

Thank you for purchasing your Custom In-Ear Monitors (IEMs) from Pacific Ears.

We want you to be delighted with your IEMs. If, for any reason, you experience difficulties or are not satisfied with your IEMs or the service you received from us, please contact the seller or Pacific Ears.

Please read this user manual carefully and follow the instructions to ensure the best performance and longevity of your IEMs.



### Fitting

It is important that your IEMs are fitted correctly to provide a good seal of the ear, a comfortable fit and the best possible acoustic performance.

The left and right IEMs are identified by a different coloured PE logo: Red for the right ear and Blue for the left ear. To fit your IEMs begin by gently placing the tip into your ear canal whilst at the same time twisting slowly backwards.

It is sometimes easier to use both hands when fitting each IEM, using your opposite hand to gently pull your ear upwards to open your ear canal. Once inserted, gently press the mould until it feels located and secure. A tube of Comfort Cream is provided to aid fitting. If required, spread a small amount around the ear canal tip of each IEM, being careful to avoid the sound ports.

For a fitting, cleaning or cable removal demonstration video please visit our YouTube channel.

To remove your IEMs gently twist them forward while slowly pulling them outward at the same time.

**NEVER** re-adjust the fit or remove your IEMs by pulling on the cable.

### Cleaning, Maintenance and Storage

Visually inspect the sound ports on each IEM after each use to check that no wax, skin debris or dirt has penetrated them, and use the wax pick provided to remove any matter. A moist cloth or sterile wipe can be used to clean the silicone earpieces and cable.

**DO NOT** immerse any part of the IEMs or cable in any liquid.

#### Sanidry: Sanitiser and Dryer (sold separately)

We recommend that your IEMs are cleaned and dried in the Sanidry regularly, including after every live performance. Please see the separate instruction manual for use of the Sanidry.

Be careful not to tangle the cable, and always store your IEMs in the supplied storage case or the Sanidry when not in use.

**NOTE:** A common cause of IEM failure is ingress of ear wax or sweat into the sound tubes.

This is easily prevented by regular inspection, cleaning and use of the Sanidry.



### Cable Information

IEMs are fitted with a fixed or removable cable designed to provide the best connectivity between your audio source and the IEMs.

When the cable is fitted at the factory it has optimum contact to the cable socket, therefore we strongly recommend that you **DO NOT** disconnect the cable unless it requires replacing.

The cable exits over the top of the ear and round the back of the head. The cable can be secured at the back of the head by moving the fitted slider in an upward direction.

**NEVER** re-adjust the fit or remove your IEMs by pulling on the cable as this can dislodge the cable connection, and could cause damage to the cable, connectors, silicone and internal components.

Ambient IEMs are fitted with filters designed to allow a reduced amount of ambient sound through to the ear, allowing you to hear what is going on around you at a quieter level.

Please note that the filters are factory fitted and should not be removed unless being replaced.

[www.pacificears.com](http://www.pacificears.com)

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### Warranty

Pacific Ears warrants its products to be free from defects in materials and workmanship for a period of one (1) year from the date of delivery. If you believe this product has any defects in materials or workmanship, cease use immediately and contact the seller or Pacific Ears for a remedy. If a product proves to be defective in material or workmanship, we will repair or replace the product as required and send it to you.

All returns must include documentation specifying the claimed defect. This limited warranty applies only where the products have been properly maintained in accordance with the instructions and have not been subject to misuse, negligence or accident. No returns are to be made directly to Pacific Ears unless authorised by a Returns Authorisation (RMA) from our Customer Service Department.

### Fit Warranty

Pacific Ears warrants the fit of its custom-made products for 30 days from the date of delivery. If you have any issues with the fit of your product please contact the seller or Pacific Ears, who will take all reasonable steps to remedy the issue(s).

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, WHICH ARE SPECIFICALLY EXCLUDED, INCLUDING WARRANTIES FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL PACIFIC EARS OR SELLER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXPENSES TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.

### Warnings

- The product is intended to be placed in the ear. The product is not intended for any other use.
- The product must be fitted and maintained in accordance with the instructions. Improper fitting can reduce its effectiveness.
- Care must be taken to ensure the cable does not catch or snag on objects, or become entangled.
- Performance of the product may be reduced after contact with sharp objects e.g. by puncturing or cutting.
- Regularly inspect the product to ensure serviceability. Do not use the product if there are any signs of wear or damage.
- The product may be adversely affected when coming into contact with liquid, chemicals or alcohol.
- If these instructions and warnings are not adhered to, the performance of the product may be severely impaired.
- Please ensure that the product and both hands are clean before insertion in order to reduce the risk of infection.
- Choking hazard - Keep the product out of reach of young children.
- Sudden or fast insertion/removal of the product into/out of the ear canal may damage the ear.
- The accessories provided are only intended for use with this product as specified. They are not recommended for any other use.
- You are responsible for evaluating whether the use of the product affects the ability to safely perform an activity. Stop if you find it distracting or disruptive.
- As a guideline we recommend new ear impressions and replacement of your In-Ear Monitors every four years due to anatomical changes to the shape of the ear canal.



**Custom In-Ear Monitor User Manual**