

Ven™

by audientes

User Manual



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Section I: General information

INTENDED USE

Ven is intended to be used as a hearing aid for individuals 18 years of age or older with perceived mild to moderate hearing loss.

You can fit Ven according to your individual hearing loss, without prior access to a hearing test and hearing care professionals. You can do this by running a hearing test (on the device or via the Audientes app) and by manually adjusting sounds using the headset.

Ven is intended for sale directly to the consumer without the assistance of a hearing care professional.

If you experience any of the following before starting to use or while using Ven, you should contact a healthcare professional:

- pain or discomfort in the ear;
- sudden onset or rapid worsening of tinnitus (ringing in the ear);
- redness, swelling or itching on skin areas in contact with the device;
- sudden or rapid progression in hearing loss; and/or
- ear infection or active discharge from one or both ears.

Before you begin to use a hearing aid, it is good health practice for people with hearing loss to have a medical evaluation by a licensed physician (preferably one specializing in ear health). This will ensure that any medical conditions affecting your hearing are identified and treated.

WARNING: It is generally not recommended to use Ven in the rain. Please do not remove the earpiece wires from the headset if you're outside in the rain. Water should not come in contact with the sockets where you plug in the earpiece wires.

SOFTWARE UPDATES

Audientes will regularly release software updates for Ven. These updates will automatically be made available in the Audientes App.

SMARTPHONE COMPATIBILITY

The Audientes app is compatible with:

- Android phones running version 7 and later, with 2GB Ram or more, and
- iPhones running iOS 13.0 or later.

ANNUAL SERVICE

Audientes recommends that you service your Ven headset once a year at an authorized Audientes dealer.

CUSTOMER SERVICE

If you have questions about your Audientes product or if you need technical assistance, please send an email to support@audientes.com.

CONTACT AUDIENTES

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This guide is applicable for the 1.0 version of Ven and the most recent version of the Android Audientes App. Get the latest version of the user guide and see a complete list of consumer warnings and precautions at [**audientes.in/guides**](https://audientes.in/guides)

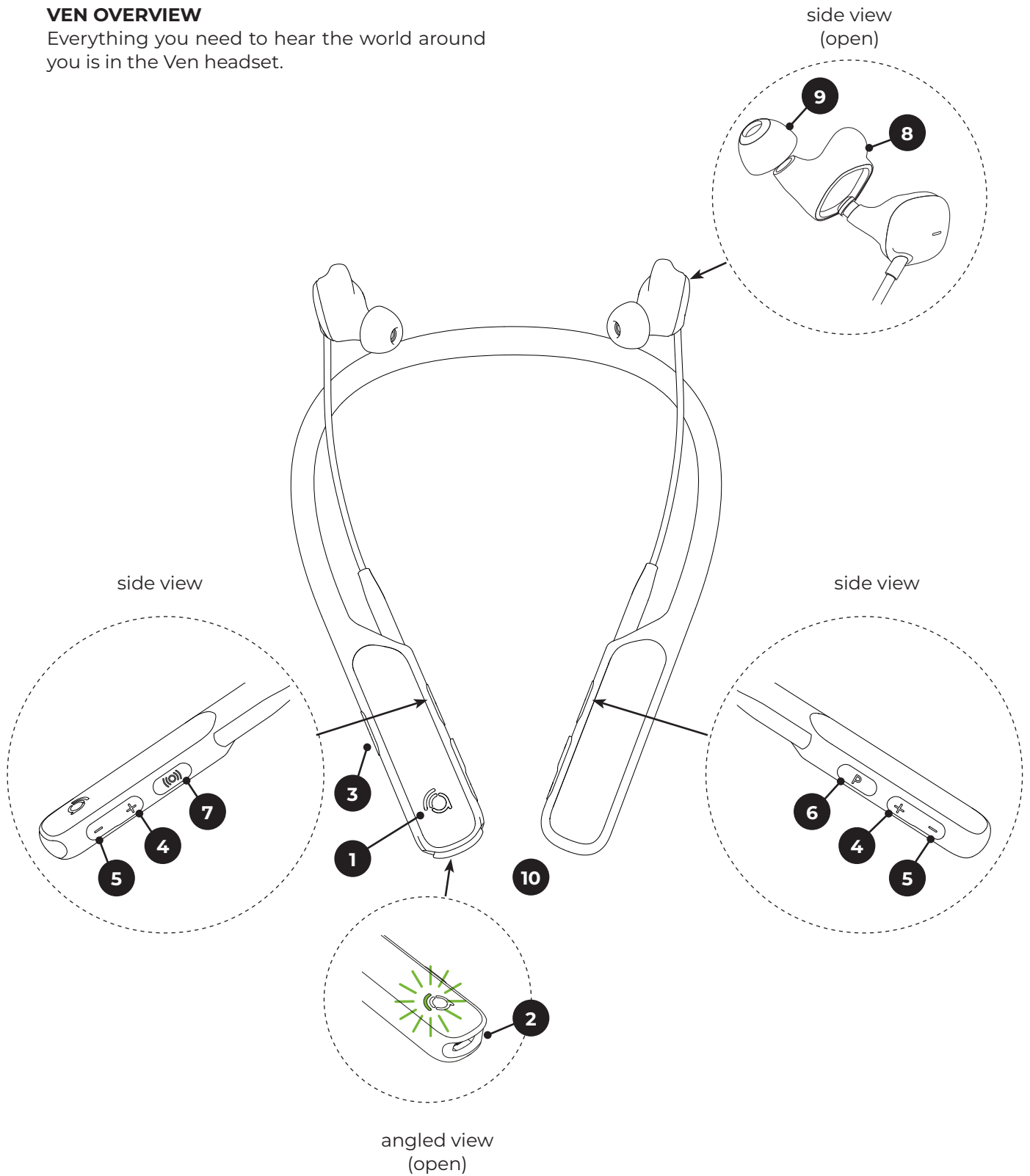
Section II: Overview








WHAT'S IN THE BOX

- Ven headset
- Silicon ear sleeves
- Silicon ear tips
- Travel pouch
- USB charging cable

VEN OVERVIEW

Everything you need to hear the world around you is in the Ven headset.



Number	Icon	What is it	How does it work										
1		Indicator light	<table border="1"> <tr> <td>Green</td> <td>Headset is on and the hearing test has already been completed.</td> </tr> <tr> <td>Magenta</td> <td>Blinks every four seconds if no hearing test has been carried out; headset has a low battery; is powering off; is muted; the hearing test has failed or was canceled; to indicate master reset.</td> </tr> <tr> <td>Blue</td> <td>Headset is searching for a Bluetooth device for first Bluetooth pairing; for successful Bluetooth pairing, the blue light shows for five seconds.</td> </tr> <tr> <td>Yellow</td> <td>Headset is charging.</td> </tr> <tr> <td>White</td> <td>Indicates ongoing hearing test; on-going phone call; streaming audio from the Bluetooth device.</td> </tr> </table>	Green	Headset is on and the hearing test has already been completed.	Magenta	Blinks every four seconds if no hearing test has been carried out; headset has a low battery; is powering off; is muted; the hearing test has failed or was canceled; to indicate master reset.	Blue	Headset is searching for a Bluetooth device for first Bluetooth pairing; for successful Bluetooth pairing, the blue light shows for five seconds.	Yellow	Headset is charging.	White	Indicates ongoing hearing test; on-going phone call; streaming audio from the Bluetooth device.
Green	Headset is on and the hearing test has already been completed.												
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Yellow	Headset is charging.												
White	Indicates ongoing hearing test; on-going phone call; streaming audio from the Bluetooth device.												
2		USB port	Use this port to plug in the charging cable. See “How to charge the headset” section for more information.										
3		Power button	Press and hold the button to turn Ven on or off. You can also quickly press this key to check the battery level when Ven is on (see “How to check how much battery you have left” for more information).										
4		Volume up button	Use this key to turn the volume in your headset up. Press and hold this key to mute the volume in both ears. Note: You can adjust the volume in each ear separately. See the “How to manage the volume” section for more information.										
5		Volume down button	Use this key to turn the volume in your headset down. Note: You can adjust the volume in each ear separately. See the “How to manage the volume” section for more information.										
6		Program button	Use this key to change hearing programs (see the “How to select a program” section for more information). Press and hold this key for four seconds to start a new Bluetooth pairing. Press and hold both P and  for eight seconds to delete any previous Bluetooth pairings from Ven.										
7		Hearing test button	Press and hold this key for one second to start your hearing test. (See the “Your hearing test” section for more information)										
8		Silicone ear sleeves	Left (L) and Right (R) variations Three sizes for each variation: small, medium & large										
9		Silicone ear tips	Left (L) and Right (R) variations Three sizes of closed ear tips: small, medium & large										
10		Microphone	Captures sounds from the world around you, and your voice when you're using Ven to make or receive phone calls. (see the “Talking on the phone” section for more information)										

THE AUDIENTES APP

You can choose to use Ven as a standalone hearing aid, or together with the Audientes App. The Audientes App makes it easier for you to use and customize Ven. Audientes therefore recommends that you use Ven together with the Audientes App.

Use the app to:

- Perform your hearing test
- View your latest audiogram (i.e. the results of your hearing test)
- Switch between different hearing programs (See the **“How to select a program section”** for more information)

To find out if you can use the Audientes App with your smartphone, see the **“Technical specifications”** section. To find out how to install the app, see the section **“Using the Audientes App”**.

Section III: Using Ven - the basics

HOW TO CHARGE THE HEADSET

To charge the headset:

1. Plug the USB charging cable into the USB port on Ven.
2. Plug the USB charging cable into the USB port.
3. Plug the USB charging cable into a standard USB charger approved for use in domestic electrical appliances [3W/3V/1A] (not included).
4. Plug the USB charger in an electric outlet.
5. When the headset is charging, the indicator light will be yellow.
6. When the headset is fully charged, the indicator light will be green.

Tip: You can also charge Ven by plugging the USB charging cable into the USB port of a computer.

Note: You should not use the device while it's charging.

How to turn the headset on and off

To turn on Ven:

Once Ven is charged, remove the charging cable. Press and hold the **Power** button on the headset. The indicator light will flash green.

To turn off Ven:

Press and hold the **Power** button on the headset. The indicator light will flash magenta until the headset turns off.

How to check how much battery you have left

To check the battery level using Ven:

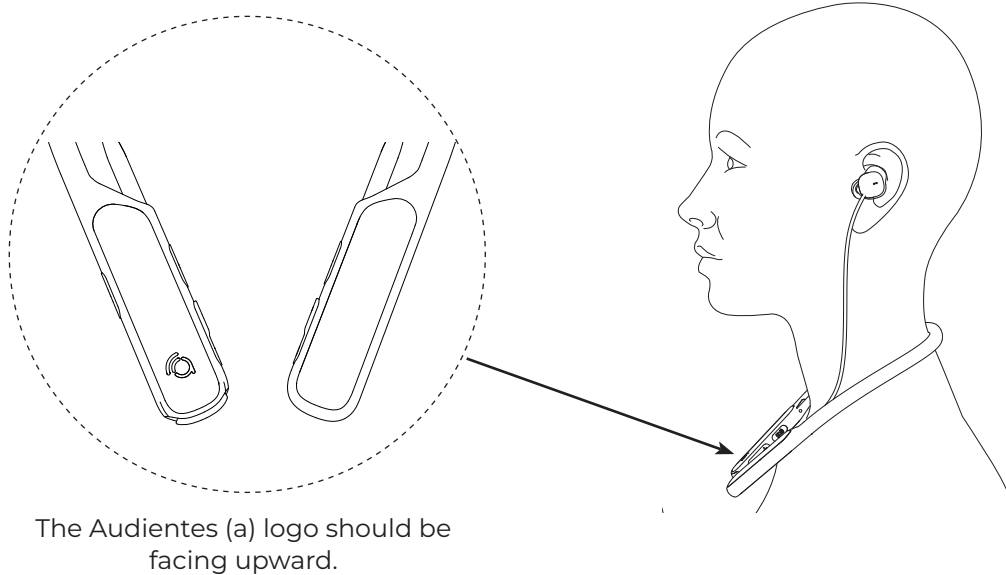
When the headset is on, quickly press the **Power** button. The indicator light will then tell you how much power you have left.

If the indicator light is:	You have:
Green	More than 50% power left
Yellow	Between 20-50% power left
Magenta	Between 5-20% power left
Magenta flashing	Less than 5% power left

HOW TO WEAR VEN

Your Ven headset has two main parts: the headset, which goes around your neck (or under your shirt collar), and the earpiece, which goes into each ear. The earpiece consists of an ear sleeve and an ear tip, which you can change according to your needs.

This is the right way to wear Ven:



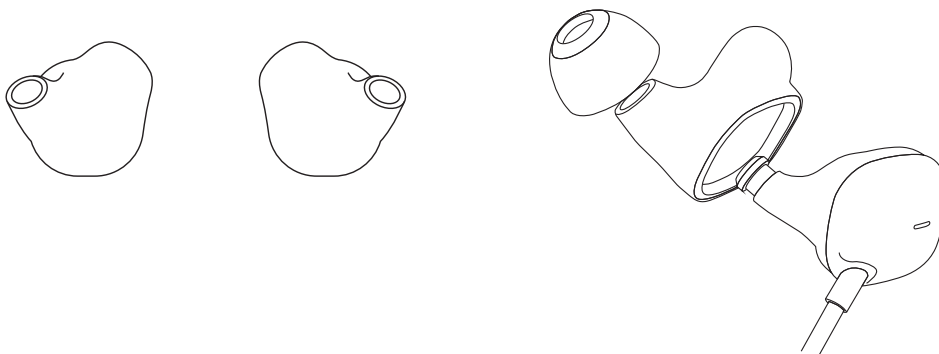
Choosing the right size ear tip and sleeve

Ven comes with three different sizes of ear sleeves and tips, so you can find the size that fits your ears. The medium size ear sleeve and tip have already been attached to the headset. However, if this size doesn't fit comfortably in your ears, you should remove the sleeve and tip and try the other sizes.

NOTE: You can also try mixing the sizes of ear tips and sleeves, e.g. attaching the small ear tip to the medium sleeve.

To change the ear sleeve and tip:

1. Remove the ear tip and ear sleeve from the earpiece.
2. Place the new ear sleeve over the earpiece. Make sure you match the sleeve for the right ear with the right earpiece, and the sleeve for the left ear with the left earpiece.
3. Place the ear tip on the ear sleeve.



Section IV: Getting started

YOUR HEARING TEST

When you first start to use Ven, you'll need to complete a hearing test. There are two ways to perform your hearing test:

1. Use Ven.
2. Use the Audientes App.

NOTE: Ven will act as a sound amplifying device until you complete the hearing test.

To conduct your hearing test using Ven:

Step 1: Make sure you're in a quiet place before you start the hearing test. Make sure the headset is turned on.

Step 2: Place the headset around your neck, and place the earpieces firmly in both ears.

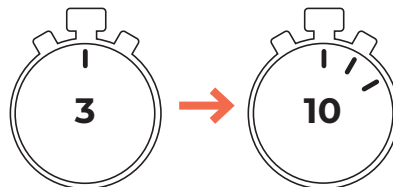
NOTE: If the earpieces don't fit firmly in your ear, see Choosing the right size ear tip and sleeve. see "**Choosing the right size ear tip and sleeve**".

Step 3: Press and hold the ((O)) button for at least one second. You will hear a voice prompt informing you that the hearing test is starting, after which the hearing test begins.

Step 4: When the hearing test begins, you will hear a tone in one of your ears. Each time you hear the tone, quickly press any button on the headset.

Step 5: The hearing test is finished when you have completed the test in both ears. The hearing test is finished when the test is completed in both ears. Once the test is complete, you will hear a voice prompt informing you that the test has been completed successfully. After approximately 20 seconds, Ven is then calibrated to your hearing profile and you will be able to hear the world around you.

NOTE: The hearing test usually takes between 3 and 10 minutes. In rare cases, it can take up to 20 minutes to complete. If you need to stop the hearing test before it's finished, press and hold the ((O)) button.

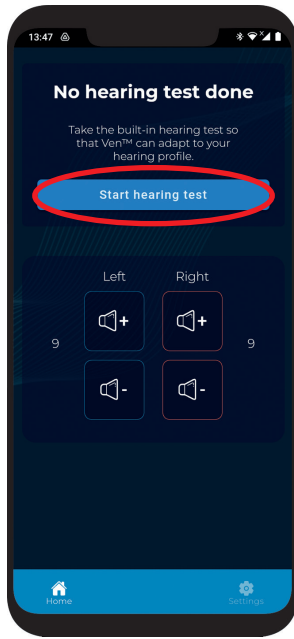


How to conduct your hearing test using the Audientes App

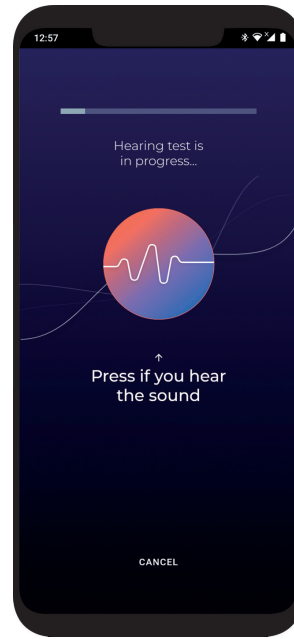
To conduct your hearing test using the Audientes App:

Step 1: After you've downloaded the Audientes App (See the section, "**How to install the Audientes App**" to find out how to do that), open it on your smartphone.

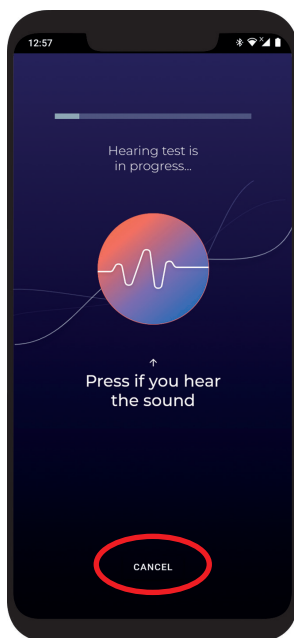
Step 2: Make sure Ven is paired with the Audientes App. (See the section, "**How to connect Ven to the Audientes App**" to find out how to do this.)



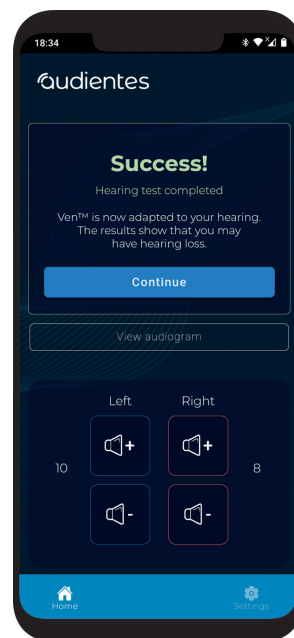
Step 3: If this is your first time conducting a hearing test, the screen will prompt you to start the hearing test. **Click on Start** hearing test to start the test.



Step 4: Follow the on-screen instructions to complete the hearing test. During the test, you will hear a series of tones in one of your ears. Each time you hear a tone, tap the circle in the middle of the screen.



NOTE: If you need to cancel the test, click the **Cancel** button.



Step 5: Once you've finished the test, you will get a message letting you know whether or not the test was successful. If the test was successful, you have these options:

- To view your audiogram¹.** If you click on **View Audiogram**, you can see the detailed results of your hearing test for both ears.

From this screen, you can:

Share/send the audiogram. You can use this feature to share your hearing test results with someone else, e.g. your primary care physician.

NOTE: If, for some reason, the test fails, the app will ask you if you want to try again.

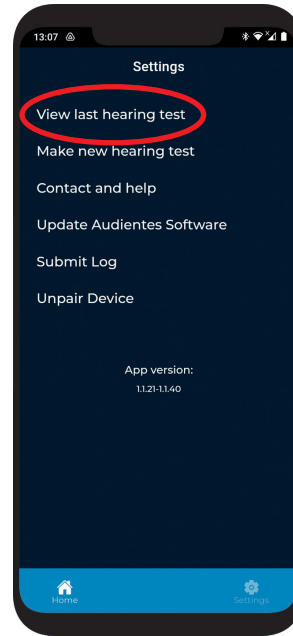
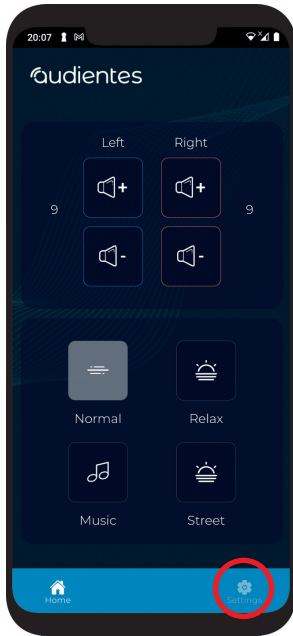


¹An audiogram shows your hearing loss at different frequencies.

Seeing your hearing test results

You can always see your latest hearing test results (also called an “audiogram”) in the Audientes App.

To see your latest audiogram:



1. Click on the **Settings icon** at the bottom of the Audientes App home screen.

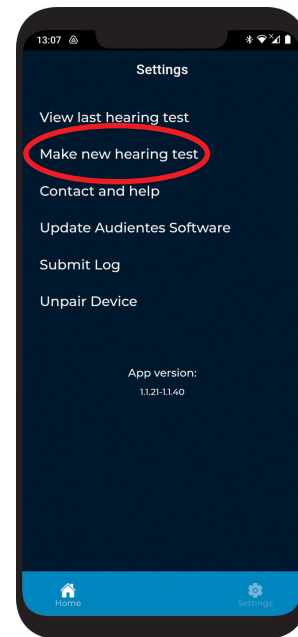
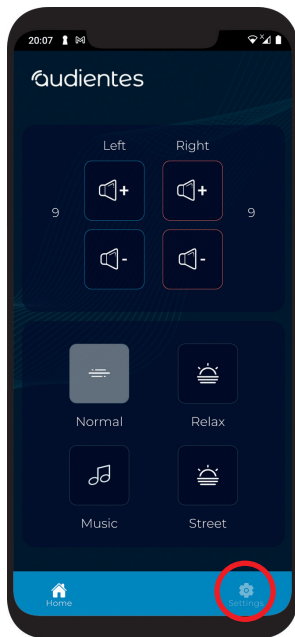
2. Select **View last hearing test** from the menu.



NOTE: We recommend conducting a hearing test every six months, or whenever you feel that your hearing has changed.

Conducting a new hearing test

To conduct a new hearing test



3. Click on the **Settings icon** at the bottom of the Audientes App home screen.

4. Select **Make a new hearing test** from the menu.

Section V: Using the Audientes App

HOW TO INSTALL THE AUDIENTES APP

Everything you need to hear the world around you is in Ven. You can choose to use Ven by itself, or you can use it together with the Audientes App.

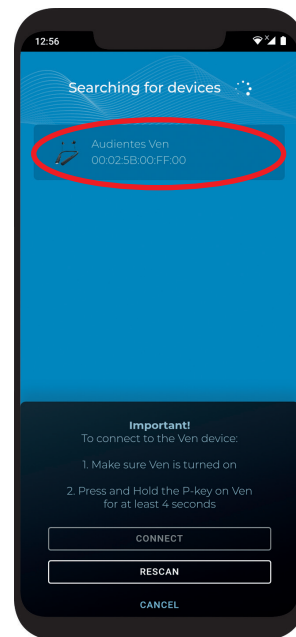
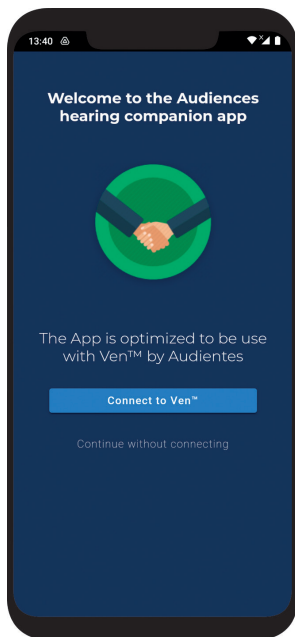
To use the Audientes App:

1. Scan the QR code (using your smartphone camera). You can also download the app by searching for “Audientes App” in the Google Play or Apple App Store.
2. Once you have downloaded the app, open it on your smartphone.

NOTE: You'll only have access to basic functions in the Audientes App until you've completed a hearing test.

HOW TO CONNECT VEN TO THE AUDIENTES APP

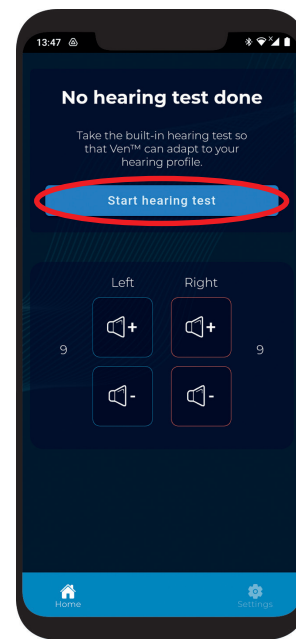
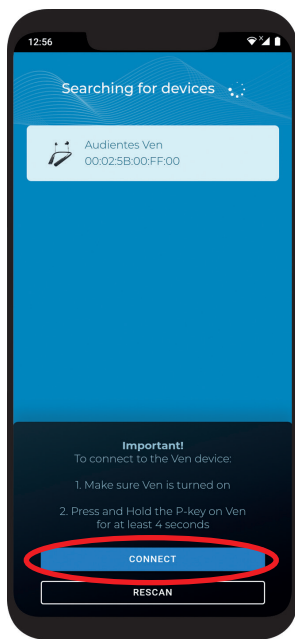
NOTE: You will need to make sure Bluetooth is activated on your smartphone before connecting Ven to the Audientes App.



1. When you open the App for the first time, it will prompt you to connect the App to your hearing aid. Press the **P** key on Ven for four seconds. Then click **Connect to hearing aid** in the App to connect Ven with the Audientes App.

2. The app will search for your Ven. Once it “finds” Ven, you will see your hearing aid appear on the app screen

TIP: If Ven doesn't show up in the list, try holding down the **P** key for 4 seconds. This will restart the connecting process.



3. Select the device (by pressing on the white rectangle), and click **Connect**. There may be a pop-up during connecting, please accept that

4. If the pairing is successful, the app will connect with Ven, and ask you if you're ready to start the hearing test.

Section VI: Using Ven

WHAT TO EXPECT

It can take some time for you to adjust to your new Ven. Here are some things you can expect during the first few weeks of using Ven.

Getting used to wearing Ven

- The earpieces should sit comfortably in your ears, allowing you to wear Ven all day. However, if you experience any pain or discomfort, try using a different ear tip or sleeve size. If the pain or discomfort continues or worsens, you should talk with your physician or a hearing specialist.
- Try to wear Ven as much as possible, so you can get used to using it.
- If your hearing worsens while using Ven, you should stop using it and contact a healthcare professional immediately.
- Some hearing aid users experience an increased buildup of earwax. This could be a result of the earpieces blocking the outward flow of earwax. Earwax can also build up in the earpieces, which could affect your ability to hear when you're wearing Ven. If this happens, you should talk with your physician or a hearing specialist.

WARNING: It is generally not recommended to use Ven in the rain. Please do not remove the earpiece wires from the headset if you're outside in the rain. Water should not come in contact with the sockets where you plug in the earpiece wires.

Hearing through Ven

- Sounds may seem louder or different than what you're used to. You may also hear background noises you haven't heard before. This is normal. Your brain just needs some time to adjust to these new sounds. Once that happens, they'll be less noticeable.
- Your own voice might sound odd to you at first. To get used to hearing yourself through Ven, try talking with a friend in a familiar environment before you use Ven in other conversations.
- As you try Ven in different environments, you might need to adjust the volume or use different programs. See the section, "**How to select a program**", to find out how to do that.

FINE-TUNING VEN

How to manage the volume

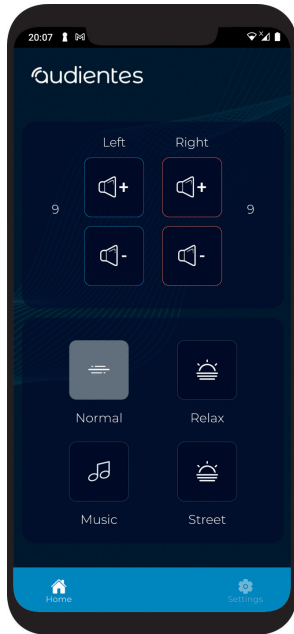
Your Ven headset allows you to manually adjust the volume for each ear. For example, if you want to relax, you can just turn down the volume on your headset to tune out the outside world. Or, if you're talking with someone sitting beside you, you can turn up the volume in the ear facing them, so you can hear them better. You can adjust the volume either do this directly on the Ven headset, or using the Audientes App.

To manually adjust the volume using Ven:

1. Quickly press the (+) or (-) button to turn the volume up or down. **REMEMBER:** When you adjust the volume manually, you have to adjust it for each ear. So, pressing the (+) button on the right side of the headset will increase the volume in your right ear only. To increase the volume in your left ear, you will need to press the (+) button on the left side of the headset.

To manually adjust the volume using the Audientes App:

1. Open the Audientes App on your smartphone. (To find out how to download the Audientes App see the **“Using the Audientes App”** section.)



2. On the Home screen, you will see the volume controls for each ear.
3. Use the (-) and (+) to adjust the volume in each ear to the desired level.

How to select a program

Once you have completed your hearing test, Ven will be customized to your unique hearing profile. However, you may feel the need to adjust the settings to different situations. For example, if you're in a café where there is a lot of background noise, you might need to choose a different setting so you can hear the person sitting closest to you. Ven contains different audio programs that can help you to do that.

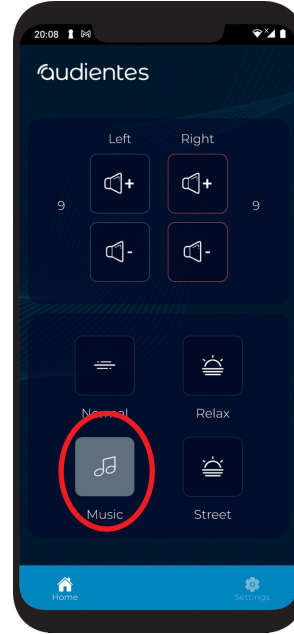
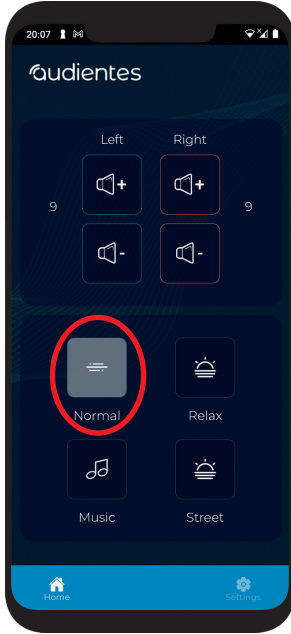
Each audio program is designed to adapt Ven to different situations. You can switch between programs directly from your Ven headset, or using the Audientes App.

NOTE: You can only use the audio programs once you have completed your hearing test. To select a program using Ven:

1. Quickly press the **P** button on the headset. A voice will tell you which program you've selected.
2. You can continue pressing the **P** button until you find the program that fits your needs.
3. When you want to return to the "standard" hearing mode, simple press and hold the **P** button for one second until you hear a voice prompt telling you that normal sound mode has been selected.

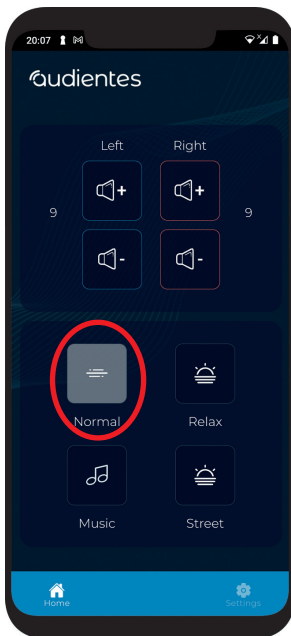
To select a program using the Audientes App:

1. Open the Audientes App on your smartphone. (To find out how to download the Audientes App, see the “Using the Audientes App” section.)



2. On the Home screen, you will see a list of icons for the different programs you have available.
Note: to see the full list of Ven programs, scroll sideways.

3. Click on an icon to select the program you would like to use

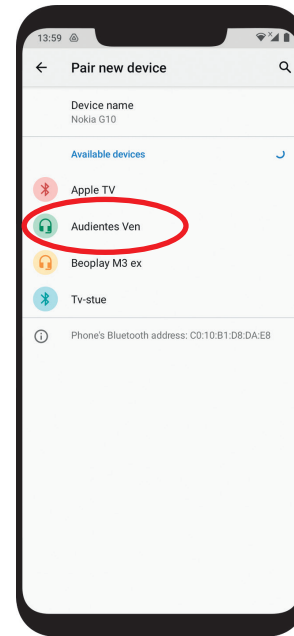
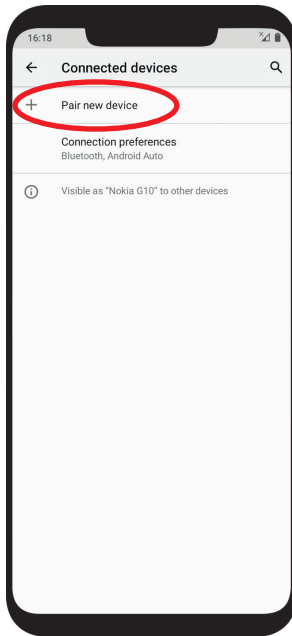


4. To turn off a program, select “Normal” in the App.

CONNECTING VEN TO BLUETOOTH




You can pair Ven with your smartphone using Bluetooth. This will enable you to use Ven together with your smartphone to answer phone calls or listen to media files. **NOTE:** Before you can pair Ven with your smartphone, make sure Bluetooth is activated on your smartphone and on Ven, and that you have enabled **Location Services**. To activate Bluetooth on Ven, press and hold the P key for four seconds.

Connecting Ven to Bluetooth on Android devices



1. Go to Settings.
2. Click on **Bluetooth**. Make sure Bluetooth is enabled, or turned on. (The slider should be green and your phone should say "Now discoverable as [Device name]")
3. Press the **P** key on Ven for at least four seconds to start a new Bluetooth pairing.
4. Chose the function **Pair new device**
5. Find Ven in the list of **Other Devices**.
6. Click on Ven to add it to your list of **My Devices**.
7. If the pairing is successful, it should say **Connected** next to Ven.

Connecting Ven to Bluetooth on Android devices

1. Swipe down from the top of the screen.
2. Touch and hold the Bluetooth icon .
3. Click on **Pair new device**.
4. Please press the **P** key on Ven for a least four seconds to start a new Bluetooth pairing.
5. **NOTE:** If you don't find **Pair new device**, check under "Available devices" or click on More   Refresh. To reset the connection, press and hold the **P** key on Ven for at least three seconds. The indicator light will flash blue. Alternatively, you can select "**Forget device**" from the Bluetooth Settings on iOS or Android, and then perform a new Bluetooth search. To begin a new Bluetooth search, press and hold the **P** key for four seconds. If you want to delete devices previously paired with Ven, press and hold the **P** key for at least eight seconds
6. Click on Ven in the list of available devices.
7. Follow any on-screen instructions to pair Ven with your smartphone.

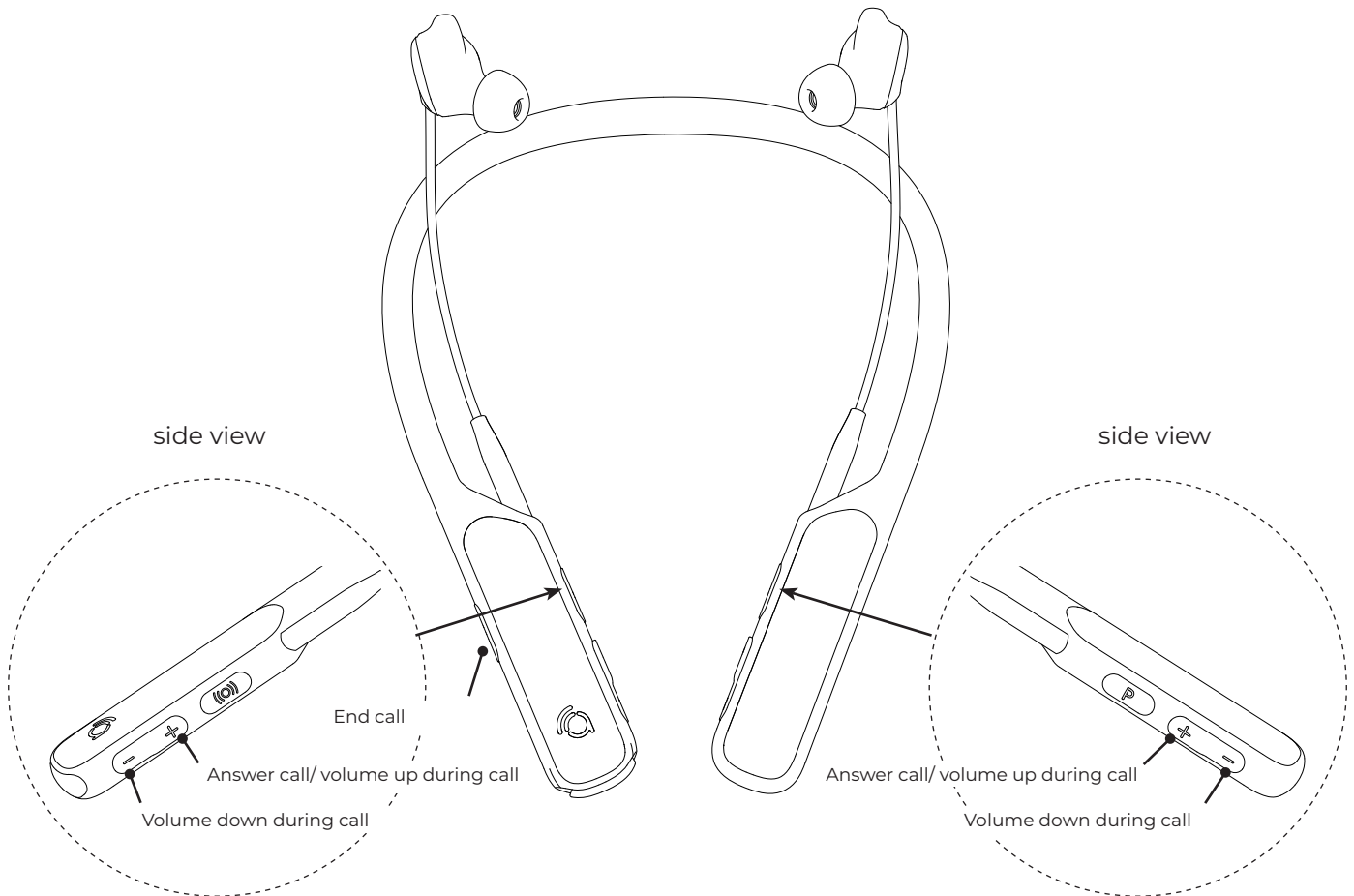
If you are having trouble connecting to Ven


If you have previously connected the Ven device to another Android or iOS device, or if you cannot see the Ven device in the list of Bluetooth devices, you may have to reset the Bluetooth connection. To reset the connection, press and hold the **P** key for at least 3 seconds. You will see a flashing blue LED.

TALKING ON THE PHONE

If you have paired Ven with your smartphone, you can use Ven to place outgoing calls and answer incoming calls. If you use Ven to talk on the phone, the buttons on the headset will have different functions than when you use Ven as a hearing aid.

Using your headset during the call:

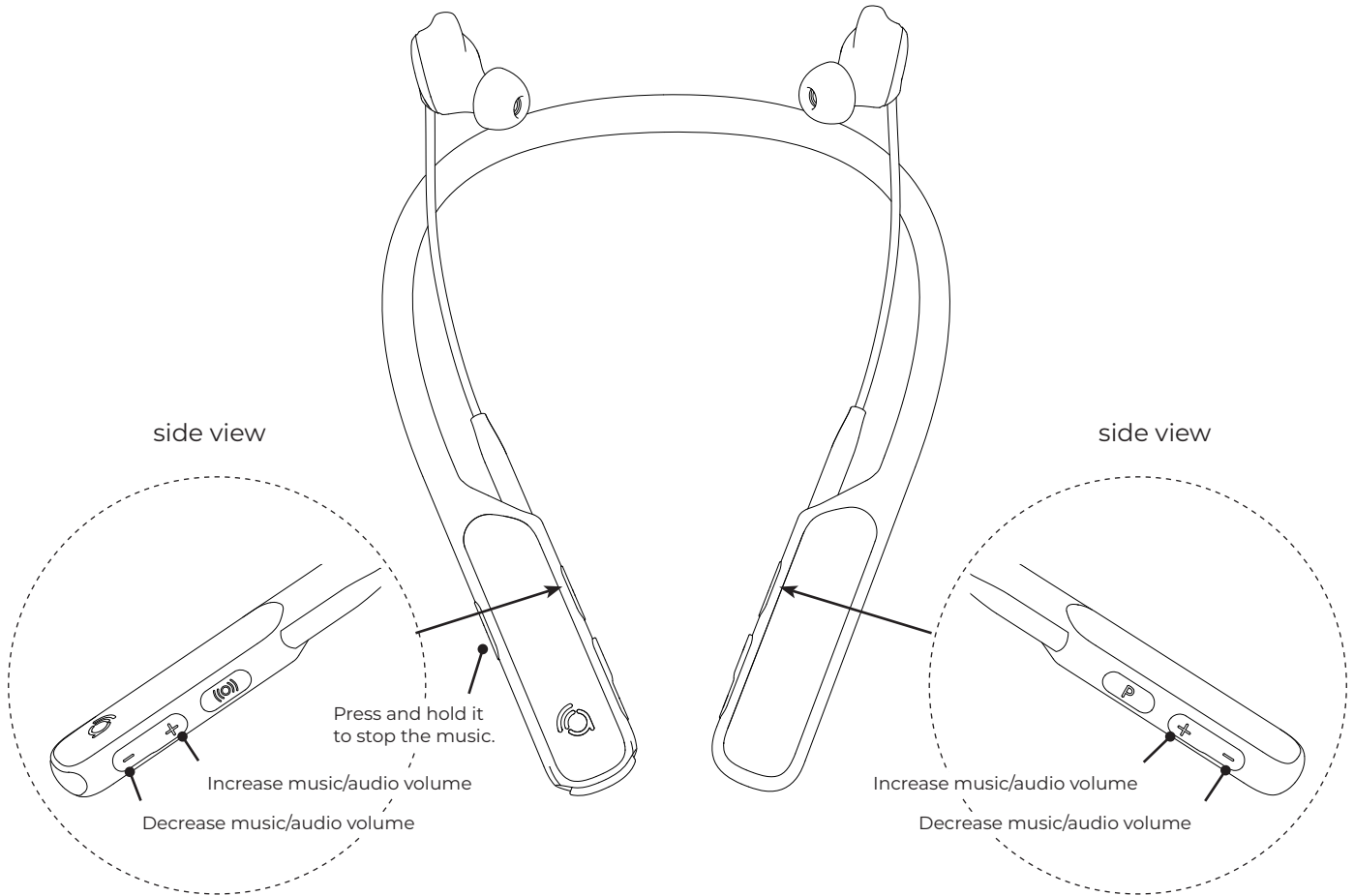


1. Answer the call using one of the Volume (+) buttons on your Ven headset (see image), or on your smartphone.
2. You will be able to hear the caller through your Ven headset. The headset will also act as a microphone so the caller can hear you.
3. You can use the volume buttons to turn the volume up/down during the call.
NOTE: This will not affect the volume in your headset when you're using Ven as a hearing aid.
4. To mute yourself during the call, press and hold the (-) buttons.
5. To end the call, quickly press the power button . When you end the call, Ven will return to hearing aid mode.

LISTENING TO MEDIA FILES

When Ven is paired with your smartphone, you can use it to listen to music and video files playing on your smartphone. You'll hear the sound from the file in your Ven headset.

To use Ven to listen to music:



1. Make sure Ven is turned on and paired with your smartphone.
2. From your smartphone, select a music track or video.
3. You will automatically be able to hear the audio through your Ven headset.
4. Use the volume buttons to adjust the sound.

NOTE: This will not affect the volume in your headset when you're using Ven as a hearing aid.

5. To stop listening to music, or pause a music track, press and hold the Power button. This will return Ven to hearing aid mode.

NOTE: If you want to resume playing a track after pausing it, you will need to hit play on your smartphone.

Section VII: Troubleshooting

FREQUENTLY ASKED QUESTIONS (FAQS)

General

I wear glasses. Can I use Ven?

Yes. Ven does not have any over-the-ear components, so it will not interfere with your glasses in any way.

Can I use just one earpiece?

Yes. The earpieces are detachable. If you only experience hearing loss in one ear, you can just use one of the earpieces.

NOTE: Ven loses its water and moisture-resistance when an earpiece is detached.

Using Ven with a smartphone or a smart TV

Can I use Ven with my smart TV?

Ven connects to smart devices, including smart TVs, via Bluetooth. Consult the manual that came with your smart TV for details on Bluetooth pairing. To pair your Ven with a smart device, activate Bluetooth pairing by long-pressing the “P” key. Select Ven from the list of available devices on your smart TV.

What is Ven’s Bluetooth range?

In typical situations (like answering a phone call or streaming sound from a smart TV), Ven’s Bluetooth range is 10 meters (around 30 feet).

Is Ven compatible with VOIP and video-conferencing applications such as WhatsApp, Skype, Facebook Messenger, and ZOOM?

Yes. Ven works with every major VOIP/internet telephony, messaging, and video-conferencing application.

Can I use the Audientes app on an Android tablet or an iPad?

Yes, the Audientes app can be used on both Android tablets and iPads.

Be aware that the app will initially occupy only part of a tablet screen, and you may need to use your tablet’s ‘zoom’ function to see in-app text clearly.

If I delete the Audientes app, will I lose my audiogram?

No. Your hearing profile and settings are saved in the Audientes cloud. When you reinstall the Audientes app, your audiogram, settings, and programs will automatically be restored.

Your Ven experience

Is Ven moisture resistant?

Yes. Ven is resistant to moisture, dust and dirt.

What is the battery life?

Ven has an expected battery life of 12 hours, providing you with all-day use. However, extensive use of Bluetooth for calls and/or audio streaming can shorten battery life.

Is the battery replaceable?

Yes. If you need a battery replacement, contact a certified Audientes partner, an Audientes experience center or an Audientes customer service representative.

For more FAQs and product information, visit <https://audientes.in/pages/frequently-asked-questions>.

Resetting Ven

To reset Ven:

1. Press both the power-key and the P-key at the same time for 15 seconds.

NOTE: Resetting VEN will delete all of your settings, including any previous hearing tests.

Updating Ven

Section VIII: Legal Information

LIMITED WARRANTY

1. The Scope of this Limited Warranty

This Limited Warranty ("Limited Warranty") applies when you buy a product from www.audientes.in (the "Website").

This Limited Warranty is issued by Audientes India Private Limited, Trendz HUB, 2nd floor, H.No. 1-89/A/8, Plot no 8, Survey no 31 to 36, Madhapur village, Serilingampally mandal, Ranga Reddy district, Telangana 500081, India ("Audientes", "us" or "we").

2. How to contact us

If you have any questions regarding this Limited Warranty, you are more than welcome to contact us. You can reach us by sending an email to support@audientes.com.

3. The Terms & Conditions of this Limited Warranty

At Audientes, we stand behind the quality of our materials and workmanship. Audientes' products are covered by a two-year Limited Warranty, the terms and conditions of which are provided below.

Our products are warranted against defects for a period of TWO (2) YEARS from the date of shipment of the product you purchased via our Website.

If you want to complain about a product, please contact us as soon as possible after you have discovered the defect and always within a reasonable time. Complaining within 6 months of you discovering the defect is always considered to be within a reasonable time. Complaints about a product more than two (2) years after they were purchased will be dismissed.

To make your complaint, we recommend that you contact us on the email address stated above under Clause 2.

In order to make claims under this Limited Warranty, you must also provide proof that the product was purchased via the Website. Such proof may consist of a copy of your invoice.

When the product you complain about has been received and it has been established by us that the complaint is valid under this Limited Warranty, we will, at our sole discretion:

- (a) repair the product at no cost, using new and/or previously used parts and materials that are functionally equivalent to those present in the original product; or
- (b) provide new or refurbished product parts that are functionally equivalent to those of the original product; or
- (c) give you a price reduction corresponding to the defect; or
- (d) refund the purchase price of the original product if you cancel the purchase in accordance with applicable law.

You are also entitled to compensation for your damage in accordance with applicable law. Please note that we have the right to refuse a complaint if it turns out that the product is not defective according to applicable law.

If we, at our sole discretion, determine that an in-warranty product has been subjected to unauthorized modification or repair, whether performed by the end-user or another party, we reserve the right to void this warranty.

This warranty does not extend to (a) damage due to misuse, accident, or neglect, such as physical damage (cracks, dents, scratches, etc.); (b) damage resulting from improper storage, such as storage outdoors, or in a very hot or damp environment; (c) damage caused by contact with liquids, foods, corrosive materials, or excessive heat or cold; (d) the normal depletion of consumable parts, such as earsleeves, eartips, batteries, and other accessories, except where such depletion is a result of improper workmanship or defects in materials; (e) lost products; or (f) any damage that occurs

as a result of a product not being operated or maintained in accordance with the instructions provided in the relevant product's user guide.

New and refurbished products provided as replacements for in-warranty products, as well as products repaired under the terms of this warranty, are provided warranty coverage based on the warranty period of the original product.

Except to the extent prohibited by applicable law, we shall not be liable for any indirect, incidental, special, or consequential damages, any loss of profits, income, savings, business, or information, or any other financial loss arising from or in connection with the ability or inability to use Audientes products, whether based on a breach of any express or implied warranty, negligence, or strict liability, tort or otherwise.

4. Choice of Law and Disputes

This Limited Warranty and your purchase of products on the Website is construed under and governed by Danish substantive law; i.e. exclusive of its choice of law provisions. However, this choice of law does not affect the rights you may have under applicable mandatory consumer law in the country where you are domiciled but applies in addition to the same.

If you are domiciled in the European Union, you also have the option to complain via the EU's web-based dispute resolution platform, which you can access [here](#).

Notwithstanding the above, any disputes may also be settled in any competent court where the customer is domiciled.

This Limited Warranty entered into force on 25 September 2021.



For additional functionality,
download the Audientes
iOS or Android app.

Customer care

Email: support@audientes.com