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The logo for the Elite Series, featuring the letters 'ES' in a bold, stylized red font. The 'E' and 'S' are connected, with the 'S' having a unique shape where the top and bottom loops are not fully closed.

ELITE SERIES

The logo for the Custom Recreational series, featuring the letters 'CR' in a bold, stylized red font. The 'C' is a simple square with a missing bottom-right corner, and the 'R' is a solid block letter.

CUSTOM RECREATIONAL

The logo for the Acrylic Custom series, featuring the letters 'AC' in a bold, stylized red font. The 'A' is formed by two thick diagonal lines meeting at the top, and the 'C' is a simple square with a missing bottom-right corner.

ACRYLIC CUSTOM

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**OWNER'S MANUAL**

## Custom Monitor Care

Here are a few simple guidelines that can greatly increase your listening enjoyment and lifespan of your Westone custom monitors:

- Always store your monitors in the provided case.
- In case of poor sound quality due to earwax in the sound bore, use the included wax removal loop to carefully remove the earwax. Never use any other object to attempt to remove the earwax as this may result in damage to the monitor and will void the warranty.
- Do not use the cord to remove the monitors from your ears. This may cause damage to the cord and result in poor performance. Damage of this nature is not covered by the warranty.
- Do not expose your monitors to temperature extremes. Avoid strong impacts to your monitors.
- Wipe down monitors after each use and never immerse them in water.

*Please Note: Moisture in your monitors can cause temporary performance issues. Do not insert your monitors if your ears are wet. Always dry your ears completely before inserting your monitors. Should you inadvertently allow water or perspiration into the monitors and they quit working, allow to dry completely before attempting to use again. Minor moisture build-up should dry out and not affect long-term performance. Extended exposure to moisture or submersion will result in permanent damage and will void the warranty.*

## Insertion Instructions

The left and right monitors are marked with an 'L' and 'R' at the end of the serial number. With your right hand, hold the right monitor so that the cable exits the monitor pointing down. Use your left hand to pull up the outer ear while inserting the canal tip of the monitor into your ear canal. Slowly rotate the monitor counter clockwise into place.

A light coating of Westone Audio Oto-Ease® on the canal tip of the monitor will ease insertion. The monitor should almost seem to snap into place. Insert the left monitor in the same manner, but rotate it clockwise into place.

Reverse these steps to remove monitors. For the right ear, pull back on the outer ear with your left hand to break the seal, then turn the monitor to remove it. Rotate counter clockwise for your left ear and clockwise for you right.

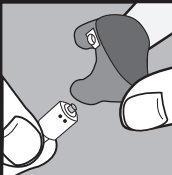


## Cable Replacement Instructions



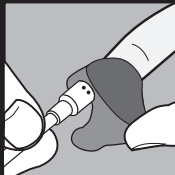
### CHECK

if the cable is for the left or right earphone



### MATCH

the cable to the appropriate earphone



### INSERT

the cable into the earphone by pushing directly into the socket



## Listen for Life

Please read this important information before using your Westone Audio custom monitors.

If, after using your monitors, everything sounds muffled or if you hear ringing or buzzing, your ears are trying to give you a warning! These symptoms are normally associated with a condition known as Temporary Threshold Shift and are an indication of conditions that could lead to permanent hearing loss.

While no two individuals' hearing sensitivity is exactly the same, there are established safety guidelines for sound levels versus time of exposure. The chart below is based on OSHA's (Occupational Health and Safety Administration) exposure information for industry. Remember that these guidelines are based on average hearing sensitivity. Your sensitivity may be above or below these levels.

The use of any monitors offers benefits and risks. Westone Audio custom monitors can lower ambient sound levels approximately 25dB when properly worn. However, the performance capabilities of the monitors can allow the user to negate the benefits of hearing protection from ambient sound. We want you listening for a lifetime!

**Remember, personal hearing protection is your responsibility!**

dB Level	85	90	95	100	105	110
Maximum Exposure Time	8 hours	4 hours	2 hours	1 hour	30 minutes	15 minutes

## Important Information

Used wisely, your new sound equipment will provide years of enjoyment. Noise-induced hearing loss is preventable but often undetected until it is too late. Westone Audio and the Electronic Industries Association's Consumer Electronics Group recommend you avoid prolonged exposure to excessive noise. Used responsibly, your custom monitors can help prevent noise-induced hearing loss. If you have questions, contact your audiologist or hearing care professional.

Be sure to observe the following guidelines:

- Do not turn up the volume so high that you can't hear what's around you.
- Do not use while operating a motorized vehicle as it may create a traffic hazard and is illegal in many areas.
- Use extreme caution or temporarily discontinue use in potentially hazardous situations.

*Please Note: These custom monitors were made specifically to fit your ears. Their performance depends on a snug fit and firm acoustic seal. Please be advised that any significant change in your weight (gain or loss) can result in changes to the shape and/or size of your ears and ear canals. This will affect the performance of your monitors, not only in sound quality, but also in the amount of hearing protection afforded. If you experience this type of problem, see your hearing care provider or dealer to have new impressions made. Your monitors can then be re-manufactured from the existing components to address the fit issue. Charges will apply.*

## Desiccant Care and Reactivation

The Monitor Vault II (standard with Elite Series monitors) comes equipped with a unique moisture removal system. The desiccant pod located in the center of the case is filled with moisture absorbing crystals to help remove moisture from your monitors. For best results, always store your monitors in the case when not in use and keep the lid tightly closed.

Important: Silica gel is used to absorb the moisture. Periodically you must reactivate this material. The desiccant beads are orange when dry and turn green as they absorb moisture. When all the desiccant beads are green, it is time to reactivate. **Warning! Do not eat Desiccant!**

### To Reactivate

**Microwave oven:** Remove desiccant pod from the container. Place desiccant pod, screen side up, in microwave and heat for 30 seconds on high. Let cool to the touch. Repeat cycle until beads are orange.

**Warning:** Do not exceed 2 minutes total! Let the desiccant pod cool before handling.

**Conventional Oven:** Remove desiccant pod from the container and bake, screen side up, for 1 hour at 200°F (93°C), or until beads are orange. Let the desiccant pod cool before handling.

Over time, the crystals will lose their ability to absorb moisture. If, after carefully following the instructions above, the crystals will not reactivate, it is time to replace the desiccant. Replacement desiccant pods are available from Westone Audio.



### **Limited Product Warranty**

Westone Audio warrants this product to be free of defects in material or workmanship for a period of two years from the date of original retail purchase. If the product components are found to be defective during the warranty period, Westone Audio will, at its sole option, either repair or replace the defective components. This warranty does not apply to any defects attributable to damage beyond the reasonable control of Westone Audio including damage caused by abuse, misuse, misapplication or modifications performed by anyone other than Westone Audio. The warranty period for fit of custom monitors is ninety days from the date of original purchase. Westone Audio will adjust or remake the monitors to resolve fit issues during this warranty period.

### **Westone Audio, Inc.**

**General Customer Service Phone Number:** 949-793-8136

**General Customer Service Email:** [customerservice@westoneaudio.com](mailto:customerservice@westoneaudio.com)

**Customs' Phone Number:** 817-554-9708

**Customs' Email:** [custom@westoneaudio.com](mailto:custom@westoneaudio.com)

**[www.westoneaudio.com](http://www.westoneaudio.com)**

### **Requesting a Warranty Repair**

If your product is not functioning properly, first ensure that the sound bore is not blocked by earwax and that the unit is completely dry. Performing these simple troubleshooting steps could solve the problem and eliminate the need for a repair. If it is necessary to return your product for warranty or post-warranty service, please return the product to the retailer and include a description of the problem.

### **Limitation of Liability**

Westone Audio disclaims any and all implied warranties, warranties of merchantability and fitness for a particular purpose to the maximum extent permissible by law. Westone Audio shall not be liable for any special, incidental or consequential damages caused by the use, misuse, or inability to use this product. If purchased under a government contract, those contract terms supersede terms stated herein.

### **Register Your Warranty**

Register your custom monitors online by going to

<https://westoneaudio.com/productregistration>