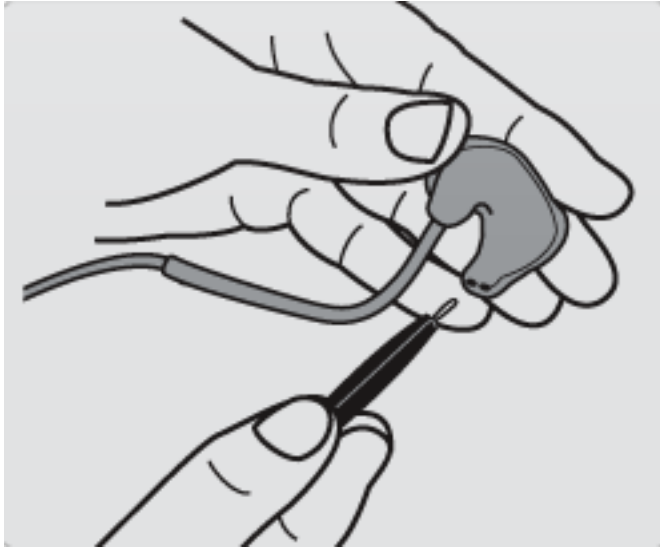


If you are experiencing intermittent sound loss and/or loss of audio in the bass frequencies, please use our step-by-step Troubleshooting Guide to Resolve the Issue.

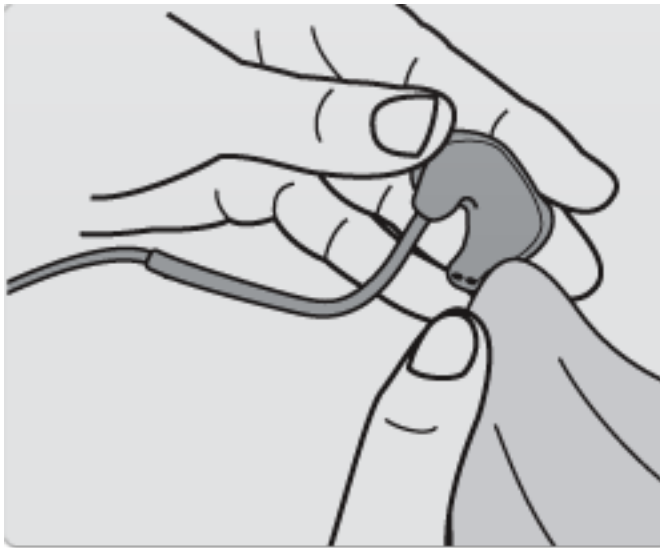
Check for a build-up of debris.

1. Remove debris



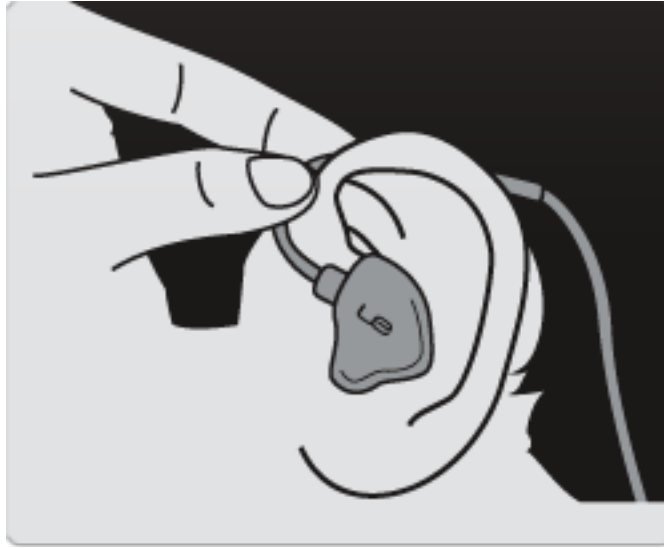
To clean debris, hold each monitor down separately one at a time, with the sound canal facing downward, use the cleaning tool to remove the debris.

2. Clean earpiece



Use a tech wipe or non-alcoholic baby wipe to clean the outer housing.

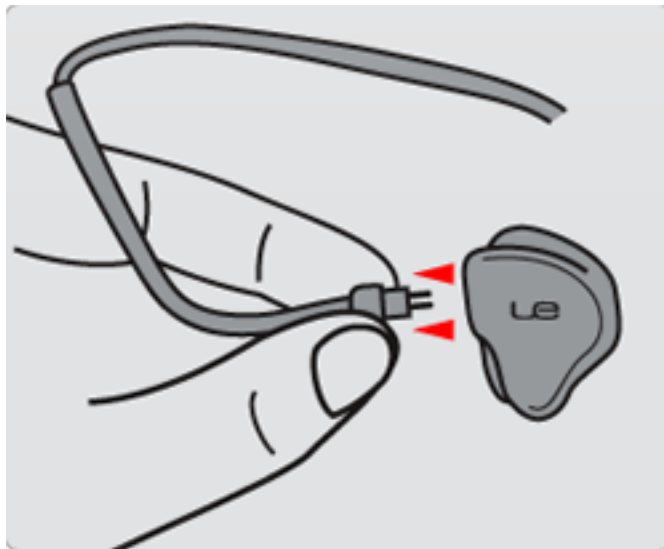
3. Test it



Plug in to a music source and test to see if both monitors are working.

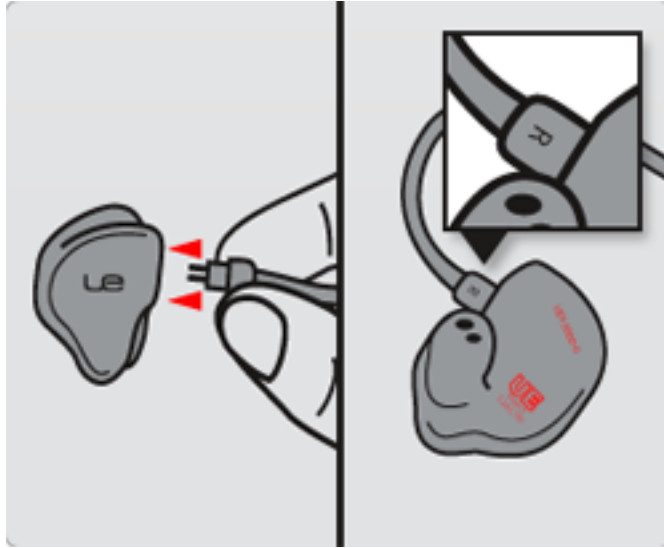
Check for a faulty cable.

1. Detach bad cable



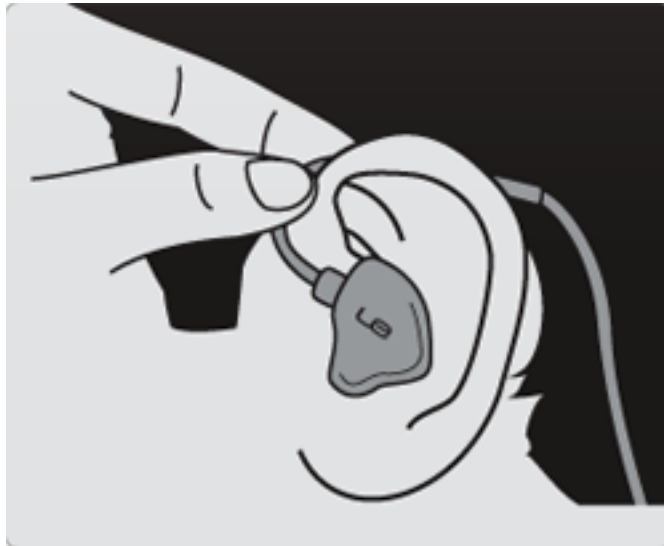
Detach the cable from your custom earphones. Note: When detaching the cable, grab the socket close to the earphone to pull out. If you have no sound out of either monitor, please contact us at 800-589-6531 or uehelp@ultimateears.com

2. Switch cables



Switch cable connections and re-attach. Note: Make sure the left and right indicators are facing the part of the earphone that enters your ear.

3. Plug cable in & test



Plug your custom earphones into a music source to test the sound. If you now have no sound in the monitor that was working before, you have a bad cable. Please contact us at 800-589-6531 or uehelp@ultimateears.com so we can send you a replacement.