

# GOLD II Series



## ELECTRONIC HEARING PROTECTION

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.

### DEVICE FIT

#### Adjusting Fit

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.

**IMPORTANT:** The special, replaceable Gel 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.

### OPERATION

#### Installing Batteries

All Gold II electronic models require four 'AAA' size batteries, two for each cup. 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 by pulling up on the ribbon, insert the new batteries over the ribbon 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.

#### Adjusting Volume

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 adjusting 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.

#### Storage

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](http://www.proears.com).

#### 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](http://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.

#### 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](http://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.

#### Adjusting to Low or High Gain Level

The set of pins located on the right side of the circuit board are for GAIN Level. When the jumper is covering the center and right pin the GAIN is set to LOW. When the jumper is covering the left and center pins the GAIN is on 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.

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.

### IMPORTANT!

- 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.
- Check to ensure batteries are in good condition. Even though alkaline batteries have long life it is advisable to always carry a spare set.
- 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

The following section will help you 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.

#### 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 'AAA' Size, 1.5 volt 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 bad batteries

#### Sound is intermittent

Batteries are weak or not properly seated in the battery holder. Replace the batteries.

#### Sound is not clear or is distorted

Batteries are weak. Replace the batteries.

#### Hear a beeping sound

This is the low battery warning signal. Replace batteries.

#### 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.

#### 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

## TROUBLESHOOTING (CONT'D)

designed to limit the impact of wearing glasses but cannot eliminate the gap. Try wearing 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.

### 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.

**FCC NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help. Shielded interference cable must be used with the equipment in order to comply with the limits for a digital device pursuant to Subpart B of Part 15 of FCC Rules. Specifications and designs are subject to change without any notice or obligation on the part of the manufacturer. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's ability to operate.

## 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 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 send in the Warranty card and proof of purchase, 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.

For the first three (3) months from date of purchase, PRO EARS will repair or replace the unit or defective part at no charge. For the remaining warranty period you will be required to return the item with \$29.95 check or money order for handling, processing, packaging, shipping & labor. There may be additional charges for non-warranted items. If you have not completed the Warranty Registration process within 30 days of purchase, please include a copy of your dated sales receipt showing the dealer's name, product and purchase price. 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. 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.

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

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@ProEars.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 PROEARS will normally be repaired and shipped back to you within 72 hours of receipt. Please see the Warranty section to ascertain what repairs are covered without cost.

## WE'D LOVE TO HEAR FROM YOU!

Pro Ears was founded in 1992 by an avid shooting sports competitor and was one of the first companies to introduce electronic hearing protection. Designed for competitive shooters, Pro Ears has always focused on providing the lightest weight and the highest quality sound possible. Superior technology, performance and customer service are the reasons more competitive shooters choose Pro Ears. As production has moved from a garage in Arizona to a to the current 30,000 square foot production facility in Michigan, one tenant has remained the same, produce the best product we can design and support it with excellent service. Performance, Comfort, Reliability – that's Pro Ears. Proudly a veteran owned family business

If you are as happy with your purchase as we expect you will be, please take the opportunity to write a review at [www.proears.com](http://www.proears.com) or at any retailers site from whom you purchased the device. We really appreciate the trust you have placed in our company!

Return this bottom portion to: Altus Brands. 6893 Sullivan Road Grawn, MI 49637 or you can register your product online at [www.proears.com](http://www.proears.com)



### Pro Ears Gold II Series

Serial #: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_



Altus Brands, LLC  
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