

What are you waiting for? Get those monitors in your ears!

If you need some help, scan the code to watch a short video that will help you insert your Alclairs



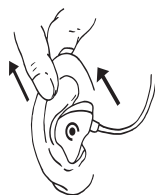
Your Alclair in-ear monitors use the highest quality components and hand poured medical grade shells for maximum durability. They will provide years of outstanding service when cared for properly. Please take some time to read the following to ensure that your in-ear monitors continue to inspire you for years to come.

GETTING STARTED

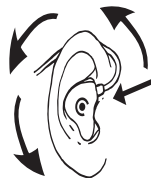
1. Your monitors are custom made for your ears. In order to get the most out of them, it is important to insert them into your ears properly. It is best to start with our tutorial video at <https://alclr.co/insertvideo> or you can scan the QR code above.



Place the monitor canal into your ear with the ear hook facing toward your face.



Pull out on the top of your ear and rotate the monitor backwards.



Continue to rotate the monitor back, "screwing" it into your ear until it seats.



Press firmly on the monitor to ensure a good seal.

2. Your monitors should not be painful to wear, but might cause slight discomfort for a period of time as your ears get used to wearing them.
3. In order to properly protect your hearing, you should have a good seal on your custom in-ear monitors. While it is nearly impossible to have a perfect seal 100% of the time, they should seal the majority of the time you are using them.
4. There are a couple of ways to tell which monitor is left and which is right. Each monitor has a name tag on the underside of the monitor. There will be a blue dot to indicate the left side and a red dot to indicate the right side. Additionally, the top of the cable where it mates with the monitor will have a red or blue dot. The blue dot indicates the left monitor and the red dot indicates the right monitor.

CARING FOR YOUR MONITORS

BALANCED ARMATURE DRIVERS

Your monitors use balanced armature drivers which are different than a traditional speaker. They don't "blow" in the traditional sense but can be damaged by high volume levels and drops.

DROPS

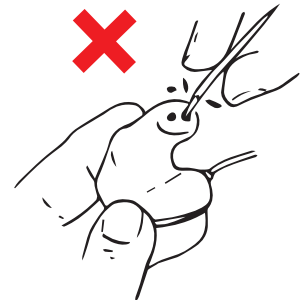
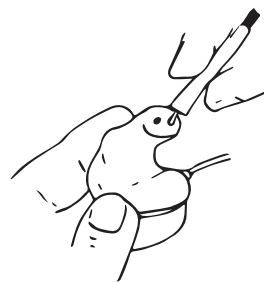
We use high quality components but they are still susceptible to physical damage from collision. Please protect your monitors from falls and impact.

WAX

The vast majority of repairs that we see are due to wax buildup in the tubes. If your ears sound quiet, lack bass or highs, distort, or rattle, these are indications of wax buildup in the tubes. Please contact us so that we can get them repaired.

PROTECT & CLEAN

When done using your monitors, clean them with the supplied tool and store them in their case. Do not use a toothpick or other sharp object to clean your monitors. Doing so might pierce the dampers or the tubes, changing the sound of your monitors.




CHECK CABLES PERIODICALLY

The cables in your in-ear monitors are replaceable. Periodically check them to make sure they are pressed in fully. The cable can come out of the jack if you use the ear hook/memory wire to remove them from your ears. If they are not seated fully, simply press them into the shell.

STORAGE

When you are not using your monitors, keep them in the case. When using a Pelican case, make sure your monitors are not overlapping or stacked before closing the lid.

Need more help? Check out our maintenance video at <http://alclr.co/maintenance> or scan the code 



SURE-FIT GUARANTEE

Your monitors are made based on the impressions you sent us. Most of the time, they will fit great but there is a chance that adjustments will need to be made for proper fit. Please let us know as soon as possible if you have fit issues so that we can make adjustments.

REPAIRS AND TROUBLESHOOTING

If something goes wrong with your monitors, we are here to help. Our manufacturers warranty (<https://alclair.com/limited-warranty/>) protects your monitors against manufacturers defects for 2 years. Cables are guaranteed against manufacturer defects for 90 days. From time to time, cables can go bad and will need to be replaced.

Troubleshooting

Sound is cutting in and out

This might be an issue with the cable. You can switch the cables from left to right by unplugging the monitor from the cable and plugging the left cable into the right monitor and vice versa. If the problem switches ears, the cable needs to be replaced.

My cables have turned green.

You may notice a discoloration in the clear cables. This is due to oxidation of the copper components of the cable and is perfectly normal. The change in color will not impact the sound quality.

I'm missing some frequencies or the sound is not balanced left to right.

The majority of the repairs we see are due to wax buildup in the tubes or on the dampers. This is often invisible to the naked eye. If you notice that one side is louder than the other, certain frequencies are missing, or the stereo image seems off, this is most likely a wax buildup issue.

My shells are cracked or damaged.

We can repair your cracked or broken shells. Contact us at support@alclair.com to get pricing and an RMA number to return them to be fixed.

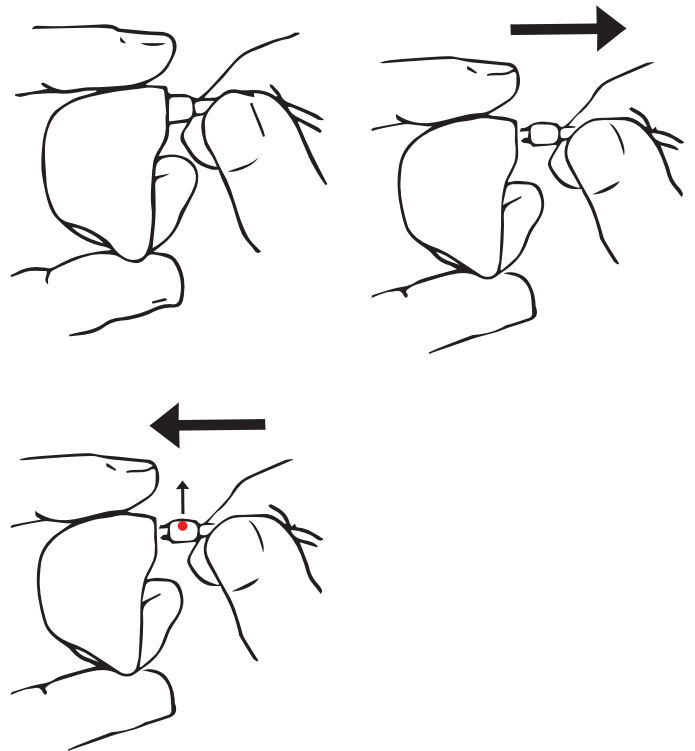
My monitors sound distorted or fuzzy.

If your monitors are distorting at reasonable volume levels, that is most like shock damage to the drivers. If this occurs, contact us at support@alclair.com to get an RMA number for repair.

REPLACING THE CABLE

Your monitors are designed with replacable cables and they are easy to change. Grasp the monitor firmly in one hand. Pinch the plug housing near the monitor and pull it free from the jack. It may be helpful to use your fingertips as leverage against the shell of the monitor.

To replace the cables, line up the pins of the new cable with the pin receptacles in the jack. The connector with the BLUE dot will connect to the LEFT ear. The dot goes on TOP of the connector so that you can see it from the top of your monitor. Press the connector into the jack so that it seats firmly. Repeat this with the connector with the RED dot and the RIGHT monitor.



REPAIR

If you are experiencing problems with your in-ear monitors, please contact us first. Repairs take roughly 5-15 business days to complete depending on the repair. All repairs require an RMA number. Please contact us to setup the repair.

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