

## TROUBLESHOOTING

- *No sound* - Make sure the earbud jack is plugged securely into the 3.5mm port on the phone, device, or adapter. Check for dirt or dust in the port. Open the audio settings on your device and check the volume level and other settings that might mute the sound. Restart the device.
- *Poor sound quality* - Check the tightness of the seal between the rubber ear tip and your ear.
- *Ear tips fall off of the earbuds* - Securely attach the ear tip to the ear tip connection by pressing the ear tip into place.
- *Ear tips don't fit correctly* - Select the best-fitting ear tips (S, M, or L). Attach the ear hooks to the earbuds (check to make sure they are facing correct direction). When placing in ear, pull the top of your ear up and gently twist the ear tip into your ear.
- *Sound is only on one side/cuts in and out* - Make sure earbud jack is securely connected to device port. Plug earbuds into a different port, then use another set of headphones in the same port. If our earbuds work in a different port, or if other earbuds don't work in the same port, the problem is with the device port.
- *Microphone not working* - Make sure earbud jack is securely connected to the device port. On your device, check microphone settings to ensure proper configuration.
- *No 3.5mm port on device* - Newer models of phones may not have a headphone 3.5mm jack. For Apple iPhones, customers may use a "lightning adapter" to connect the 3.5mm headphones to the device. Customers with other phone models can utilize a "USB-C adapter".
- *Lost/missing eartips* - Contact DefenderShield for replacement.

## SAFETY INFORMATION

Headphones are capable of delivering sounds at loud volumes and high pitched tones. Exposure to such sounds can result in permanent hearing loss damage. Please read the safety guidelines below prior to using these headphones.

- To avoid damage to your hearing, we recommend that your listening level be less than 85dB. Conversational speech is 60dB.
- Turn music volume down on your listening device before inserting your earbuds, then gradually increase to a comfortable level.
- Keep the volume at the lowest level possible. Avoid turning up the volume as your hearing adapts. Try not to use in noisy environments where you might have to increase volume to harmful levels.
- Using the headphones while operating a motor vehicle, motorcycle, watercraft or bicycle may be dangerous, and is illegal in some jurisdictions.
- Do not use headphones in any environment where failure to hear surrounding sounds could be dangerous (biking, running, walking in traffic areas).
- If you experience discomfort or ringing in your ears, discontinue using the headset and consult a physician.

## ONE-YEAR PRODUCT LIMITED WARRANTY

DefenderShield warrants that your product shall be free from defects in material and workmanship for one (1) year, beginning from the date of purchase.

Except where prohibited by law, this warranty is nontransferable and is limited to the original purchaser. This warranty gives you specific legal rights, and you may also have other rights that vary under local laws.

Defects which occur within this warranty period, under normal care and use of the product shall be, at DefenderShield's option, repaired or replaced, with no charge for parts or labor. Shipping and handling charges may apply except where prohibited by law.

This warranty does not cover problems or damages resulting from accident, abuse, misapplication, or any unauthorized repair, modification or disassembly. For warranty claims, please visit [www.DefenderShield.com/warranty](http://www.DefenderShield.com/warranty).



**DefenderShield**  
PIONEERING PROTECTION™

- Hollow air tubing eliminates EMF radiation to the head
- High fidelity speakers deliver crystal clear stereo sound quality
- Integrated hands-free microphone and audio controller for music or calls

