

# IMPORTANT!



**PLAY HEADPHONES AT 90% VOLUME FOR 30 MINUTES BEFORE INITIAL USE.**

**Caution: Listening to music at high volume may damage your hearing.**

H2O Audio Surge Waterproof Headphones feature sealed, watertight speaker chambers. During initial use, your headphones may sound distorted or operate at a low audio level due to a vacuum formed in the speaker chamber during air travel or shipment. Volume and sound quality will return to normal once the pressure equalizes. Playing the headset at 90% volume for 30 minutes typically solves this problem. If the problem still occurs, wait 24 hours and test again as the headphones will usually equalize within a short period of time. If your headphones do not equalize or if you have any questions, please contact H2O Audio Customer Service at 800-708-6080 or [support@h2oaudio.com](mailto:support@h2oaudio.com).



## Contact Us

Customer Support is available Monday - Friday 9AM to 5PM PT

P. 800.708.6080 or 858.623.0339

F. 858.225.0815

E. support@h2oaudio.com

Prior to any return, a Return Authorization (RA) number must be obtained. To receive an RA number, go online to [www.h2oaudio.com](http://www.h2oaudio.com) and follow the simple instructions on how to return a product. Proof of purchase from an Authorized Dealer will be required. A copy of the original sales receipt and a copy of the owner's portion of the warranty card must accompany all correspondence regarding the equipment covered by this warranty agreement or in direct reference to this warranty.

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## Using Your Headphones

Surge Waterproof Headphones feature ergonomic earplugs designed to isolate sound and provide a watertight seal. The headphones are packaged with medium earplugs installed. Extra small, small, large and extra large earplugs are also included. The insides of the earplugs are labeled to aid in identification.

The earplugs should be pushed into your ear canals far enough to establish a secure fit but not so far that they become uncomfortable. Some users may find it preferable to use different size earplugs for each ear.

For optimal performance, the earplugs need to completely seal with the walls of your ear canals.

Modifying the earplugs size and its angle of insertion are important steps in creating a watertight seal.

Larger size earplugs may be preferable during active and / or in water use as they may offer more contact with the ear and may improve the watertight seal.

A watertight seal is best achieved when the earplugs are inserted into your ears when dry. If your ear canals are wet you may find larger earplugs provide a better seal.

We encourage users to experiment with different earplug sizes until they find the combination that works

## F.A.Q.'s

**1. My new Surge Headphones sound distorted right out of the box. What should I do?**  
*Surge Headphones feature sealed, watertight speaker chambers. During initial use, your headphones may sound distorted or operate at very low audio levels due to a vacuum formed in the speaker chamber during air travel or shipment. Volume and sound quality will return to normal once the pressure equalizes. Playing the headset at 90% volume for 30min typically solves this problem. If the problem still occurs, wait 24 hours and test again as the headphones will usually equalize within a short period of time.*

*If your headphones do not equalize or if you have any questions, please contact H2O Audio Customer Service at 800-708-6080 or support@h2oaudio.com*

**2. The sound is intermittent from my headphones. How can I fix or replace them?**  
*Ensure the waterproof headphones are plugged in completely. If the problem still continues please contact H2O Audio Customer Service for further instructions on how to receive replacement headphones.*

**3. What happens if my Surge Headphones fall out of my ears while in the water?**  
*Surge Headphones are 100% waterproof and can be exposed / submerged in water for unlimited time periods. However, if the headphones come out of your ears and fall into the water, simply shake or blow off any surface water that may remain in the earplug. This will help ensure the best sound experience.*

## Product Specifications

Driver Type / Size	Dynamic / 8mm dia.
Magnet Type	NdFeb
Frequency Response	18 – 20,000 Hz
Impedance	16 Ω
Max Input Power	5 mw
Cable Length	3.7 ft
Plug Type	3.5mm gold plated

## Safety Information



Earplugs should always be used.

**WARNING:** Contains small parts which may be a choking hazard. Not suitable for children under age 3.

**WARNING:** This product contains magnetic material.

## General Use Notice

READ THIS MANUAL CAREFULLY. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT H2O AUDIO CUSTOMER SUPPORT PRIOR TO USE.

IMPROPER USE OF THIS SYSTEM MAY CAUSE THE USER TO MAKE MISTAKES OR DECISIONS THAT MAY LEAD TO SERIOUS INJURY OR DEATH.

IMPORTANT WARNING AND DISCLOSURE: THOSE USERS THAT ELECT TO UTILIZE THIS SYSTEM AT, OR NEAR, THE WATER'S SURFACE, MUST MAINTAIN SAFETY AWARENESS OF MOVING WATER CRAFTS.

ALWAYS MAKE SURE TO HAVE THE AUDIO PLAYER VOLUME TURNED TO ZERO AND THE SPEAKERS AWAY FROM THE EARS WHEN TURNING ON THE H2O AUDIO UNIT. IF THE VOLUME LEVEL IS NOT ZERO WHEN THE H2O AUDIO IS TURNED ON, IT MAY CAUSE EAR INJURY DUE TO A SUDDEN BURST OF VOLUME. THE VOLUME SHOULD BE SLOWLY INCREASED WITH AN AUDIO FILE PLAYING TO SET THE SPEAKER VOLUME TO COMFORTABLE OUTPUT LEVELS PRIOR TO POSITIONING THE SPEAKERS NEXT TO THE EARS.

IT CAN BE POTENTIALLY DANGEROUS TO PLAY YOUR HEADPHONES WHILE ENGAGING IN ACTIVITIES THAT REQUIRE YOUR FULL ATTENTION. YOU SHOULD EXERCISE EXTREME CAUTION OR DISCONTINUE USE IN POTENTIALLY HAZARDOUS SITUATIONS. DO NOT USE THE HEADPHONES WHILE DRIVING, CYCLING, OR OPERATING ANY MOTORIZED VEHICLE. IT MAY CREATE A TRAFFIC HAZARD AND IS ILLEGAL IN SOME AREAS.

AVOID USING HEADPHONES AT HIGH VOLUME. HEARING EXPERTS ADVISE AGAINST CONTINUOUSLY LOUD AND EXTENDED PLAY. IF YOU EXPERIENCE RINGING IN YOUR EARS,

## Lifetime Limited Warranty

H2O Audio's lifetime limited warranty covers defects in materials and / or workmanship of the H2O Audio Laird Hamilton Signature Series Headphones. This warranty does not apply to any headphones which have been neglected, altered, abused, used for a purpose other than the one for which they were manufactured, repaired by customer or any party without H2O Audio's written authorization, or used in any manner inconsistent with H2O Audio's instructions. Please refer to the care and maintenance instructions for more details. Product Manuals are available for download on the H2O Audio website as well as packaged with the product. Warranty claims involving personal property damage will be put through a series of tests to determine if the product has been misused or improperly cared for. Should a product be determined by H2O Audio to have manufacturing or material defects which resulted in damage to personal property, H2O Audio, at its' sole discretion, will make reparation to the customer in the form of a repair or replacement of equal value. No compensation for loss of data, ect. Products must be purchased from an Authorized Dealer. The product warranty program will not be valid for product purchased through an unauthorized source. For a directory of H2O Audio Authorized Dealers, please visit the store locator section on the company website. If you have questions as to whether or not a dealer is authorized, please call Customer Support. This warranty applies to customers who properly fill out and complete the warranty registration with proof of purchase within 30 days of purchase. Failure to complete the registration will void the warranty. H2O Audio will, at its sole discretion and without charging the customer, repair or replace any components that fail in normal use. The warranty is valid only for the original owner who purchases the unit from an authorized dealer. (Transfers are not qualified for warranty).

To Obtain Service:

Please go to support section of our website or contact customer support at:  
Customer Support Hours and Contact Information:

Monday - Friday 9AM to 5PM PT

Tel: 858.623.0339 Toll Free: 800-708-6080 Email: support@h2oaudio.com

\*Failure to complete and submit the product registration does not diminish your warranty rights.

PLEASE NOTE: No service returns will be accepted without a pre-return authorization RA#, which must be clearly marked on the outside of the package. The product will be returned COD if submitted without an RA#. Upon receipt, your return will be carefully inspected and assessed for damage and warranty coverage, if applicable. The system may be pressure tested to verify the integrity of the product prior to any service. All warranty costs will be covered according to the terms and conditions provided, including return shipment to you when the unit is still in the warranty period. For any non-warranty service, you will be advised as to repair costs prior to any work being done.

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