionality. The firmware update settings can also be adjusted; the default is set to 'Yes", which enables automatic checking for updates.



# NETWORK CONNECTION

• An Internet connection is necessary to install the app on a tablet or smartphone to update this unit's NET firmware and to use Internet radio, for example.

## Connection example



To Internet

a NAS

b Wi-Fi™ router

LAN cable

c Tablet/smartphone

To Platina Stream

# PLAYBACK FUNCTIONS

## Play/Pause

Press the ▶⏸ button on either the remote control or the front panel to commence playback of the playlist. Press the same button once more to pause the music.

## Previous/Next Track

To access the previous or next track, press and hold the ⏮ button on the front panel, or utilise the corresponding ⏭ buttons on the remote control.

For streaming control: to restart the current track, press the  button once; to go to the previous track, press it twice; to skip forward, press the  button once.

For PC USB control: press the  button once to return to the previous track and once more to advance to the next.

## Playing from PC via USB

### USB Drivers

To download Windows drivers, please refer to a separate manual. Firmware updates are also available at www.QUAD-hifi.co.uk.
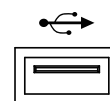
USB

Connect your computer to the Platina Stream using a USB cable (Type A to Type B). Change the source to PC USB via the remote control or the front panel source button.

A message displaying "No Input Signal" will appear if no signal is detected. Once a file is playing, the digital inputs will lock onto the digital signal automatically. The display will then show the output sampling frequency of the audio file from your computer.

### Playing via USB Storage

Insert your USB storage device containing supported music files into the port near the Ethernet port. then, access the Music Library through the app's settings page.

(5V ⎓ 1A)

The USB storage library will be recognised as XXXXX USB Music Server (where XXXXX is the name of your Platina Stream). Supported file formats include: FLAC, Apple Lossless (ALAC), WAV, AIFF, MQA, DSF, DSDIFF (DFF), DoP, MP3, and AAC.

### Drive Specifications

The Platina Stream is compatible with various USB drives, which should meet the following criteria:
Partitioning: Single partition only.

Formatting: FAT32, exFAT, or NTFS.

Capacity: Tested with drives up to 4TB; reports from users indicate successful implementation of 8TB drives.

### Drive Types

Most standalone flash drives (USB thumb drives, memory sticks, pen drives) are compatible out of the box, typically formatted in FAT32. When reformatting, ensure drives are single-partition and formatted as FAT32, exFAT, or NTFS.

Low-powered portable USB drives generally work, although some may require more power than the Platina Stream can supply.

Desktop USB disks with dedicated power supplies are widely compatible, though SATA disk enclosures may cause issues. Adapters and enclosures containing SATA disks or SD/CF/TF cards are generally not compatible.

### Playing via Network

The Platina Stream supports local NAS and USB storage, as well as multiple streaming services, including UPnP.

## NAS/UPnP

Connect your NAS (formatted as FAT32, exFAT, or NTFS) to the same router as the Platina Stream. The NAS will be recognised as a Music Library, allowing management via the Roon application or direct playback through the device. Supported file formats include: FLAC, ALAC, WAV, AIFF, MQA, DSF, DSDIFF (DFF), DoP, MP3, AAC.

Browse and organise your files by track name, album, artist, genre, or duration within the QUAD app.
Add folders to playlists and save new playlists as desired.
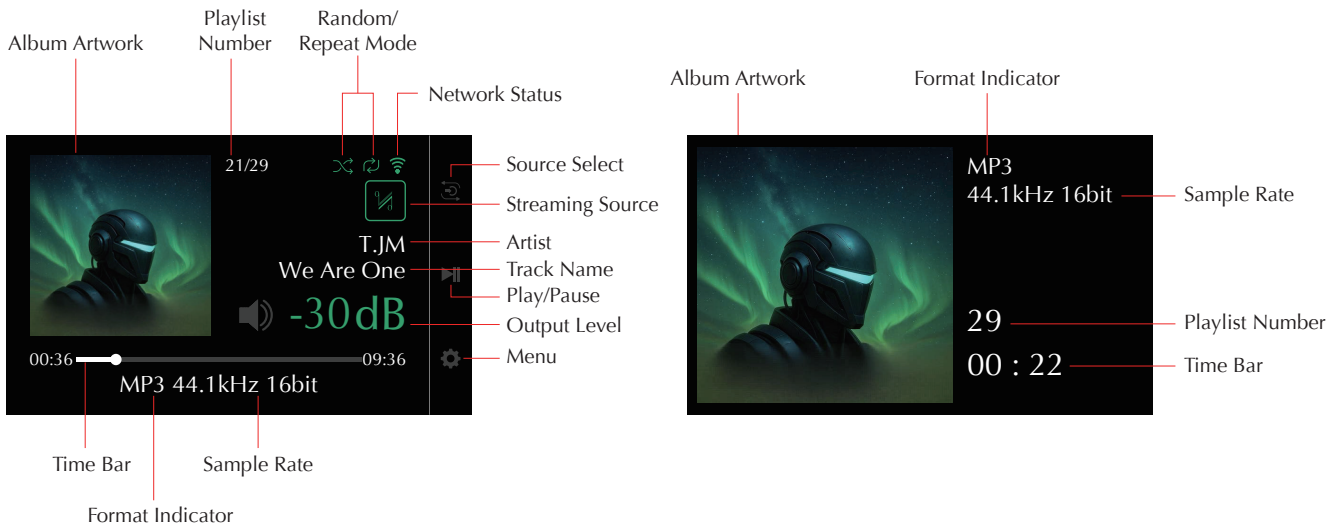
## Music Streaming Platforms

The Platina Stream is compatible with Spotify, Tidal, Qobuz, and internet radio via TuneIn. You may log into your accounts within the QUAD app or stream directly through official Spotify, Tidal, Qobuz, or TuneIn applications.

The QUAD Platina Stream is certified as Roon Ready and available within the Roon device listings.

Being Roon Ready means that the QUAD Platina Stream uses Roon streaming technology, for an incredible user interface, simple setup, rock-solid daily reliability, and the highest levels of audio performance, without compromise.

The QUAD Platina Stream also supports Plex a free platform to access, manage and play locally stored and internet-streamed digital music and media.

# WARRANTY COVERAGE

QUAD warrants its products, subject to the following terms and conditions below, to be free from defects in materials and workmanship.

## Online Registration

3 YEAR WARRANTY

*Scan the QR code using a smart-phone device,*
*for product warranty registration online.*

The three (3) year extended warranty is applicable to items purchased from Jan 1st 2021, onwards. Items purchased prior to this date are not eligible for this extended warranty service but are subject to statutory warranty claims and all applicable consumer rights.

To qualify for the extended 3 year warranty, you must register your product within ninety (90) calendar days from the date of purchase. Visit *https://www.quad-hifi.co.uk/warranty-registration* to complete your online registration. Items not registered online will have a Limited Warranty for one (1) year, or for the period of your country's statutory warranty, whichever is longer.

Warranty can only be offered to products registered with proof of purchase with date, model and details of the authorised dealer clearly stated on the receipt/invoice. Please keep the original receipt/invoice in case it is required for a warranty claim.

This Limited Warranty is non-transferable and is offered exclusively to the original owner.

This Limited Warranty is valid only in the original country of purchase.

Repairs or replacements are provided under this warranty are the exclusive remedy of the consumer. QUAD shall not be liable for any incidental or consequential damages for breach of any expenses or implied warranty with any product. Except to the extent prohibited by law, this warranty is exclusive and in lieu of all other warranties whatsoever, both expressed and implied, including but not limited to the warrant of merchantability and fitness for practical purpose.

This warranty provides benefits that are additional to and do not affect your statutory consumer rights.

This Limited Warranty offer is subject to correct information being submitted in your application. Incorrect dates or mismatched purchase receipt dates that are outside of the warranty terms will immediately invalidate any warranty claim.

*Please check with your dealer local distributor for further information.

## Exclusions

The following items are excluded from the QUAD warranty:

Normal wear and tear and cosmetic damage (including but not limited to any wear from reasonable use, environmental deterioration or neglect)

Products on which the serial number has been removed, altered or otherwise made illegible.

Products not purchased from an authorised QUAD dealer.

Products that were not new at the time of original purchase.

Products sold 'as is', 'as seen' or 'with faults'.

Product not purchased from an Authorised Dealer/Distributor within the region of the claim (ie parallel imports or grey market products)

Accidental damage or faults caused by commercial use, acts of God, incorrect installation, incorrect connection, incorrect packaging, misuse or careless operation or handling which is not in accordance with the user instructions.

Equipment that has been operated in conjunction with unsuitable, inappropriate or faulty apparatus.

Repairs, alterations or modifications carried out by parties other than QUAD or its authorised service partners.

Damage in transit that cannot be attributable to the fault of QUAD, the authorised distributor or dealer (ie. claims otherwise covered by transit insurance.)

Faults relating to abnormal or inappropriate power supply voltage or power surges.

Faults relating to extremities in temperature, exposure to heat, water or other liquids, insects, excessive moisture, sand, chemicals, battery leakage or any other contaminants.

Any force majeure events, including but not limited to any acts of God, fire, lightning, typhoon, storm, earthquake, hurricane, natural disaster, tsunami, flood, war, riot, public disturbance.

Any other causes beyond the reasonable control of either QUAD and its Authorised Distributor.

Please note items purchased before 1st Jan 2021 are not eligible for the extended warranty claim.

## How to Claim

To obtain warranty service please contact the authorised dealer from which you purchased this product and present the limited warranty certificate offered upon registration of your product's extended warranty offer.

Do not dispatch goods without the prior agreement of the dealer distributor or authorised service centre.

If asked to return products for inspection and or repair, please pack carefully preferably in the original carton or packaging affording an equal degree of protection and returned via insured, trackable courier service.

The authorised dealer or distributor will offer full return details and instructions. However, please note if unsuitable packaging is used the warranty may be deemed void due to improper action in return.

QUAD or the authorised distributor, dealer or service centre may make a charge for the supply of new packaging for the return of the repaired item. Please note, insurance is recommended as goods are returned at the owner's risk. Authorised distributors or service centres can not be held liable for loss or damage in transit. insurance and freight charges on the return journey will be paid for by QUAD, authorised dealer, distributor or service centre if corrective work proves to be necessary.

In the event of 'no-fault found' or 'no repair necessary', the return shipping charge will be the responsibility of the owner.

## Repairs

All repairs will be carried out by the appointed distributor (or locally appointed service centre). Repairs handled or processed without authorisation or approval of the appointed representative will be excluded from this limited warranty. Please note, QUAD is not able to supply parts or replacement items to any other entity than the official distributor or authorised service centre.

Other than the warranty and services set out in this warranty, to the fullest extent permitted by law, QUAD shall not be liable to you and/or any third party or entity whatsoever for:

- Any loss, damages and/or malfunction caused to any product(s) which is/are connected to any of the products covered by this warranty.

- Any damages, loss and liability, whether direct, indirect, incidental, consequential special, punitive or otherwise, howsoever caused by, arising out of or otherwise, in relation to the installation, delivery, use, service, repair, replacement and/or maintenance of the product;

- Any damages, loss and liability under this warranty in respect of any act, omission, or negligence of any of their technicians, employees, agents, representatives or independent contractors relating to the actual or purported performance of any of the obligations under this warranty.

## Service Centre Address

For technical support, servicing or product queries and information please contact either your local retailer or the office below.

IAG Service Dept.
13/14 Glebe Road
Huntingdon
Cambridgeshire
PE29 7DL
UK

Tel: +44(0)1480 452561
Email: support@iaguk.co.uk

A world wide distributors list is available on the QUAD website: www.quad-hifi.co.uk

# SPECIFICATIONS

| Model | Platina Stream |
|---|---|
| General Description | Network Player |
| Design Philosophy and Core Technology | ES9038Pro 32-bit DAC |
| | 4.3" (800x480px) Large Size full view, full colour IPS LCD screen |
| | QUAD Platina Stream streaming technology (IEEE 802.11 a/b/g/n/ac) |
| | Native support for Roon Ready, Spotify Connect, TIDAL Connect, |
| | Qobuz Connect,TuneIn Radio and Plex |
| | Gapless Playback |
| | USB storage, flash drive, USB hard disk (Single-partition FAT32, |
| | exFAT and NTFS only)   Android/iOS App Control |
| | Ethernet 10/100/1000 Base-T Ethernet, Auto-Negotiation |
| Inputs | 1 x Network Streaming,1 x PC USB (USB B),1 x 12V trigger |
| Outputs | 1 x RCA,1 x XLR,1 x 12V trigger |
| Supported File Formats | DSD Lossless: DSF (DSD), DIFF (DSD), DoP (DSD) |
| | PCM Lossless: FLAC, Apple Lossless (ALAC), WAV, AIFF |
| | Compressed (Lossy) Audio: MP3 |
| Sampling Frequency | PCM: 44.1kHz-768kHz |
| | (Supports 705.6kHz/768kHz fixed-point via streaming function) |
| | DSD: DSD64, DSD128, DSD256, DSD512 (Native) |
| **Digital Section** | |
| Digital Output Intensity | 500 +/- 50mVpp |
| Output Impedance | 75 ohm |
| Frequency Response | -0.01dB (20Hz-20kHz,ref.1kHz) |
| Max. Sampling Frequency | 192kHz/24bit |
| Digital Output | 1 x Coaxial , 1 x Optical |
| **D to A Converter** | |
| Variable Output Voltage | 0 – 2.05Vrms |
| DAC | ES9038Pro |
| Frequency Response | +/-0.5dB (20Hz-20KHz ref.1kHz) |
| Total Harmonic Distortion | <0.001% (1kHz@2.05Vrms ) |
| Max. Sampling Frequency | 768kHz / 32bit |
| Signal-to-noise Ratio  (A-weighted) | >116dB (RCA) >120dB (XLR) |
| Output Impedance | 120 ohm |
| **General** | |
| Standby Power Consumption | <0.5W |
| Net Weight | 11.8Kg |
| Gross Weight | 13.6Kg |
| Dimensions (mm) (W x H x D) | 445 x 134.5 x 348 |
| Carton Size (mm) (W x H x D) | 500 x 225 x 450 |
| Finish | Black/Silver |
| Power Requirements (depending on region) | 220-240V ~ 50/ 60Hz |
| | 100-120V ~ 50/ 60Hz |
| **Safety Regulation Conformity** | |
| Standard Accessories | Power Cord, Remote Control, User Manual |

On the top unit's display:

Kelly Sweet
We Are One
🔊 -30dB

09/75

00:16 ——————— 03:36
MP3 44.1kHz 16bit

On the bottom unit's display:

LEFT          RIGHT

QUAD