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ULTRA Series
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PRO Series
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GOLD Series
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CONGRATULATIONS, you have just purchased the finest, most advanced hearing protection/enhancement system available today.

Your **PRO EARS** were manufactured from the highest quality materials utilizing cutting edge technology. Each unit is designed to provide you with years of exceptional service with a minimum of maintenance.

ULTRA Series:

- Special Replaceable, **ProForm Leather™ Ear Seals** for the ultimate in comfort and conformity for the tightest noise elimination seal.
- Comfortable, adjustable, padded **Headband**.
- **Modular Design** for easy care.
- Slim contoured and Full cup designs to fit your need.
- **1 Year Warranty.**
- Variety of colors and patterns to choose from.

PRO Series:

- World's Only **DLSC™ Technology** protects hearing while letting you hear softer sounds.
- **Fast 'Attack Time'** – reacts/recovers in less than 5.5 milliseconds.
- **Stereo** for true directional sound detection. Multi-directional mics provide 360 degrees of hearing.
- **Independent Volume Controls.** No connecting wires between cups to snag or break.
- Special Replaceable, **ProForm Leather™ Ear Seals** for the ultimate in comfort and conformity for the tightest noise elimination seal. No plastic, no vinyl, no sweat.
- Comfortable, adjustable, padded **Headband**.
- **Modular Design** for easy care.
- Slim contoured, cup designs to fit your need.
- 200 hours minimum battery life. Common 'N' Size Alkaline.
- **BATTERIES INCLUDED.**
- Improved Battery Retention.
- **3 Year Warranty.**
- Proudly **MADE IN THE USA.**

GOLD Series includes all features of the PRO Series plus:

- Receiver/Input capabilities for: AM/FM Radio, CD or MP3 Player, many FRS radios or other electronic Communication/Entertainment Devices using a 3.5 'mini jack'. Audio cord supplied.
- Exclusive **8-Bit Micro-Processor** instantly performs a Complete Systems Diagnostic.
- Special frequency muting built in to the circuit board to reduce wind noise.
- Fully enclosed, **Military Grade Circuit Boards** for protection against the elements.
- **Gold Connectors** for the highest audiophile sound quality ever.
- **LED** indicator on Circuit Board shows you working order.
- Programmed **Auto-Shut Off.** Your unit will automatically shut itself off after 4 hours of operation without adjusting volume.
- **Low Battery Indicator.** Warns you when the battery is getting low.
- World's Only **DLSC™ Technology** protects hearing while letting you hear softer sounds.
- **Programmable/Automatic Gain Control (AGC™).** Available in all GOLD models only.
- **Fast 'Attack Time'** – reacts/recovers in less than 1.5 milliseconds.
The fastest in the industry!
- **5 year warranty.**

PRO EARS GOLD SERIES

Our system has been designed to provide two main functions. First, they are the most advanced systems made today for protection against high decibel noise and the vibrations that can damage hearing. Secondly, they are used to enhance hearing both in sound clarity and range.

In addition to the standard features the 'GOLD' Series also offers some new advanced features such as:

- **8-Bit Micro Processor** performs an instant and complete diagnostic of all electronic components in your unit. It performs up to 10,000 diagnostics per second when you turn the cup's volume control knob on. An **LED** (light emitting diode) in the cup (behind the foam flap) will also light during the Micro Processor's diagnostic. If the test finds all electronics in proper working order the LED will automatically extinguish and your unit will go to the ON stage. Test time is approximately 5 seconds. If there is a diagnostic failure the LED will shut off and the unit will not be activated.
- **Audible Battery Life Indicator.** When your batteries reach 60% remaining life the unit will emit an audible beep. The unit will continue to beep as the battery life reduces to 10% at which point you will hear a series of beeps. At this point you should replace the batteries.
- **Auto Shut-Off** feature that will shut the unit off every four hours. The timer is activated when the unit is turned on. If wearing the unit during shut off; simply turn off, wait 2 to 3 seconds and turn back on. Doing this will allow you to continue to use the unit and reset the automatic shut-off. If you have stored the unit without turning it off and the Auto Shut-Off feature will activate.
- All PRO EARS electronic models use an advanced high-speed compression and limiting circuit coupled with an ultra, low noise amplification system. This incredible '**DLSC™ Technology** (Dynamic Level Sound Compression) with **FSS™** (Full Spectrum Sound) circuitry instantly reacts in less than 1.5 milliseconds to high impulse noise by 'compressing' loud noise impulses starting at a safe 82 dB. Unlike other makes that react to loud noise impulses by 'shutting off' the amplification system, leaving gaps or dead spots in hearing, or reducing the volume input level which reduces all sounds, the PRO EARS user hears every sound safely, without interruption while being fully protected against damaging noise levels. PRO EARS also use advanced, electronic condenser microphone technology to improve proximity of sound even in high noise environments. Because the amplification operates continuously, even when the compression circuit is activated, you will hear quieter sounds at an amplified level of up to 82 dB.
- PRO EARS feature the latest **Surface Mount Design** and **Active Sound Control** technology with the highest available 'Audiophile" (stereo) quality, to provide the best in acoustic protection. The GOLD Series also incorporates **Gold Connectors** proven to be the best metal for conduction of sound. This adds to the incredible sound quality for a natural, clear sound experience. PRO EARS also feature '**DSR™** (Dynamic Sound Range) that lets you hear every sound, crisp, clear and distortion free, close and far away.

The combination of these technologies provide you with safety and sound clarity unattainable with any other make, at any price

OPERATION:

A) *Adjust Fit* – (ALL Models)

The headband may be adjusted to ensure the cups fit correctly around the ears by sliding the headband apart. With the slider arms fully closed place the headband directly in the middle of the head. Slowly adjust one slider arm at a time as needed to ensure each cup is fully covering your ear. The two slider arms should be equidistant from the



headband to ensure the best fit. Be sure the headband is resting snugly against the top of your head. The special, replaceable ProForm Leather™ Sealing Rings are made for maximum comfort and noise protection. There should be no gaps between the ear seal and your head. For best fit ensure your hair is not under the ear seal. To test for a good seal, run your index finger around the area between the ear seal and your skull and ensure there are no gaps.

B). *Batteries* – (ALL Electronic Models) All PRO EARS electronic models come equipped with four 'N' size 1.5 volt batteries, two for each cup (some Pro Tac Gold models operate on Lithium 123a batteries). Alkaline batteries provide the best service. To install, turn the volume controls to the OFF position. Carefully pull the foam flap on the inside of the cup down to reveal the battery holder. Remove the old batteries, insert the new batteries with negative to negative and positive to positive side. The correct polarity is marked in the battery holder. Once batteries are installed, carefully replace foam in the ear cup. We recommend the volume controls be turned to the 'Off' position when not in use. Gold Series models have an Auto Shut-Off feature which will help save battery life if you forget to turn off the unit.

C). *Adjust volume* – (All Electronic Models) Before putting on your PRO EARS turn the two Volume Control knobs to the 'Off' position. Turn on the Volume Controls and adjust as needed for comfort. We recommend to adjust each Volume Control separately. Turn on the right side only. Adjust the volume so that you can hear your external environment as if you were not wearing a hearing protector. Without further adjustment to the volume, remove the right cup from your ear and adjust the left Volume Control knob until you can hear as if you were not wearing a hearing protector. Place both cups on your ears. Both sides should now be adjusted for true stereo sound based on your individual hearing ability and purpose. To increase the Gain, slowly increase the Volume Control.

D). *Storage* – (All Models) It is recommended that your PRO-EARS be placed in a protective bag or hard case for storage and travel. Suitable carrying bags and cases are available by calling 1-800-891-3660 or visiting our store on line www.proears.com.

E). *Changing the headband* – One of the advantages of PRO EARS hearing protection is the modular construction. The headband is designed to provide optimal comfort without sacrificing performance. Over time the headband can become elongated and reduce necessary compression for good performance.

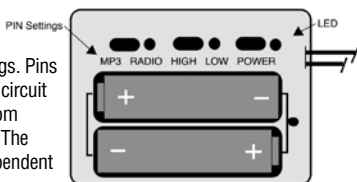
Replacement headbands are available at www.proears.com. To change the headband simply separate the yoke from the cup by pulling the prongs, one at a time, from the grommets on each side of the cup. (DO NOT separate the yoke from the headband sliders as these are VERY difficult to reconnect!). Replacement headbands will be shipped with yoke and sliders connected. Be sure not to lose the grommets on each side of the cup as these are necessary to maintain optimal performance.

F). *Changing the ear seals* – The high performance ear seal should be replaced if the outer surface becomes stiff, cracked or damaged. Depending on use, storage and wear conditions we recommend the ear seals be replaced every 6 to 18 months. New ear seals can be obtained at www.proears.com. To replace the



ear seal simply insert a flat head screw driver inside the cup, between the hard plastic flange of the ear seal and the cup and give a slight twist. The ear seal should separate from the cup with a gentle motion. Be careful not to damage the electronics or the speaker.

G). *Program (Gold Series Only)* – PRO EARS Gold Series models have two internal circuit board settings. Pins or jumpers are used to program the circuit boards for optimal Sound Quality from external sources and GAIN settings. The internal settings are completely independent of the outer volume control knob.



Gain Jumper:

The GAIN jumper selects the units front end gain, The jumper should be set to the LOW position for most conditions and uses. This includes shooting range target practice, outdoor shooting events, etc.

The HIGH gain setting is designed for use when hunting and any other event where more gain is required, the gain is 2X in this mode.

Audio Select Jumper:

The **AUDIO SEL** jumper PIN is used to route the external audio to the final amplifier via a direct route if set to **MP3** or via the sound compressor if set to **RADIO** mode.

The **MP3** mode will give the best sound for music as the audio bypasses the compression circuit. When external audio is run through the compression circuit some of the high notes can become clipped. External sounds, not generated by the MP3 player will continue to compress if above 82 dB.

The volume for the MP3 player is controlled by your external device, not the PRO-EARS volume control knobs. We recommend you set your external device to a low, comfortable setting to protect your hearing and adjust your Pro Ears Volume Controls to allow you to remain aware of your surroundings.

The **RADIO** mode is to be used with two-way radios, scanners or any type of communication device in which quiet is more important than sound replication. In this mode the audio is routed via the sound compressor, compressing the

loud peaks and leveling the audio. External sounds, not generated by the radio player will continue to compress if above 82 dB. The volume for the radio player is controlled by your external device, not the Pro-Ears volume control knobs. We recommend you set your external device to a low, comfortable setting to protect your hearing and adjust your Pro Ears Volume Control to allow you to remain aware of your surroundings.

Changing the Jumper setting is a delicate operation. Altus Brands is not responsible for damage caused as a result of this procedure.

To avoid damage, please read all the instructions BEFORE adjusting the pin settings.

Changing Jumper settings - When looking at the battery holder and circuit board, the left set of three pins are for setting an external music source (as shown). When the black jumper is covering the left and center pins (MP3), the source is set for optimal sound replication from an externally connected device. When the jumper is covering the center and right pin (RADIO) the external sound source is routed through the compression circuit prior to the speaker. The jumper must always be covering two pins.

The 2nd set of pins located on the right side of the circuit board are for GAIN Level (as shown). When the jumper is covering the left and center pins the GAIN is on HIGH. When the jumper is covering the center and right pin the GAIN is set to LOW. The GAIN comes factory pre set to the LOW position (excluding Stalker and Sporting Clay models which are factory preset to HIGH).

Prior to making a change to these settings ensure your Pro-Ears are in the off position. You will see that there are two easy grab tabs or jumpers, each covering two pins. To make the desired change pull the jumpers straight up with your fingers or a set of tweezers or a small pair of needle nose pliers, move the jumper over to the desired pins and push the jumper straight down onto the pins. Be careful not to apply too much pressure and stop when jumper is fully seated.

Generally users are able to adjust the pin settings without removing the ear seal and internal noise attenuating foam which covers the battery compartment. In some cases people find it is necessary to remove the ear seal and noise attenuating foam to obtain a clearer access to the PINs. If you find this necessary please follow the instructions for changing the ear seals. (See Diagram A).

If damage occurs to either the foam or the ear seal please contact our Service Department as these materials are critical to the safe use of this product. Hearing damage could result from use with damaged or torn ear seals and foam.

IMPORTANT!

- 1). PRO EARS are extremely durable however it is not advisable to expose them to extreme heat or cold or direct moisture as this can damage the electronics.
- 2). Check to ensure batteries are in good condition. Even though PRO EARS use extremely long life batteries it is advisable to always carry a spare set.
- 3). The condition of the ear seal is critical to obtaining the reported level of noise reduction. Be sure to replace your ear seals if they become damaged or worn.

TROUBLESHOOTING

We offer this section so that you may evaluate and possibly correct any problem you may have with your PRO EARS before contacting customer service. If it becomes necessary to return anything for service, please call our **Service Department at 800-891-3660** to obtain an RMA (Return Merchandise Authorization) before shipping.

1. **No Sound** – Check the batteries. While we actually receive a low number of Warranty returns, over half of the units returned are battery related. Please make sure the batteries are the correct 'N' Size, 1.5 volt (or Lithium 123a for certain Pro Tac Gold models) are in good working order, and are facing in the proper direction. The spring end in the battery box is the negative end of the battery (as marked in the battery box). Many of the battery problems occur when using the wrong batteries. There is a similar sized, 12 volt battery on the market that is the same length with a slightly smaller diameter. Using the wrong model battery will void your warranty. Use only the 'N' size, 1.5 volt battery (or Lithium 123a for certain Pro Tac Gold models).
2. **Sound is intermittent** – Batteries are weak or not properly seated in the battery holder. Replace the batteries.
3. **Sound is not clear or is distorted** – Batteries are weak. Replace the batteries.
4. **Hear a beeping sound** – (Gold models only) This is the low battery warning signal. See **Audible Battery Life Indicator** in the Operation Section of this manual.
5. **Sound when using the MP3 player is “clipped”** – Make sure the Jumpers have not become dislodged and are set to MP3. All PRO EARS Gold electronic models use jumpers on the circuit board to allow you to customize the sound from an external source. To make sure the Jumpers have not become dislodged, open the foam battery flap in the ear cup and inspect the Jumpers. The Jumpers are located below the battery box. Make sure a Jumper is covering both the pins marked Radio or MP3 as desired.
6. **Insufficient Amplification or Gain** – Check the Jumper settings. All PRO EARS Gold Series models have a special, internal set of Connector Pins or Jumpers that are used to alter the circuit board Gain settings. These Jumpers are independent of the volume controls. The internal sensitivity is set at the factory to a low for the Gold Series.
7. **Noise attenuation has decreased** – The cups need to fit securely around your ear to obtain maximum noise attenuation. The ear seal material used in all PRO EARS is designed for maximum comfort and effectiveness. Like a set of high speed tires on a racing car, these high performance ear seals need to be replaced periodically to maintain their effectiveness. If the ear seal feels rough or is cracked, replace immediately. Hair or eye glasses can create a gap between the ear seal and the head. The ear seal is designed to limit the impact of wearing glasses but cannot eliminate the gap. Try wearing a glasses with thinner or flatter stems. Good headband compression is also necessary for a proper fit. Our headbands are designed to provide sufficient compression to be effective but not too much compression to cause headaches. Over time the headband can stretch out and may need to be replaced.

8. Input or Output feature does not work – Check to ensure the external device, radio, CD Player, Tape Player etc, is working properly. If there is still a problem, check to make sure the connecting wires are not damaged and the connection itself is secure. If the unit is still not working properly it may be necessary to return the unit to the factory. See “return procedure”.

9. Moisture entered the electronics compartment – All circuit boards are sealed against moisture during the manufacturing process however, this is an electrical device and all effort should be made to protect against exposure to excessive moisture from rain, snow, etc. Should the unit be exposed to moisture it will be necessary to allow the unit to dry overnight, naturally. If this is done, the unit should work normally once fully dried. **CAUTION: NEVER DRY YOUR PRO-EARS UNIT WITH AN ELECTRONIC HAIR DRYER OR OTHER ARTIFICIAL MEANS. THIS COULD RESULT IN DAMAGE TO THE UNIT!** IF your PRO EARS do not resume normal operation contact our Service Department for assistance.

If, after reviewing the troubleshooting information provided above, you still have a question about your PRO EARS, please call our **Service Department at 800-891-3660** between **8:30AM-5:00PM EST**, or send an email to Service@Pro-Ears.com. Many times it is possible to rectify your problem over the phone. However, if it is necessary to return the unit(s), you will be given an RMA number for return. Because of the low rate of repairs/returns, your PRO EARS will normally be repaired and shipped back to you within 1 week of receipt. Please see the Warranty section to ascertain what repairs are covered without cost.

PARTS LIST

HB1 – Head Band

CN1 – Control Knob

MC2 – Microphone Cover

HY6 – Maintenance Kit for; PRO-MAG & PRO-SLIM Series; Ultra 28; Ultra 33 & Ultra Pro

HY7 – Maintenance Kit for; Predator & Ultra 26; Pro Tekt and Pro Tac Plus; Pro 300; Ultra Sleek

HY8 – Maintenance Kit for; STALKER & CLAYS

Maintenance Kit Includes: (2) ProForm Leather™ Sealing Rings, plus (2) New Interior Foam and (2) foam Mic Covers.

GOLD SERIES – 5 YEAR LIMITED WARRANTY

All PRO-EARS Gold Series models carry a full Five (5) Year Warranty on the electronics and One (1) Year on other materials and workmanship from the date of purchase. Items covered by the Five Year Warranty include circuit board, microphone, potentiometer and ear cups. **To be valid, The Warranty Card Registration information must be submitted on line at www.Pro-Ears.com and go to the customer service menu and then click on product registration.** Should you forget to register you Pro Ears on-line then you will be required to show proof of purchase prior to any warranty repair. We recommend that you do this now while you have your receipt.

We will either repair or replace the item in accordance with the Pro-Ears Repairs Terms and Conditions (go to: <http://www.proears.com/store/pg/52-Repairs.aspx> to read the full Terms & Conditions) and will then return postpaid. This Warranty is limited to the original purchaser only. **ITEMS NOT COVERED BY THE WARRANTY INCLUDE:** ear cup grommets, sealing rings, microphone covers, foam battery covers, volume control knobs, batteries, battery terminals. The warranty does not cover corrosion damage caused by dead or weak batteries, damage caused by dropping, water, normal wear, intentional or unintentional damage, loss or breakage caused by abuse, misuse or accident. The warranty is void if your unit has been altered or unauthorized service work has been attempted. All Pro Ears electronic protectors require N size 1.5 volt batteries. Using any other size voids this warranty.

For service under this Warranty, you must first call for an RMA (Return Merchandise Authorization) number. Explain to the Customer Service Representative exactly what the symptoms are. We may be able to correct the problem over the phone without a return.

If it is necessary, **return the defective unit postpaid, with the RMA number on the outside of the box.** In most cases, the product will be repaired or replaced and shipped back to you within three working days. Please provide as much detail as possible regarding the problem you are experiencing. Also provide return shipping and contact information. Warranty repairs will be returned to you via ground transportation. The entire unit, including batteries, must be returned for proper evaluation. Do not return only the non-functioning part.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. PRO EARS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT OR RESULTING FROM THE USE OR UNAVAILABILITY OF THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS HEREBY DISCLAIMED. THIS WARRANTY SUPERCEDES ALL OTHER WARRANTIES ASSOCIATED OR INCLUDED WITH THIS PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

NOTE: Soft Foam Sealing Rings and Inner Foam components are designed for maximum comfort and efficiency. Due to this highly specialized material, they require greater care. It is recommended that these items be replaced every 6 to 15 months depending on use and climate. These items are available in our Maintenance Replacement Kit and may be purchased at your local PRO EARS retailer, or call: 1-800-891-3660. Order on line at www.pro-ears.com.

PRO SERIES – 3 YEAR LIMITED WARRANTY

All PRO-EARS Pro Series models carry a full Three (3) Year Warranty on the electronics and One (1) Year on other materials and workmanship from the date of purchase. Items covered by the Three Year Warranty include circuit board, microphone, potentiometer and ear cups. **To be valid, The Warranty Card or On-Line Registration must be filled out and sent to PRO-EARS Customer Service with a copy of a dated sales receipt within thirty (30) days of purchase.** Should you forget to register you Pro Ears on-line then you will be required to show proof of purchase prior to any warranty repair. We recommend that you do this now while you have your receipt.

We will either repair or replace the item in accordance with the Pro-Ears Repairs Terms and Conditions (go to: <http://www.proears.com/store/pg/52-Repairs.aspx> to read the full Terms & Conditions) and will then return postpaid. This Warranty is limited to the original purchaser only. **ITEMS NOT COVERED BY THE WARRANTY INCLUDE:** ear cup grommets, sealing rings, microphone covers, foam battery covers, volume control knobs, batteries, battery terminals. The warranty does not cover corrosion damage caused by dead or weak batteries, damage caused by dropping, water, normal wear, intentional or unintentional damage, loss or breakage caused by abuse, misuse or accident. The warranty is void if your unit has been altered or unauthorized service work has been attempted. All PRO EARS electronic protectors require N size 1.5 volt batteries. Using any other size voids this warranty.

For service under this Warranty, you must first call for an RMA (Return Merchandise Authorization) number. Explain to the Customer Service Representative exactly what the symptoms are. We may be able to correct the problem over the phone without a return.

If it is necessary, **return the defective unit postpaid, with the RMA number on the outside of the box.** In most cases, the product will be repaired or replaced and shipped back to you within three working days. Please provide as much detail as possible regarding the problem you are experiencing. Also provide return shipping and contact information. Warranty repairs will be returned to you via ground transportation. The entire unit, including batteries , must be returned for proper evaluation. Do not return only the non-functioning part.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. PRO EARS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT OR RESULTING FROM THE USE OR UNAVAILABILITY OF THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS HEREBY DISCLAIMED. THIS WARRANTY SUPERCEDES ALL OTHER WARRANTIES ASSOCIATED OR INCLUDED WITH THIS PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

NOTE: Soft Foam Sealing Rings and Inner Foam components are designed for maximum comfort and efficiency. Due to this highly specialized material, they require greater care. It is recommended that these items be replaced every 6 to 15 months depending on use and climate. These items are available in our Maintenance Replacement Kit and may be purchased at your local PRO EARS retailer, or call: 1-800-891-3660. Order on line at www.pro-ears.com.

ULTRA SERIES – 1 YEAR LIMITED WARRANTY

All PRO-EARS Ultra Series models carry a full One (1) Year Warranty on materials and workmanship from the date of purchase. To be valid, **The Warranty Card or On-Line Registration must be filled out and sent to PRO-EARS Customer Service with a copy of a dated sales receipt within thirty (30) days of purchase.** Should you forget to register your Pro Ears on-line then you will be required to show proof of purchase prior to any warranty repair. We recommend that you do this now while you have your receipt.

We will either repair or replace the item in accordance with the PRO-EARS Repairs Terms and Conditions (go to: <http://www.proears.com/store/pg/52-Repairs.aspx> to read the full Terms & Conditions) and will then return postpaid. This Warranty is limited to the original purchaser only. **ITEMS NOT COVERED BY THE WARRANTY INCLUDE:** ear cup grommets and sealing rings. The warranty does not cover damage caused by dropping, water, normal wear, intentional or unintentional damage, loss or breakage caused by abuse, misuse or accident. The warranty is void if your unit has been altered or unauthorized service work has been attempted.

For service under this Warranty, you must first call for an RMA (Return Merchandise Authorization) number. Explain to the Customer Service Representative the defect. We may be able to correct the problem over the phone without a return.

If it is necessary, return the defective unit postpaid, with the RMA number on the outside of the box. In most cases, the product will be repaired or replaced and shipped back to you within three working days. Please provide as much detail as possible regarding the problem you are experiencing. Also provide return shipping and contact information. Warranty repairs will be returned to you via ground transportation. The entire unit must be returned for proper evaluation. Do not return only the non-functioning part.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. PRO EARS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT OR RESULTING FROM THE USE OR UNAVAILABILITY OF THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS HEREBY DISCLAIMED. THIS WARRANTY SUPERCEDES ALL OTHER WARRANTIES ASSOCIATED OR INCLUDED WITH THIS PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

NOTE: Soft Foam Sealing Rings and Inner Foam components are designed for maximum comfort and efficiency. Due to this highly specialized material, they require greater care. It is recommended that these items be replaced every 6 to 15 months depending on use and climate. These items are available in our Maintenance Replacement Kit and may be purchased at your local PRO EARS retailer, or call: 1-800-891-3660. Order on line at www.pro-ears.com.

For Warranty Questions call: **1-231-421-3810**.

For all Warranty Repairs, ship postpaid to:

PRO-EARS – Service Department

6893 Sullivan Road

Grawn, MI 49637

Altus Brands, LLC

6893 Sullivan Road

Grawn, MI 49637

Website: *www.altusbrands.com*

Customer Service: 1-800-891-3660

REGISTRATION CARD

(You can also complete this registration online, www.proears.com)

Purchaser's Name _____

Last

First

Street Address

City

State

Zip

Date Purchased _____

Purchased From _____

Dealers Name

City

State

Primary Use (Check all that apply)

Email _____

Recreational ☐

OPSC ☐

Trap ☐

Skeet ☐

Sporting Clays ☐

Sports Spectator ☐

Hunting ☐

Archery ☐

Law Enforcement ☐

Military ☐

Industrial Use ☐

Assisted Hearing ☐

Other _____

Altus Brands respects your privacy. We will never share or sell your contact information. We periodically notify customers by email of Special Offers for Pro Ears and our other Altus Brands products. Please check the box if you would like to receive these special offers. ☐ Pro Ears Products ☐ All Altus Brands products

PLACE
STAMP
HERE

Altus Brands, LLC
6893 Sullivan Rd.
Grawn, MI 49637