

**HIDDEN**

**ECO**

**User  
Manual**

**EVO**

**Designed By Sound™**

# Hearing is Believing

**Reinventing HiFi Sound with a revolutionary, audiophile sound set - made of the world's thinnest, lightest speakers, powered by an elegant yet mind blowing subwoofer with integrated amplifier.**

HIDDEN SOUND



User Manual

**360°  
Audio**

**Featuring ground-breaking 360-degree intelligibility and crystal clarity of sound, thanks to innovative DML and DSP technologies.**

**Changing  
the World  
of Audio  
Forever**



# Revolutionary Audiophile Sound System

Swiss quality hand-crafted sound systems from sustainable materials, changing the laws of physics.

HIDDEN SOUND changes the way people listen forever, featuring never before experienced omnidirectional sound.



## Plug & Play

The digital HIDDEN SOUND system plays straight from the box with your Smartphone, PC or TV via Bluetooth, or even with your CD player, mixer, or a record player with an added pre-amp.



**HIDDEN SOUND delivers a total democratization of audiophile sound, thanks to its paradigm-shifting innovative technology and production process, enabling unprecedented affordability of high-end HiFi.**



## Minimal & Essential

Through their pared-back aesthetic and material palette, HIDDEN SOUND speakers celebrate the timeless, essentialist design ethos of Bauhaus design, with extremely scaled-down proportions that are intended to fit comfortably in contemporary living spaces.

Handmade technology products are becoming rarer by the day. Audiophile products in large series are increasingly all the same, with serious compromises in quality.

HIDDEN SOUND has invested all its time and energy to combine the seemingly impossible: To enable a part of the process to allow for high-tech, perfect industrial series products, which then are painstakingly finalized and fine-tuned in an old-fashioned, hand-crafted methodology. Like a precious violin.





# Swiss, Smart and Sustainable

Designed for room-filling sound across a full frequency range, featuring a high homogeneity of the sound field, that sounds amazing from every angle, balanced at any volume.

An only 4mm thin first layer of sustainable balsa wood, harvested from reforested plantations, uses sophisticated micro vibrations to generate digital sound, covered by a uniquely engineered second layer of 4mm thin acoustic foam.

Held in minimalistic 8mm thin frames with an incorporated tabletop / bookshelf stand, created from machined, hard coat anodized, recycled aluminium.

All products are designed in Switzerland and hand made in Serbia, ensuring the best of both worlds for its consumer: a unique combination of high-tech R&D with high-quality, handcrafted craftsmanship - at an affordable price.



## Evolution of High-Fidelity

High-level combination of minimalist form and next generation acoustic technology, built to last.

HIDDEN SOUND creates absolutely no listening fatigue, with the depth of emotion of high-fidelity.

**HIDDEN**

**Lean  
Look,  
Big  
Sound**

**HIDDEN  
ECO Set**

**Active digital sound set, made of two 8mm thin, super-light, smartphone sized Hi-Fi DML speakers, powered by a compact subwoofer with an integrated smart DSP amplifier.**

# ECO means SUSTAINABILITY

**Compact but powerful DML home audiophile speakers, which through magical thinness and cutting-edge 360-degree acoustic innovation, offer a mesmerizing listening experience.**

**We packed some strong punch with our elegant digital subwoofer, run by our custom developed amplifiers with DSP software, supporting the studio quality precision and performance of those lean HIDDEN ECO speakers in every detail.**



# HIDDEN ECO Set

## Satellite Unit



Size  
DxWxH 26x97x175mm

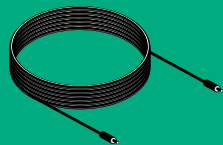
Weight  
200 gr

## Cube Unit



Size  
DxWxH 240x225x455mm

Weight  
7 kg



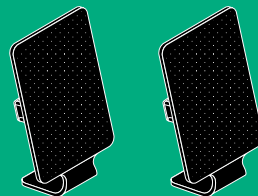
2 x Speaker Cables



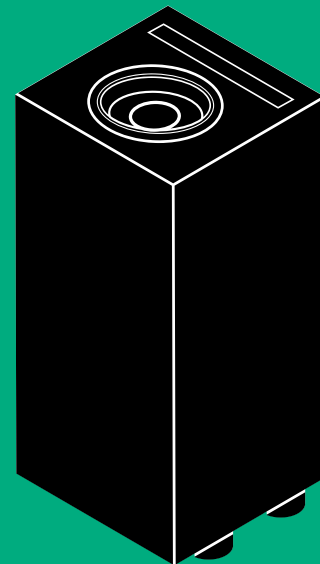
Power Cable



Bluetooth Antenna



2 x HIDDEN ECO  
DML Speakers



HIDDEN ECO CUBE  
Subwoofer & DSP Amplifier

**HIDDEN**

**Minimal  
Look,  
Maximal  
Sound**

**HIDDEN  
EVO Set**

**Active digital sound set, made of two tablet sized, 8mm thin, super-light Hi-Fi DML speakers, powered by a compact subwoofer with an integrated smart DSP amplifier.**

# EVO means EVOLUTION

**Minimalistic DML home audiophile speakers, which through magical thinness, timeless design and cutting-edge 360-degree acoustic innovation, offer an evolution of your listening experience.**

**The subwoofer has been reinforced and redoubled, to deliver mesmerising new requirements for precision and performance of HIDDEN EVO speakers in every detail. And then rigged with an even stronger custom developed DSP amplifier.**



# HIDDEN EVO Set

## Satellite Unit

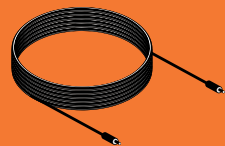


Size  
25x197x334mm  
Weight  
400 gr

## Cube Unit



Size  
460x225x455mm  
Weight  
12 kg



2 x Speaker Cables



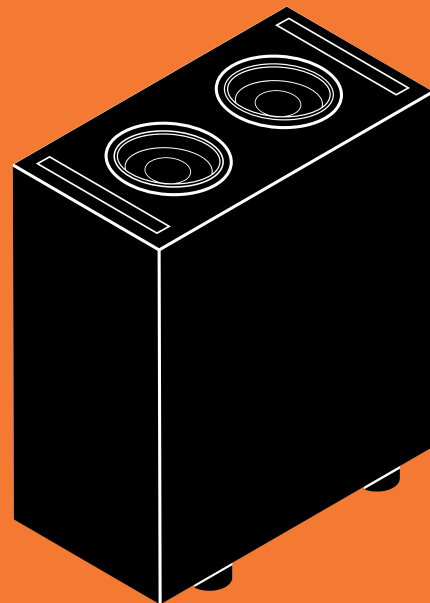
Power Cable



Bluetooth Antenna



2 x HIDDEN EVO  
DML Speakers



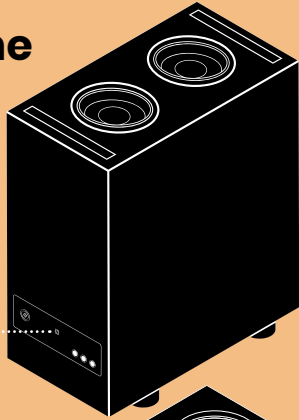
HIDDEN EVO CUBE  
Subwoofer & DSP Amplifier



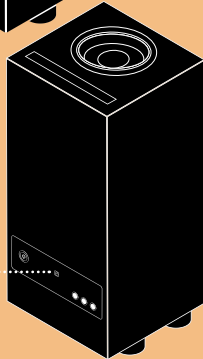
# Features

## HIDDEN ECO and EVO Sets

## Connect the Bluetooth Antenna



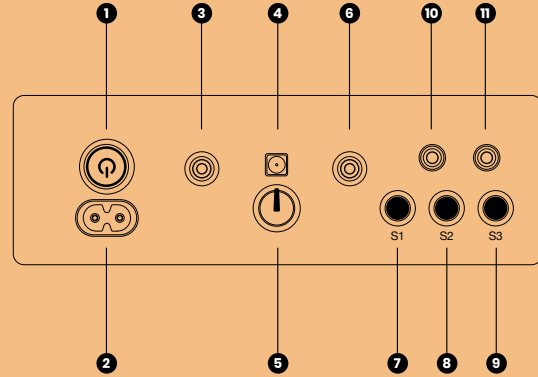
Screw the Bluetooth Antenna in carefully, until it can't move any more, in position to be folded upwards vertically easily



Fold the Bluetooth Antenna upwards after assembly



## HIDDEN CUBE Back Panel



- |          |  |           |                   |
|----------|--|-----------|-------------------|
| <b>1</b> | Power Button                           | <b>7</b>  | S1 Pairing Button |
| <b>2</b> | Power Cord Jack                        | <b>8</b>  | S2 Pairing Button |
| <b>3</b> | Right Channel Line In RCA Jack (Red)   | <b>9</b>  | S3 Pairing Button |
| <b>4</b> | BT Antenna Jack                        | <b>10</b> | Left Speaker Out  |
| <b>5</b> | Bass Volume Pot                        | <b>11</b> | Right Speaker Out |
| <b>6</b> | Right Channel Line In RCA Jack (White) |           |                   |

## Hidden ECO Set Specifications

### Satellite Speakers:

Innovative DML technology

Panel: Sustainable Balsa wood from reforested plantations, covered with custom engineered acoustic foam

Acoustic Dispersion: 360 degrees

Frame: Hard coat anodized recycled aluminium, with integrated sideboard / bookshelf stand

DML Actuator: 30 WRMS 8 ohm with RCA connectors

### Cube Unit:

Cabinet: Matte dark chrome MDF

Custom-made Bass Driver: Nominal impedance 8 ohm; Dimensional category 6 inch; Sensitivity 89.2 dB; Nominal power handling 100W; Max power handling 200W

Voice Coil Diameter: 1.5 inch

Basket Material: Die-Cast Aluminium

Winding Material: Copper

Voice Coil Former: Kapton

Dome Material: Polypropylene

## Hidden EVO Set Specifications

### Satellite Speakers:

Innovative DML Technology

Panel: Sustainable Balsa wood from reforested plantations, covered with custom engineered acoustic foam

Acoustic Dispersion: 360 degrees

Frame: Hard coated anodized recycled aluminium, with integrated sideboard / bookshelf stand

Two DML Actuators: Both 60 WRMS 4 ohm, with RCA connectors

### Cube Unit:

Cabinet: Matte dark chrome MDF

Custom-made Two Bass Drivers: Nominal impedance of both 4 ohm; Dimensional category 6 inch; Sensitivity 89.2 dB; Nominal power handling 200W; Max power handling 400W

Voice Coil Diameter: 1.5 inch

Basket Material: Die-Cast Aluminium

Winding Material: Copper

Voice Coil Former: Kapton

Dome Material: Polypropylene

## Hidden ECO Set Specifications

### Frequency response

50Hz-16kHz

### Sensitivity

90 dB/W/m

### Total RMS power

120 WRMS

## Hidden EVO Set Specifications

### Frequency response

40 Hz-18 kHz

### Sensitivity

93 dB/W/m

### Total RMS power

200 WRMS

### Do I need an amplifier or receiver to play my HIDDEN SOUND system?

Each HIDDEN SOUND set is composed of two speakers - satellite units - and one subwoofer with an integrated amplifier - the HIDDEN SOUND CUBE unit, which is as concept conceived for the new digital age.

It's made primarily for wireless digital HiFi audiophile home listening - connected via Bluetooth with your smartphone, TV or PC, or alternatively connected by a stereo chinch / RCA audio cable with your laptop / PC.

In both cases, wireless or connected with an audio cable, you don't need an amplifier or receiver, as its already built into our system.

# Connectivity

## Bluetooth 5.0 APTX

### Analog in via RCA connectors

### Wireless connection of two HIDDEN SOUND sets in TWS mode possible

#### Important:

Any source/user playing the Set's Bluetooth connection, must first disconnect in order for a new source/user to connect and play!

## PLUG and PLAY in 5 easy steps:

1. Unpack your HIDDEN SOUND CUBE and **PLUG** the two HIDDEN SOUND Speakers' audio cables into the two RCA jacks on the HIDDEN SOUND CUBE's back panel.

2. Install / screw in the Bluetooth Antenna, connect your HIDDEN SOUND CUBE to electricity, and turn the power button ON.

3. Turn the Bluetooth settings on your smartphone, TV or PC ON, find "HIDDEN ECO" or "HIDDEN EVO" on the list of your devices, and connect it. (Once connected no other user can interfere)

4. Find a cool music source on your smartphone, TV or PC, press **PLAY** and **ENJOY!** Just one last thing:

5. Make sure that the audio quality setting on your digital music service provider is always set on **HIGH QUALITY**.

## One-click connection:

If you use your smartphone, TV or PC with built in Bluetooth capabilities, you simply connect with one click, finding your HIDDEN SOUND system in your Bluetooth settings as "HIDDEN ECO" or "HIDDEN EVO", and play the sound from your streaming service or music library straight away.

If you play the HIDDEN SOUND system with a cable from your laptop, TV or PC, simply press PLAY. All you need to do is to connect an audio cable from your device to the RCA red-and-white jacks, placed on the back panel of the HIDDEN SOUND CUBE.

The huge upside is that you will enjoy an audiophile HiFi sound with amazing depth and clarity, from very silent to very loud and everything in-between - without ever losing the sound quality we are so famous for.

It's a real paradigm shift in the world of sound, a true revolution, and you are now part of it!

The small downside is that you have to be careful if you use in other ways, for example with old school CD Players and Gramophones / Vinyl Players, or, like our customers who enjoy playing their crystal clear HIDDEN SOUND, through a mixer for parties, as many of them are DJ's.

## Connecting HIDDEN SOUND sets to a CD Player:

HIDDEN SOUND's ECO and EVO sets are closed active systems, to which you can connect a CD player ONLY through a PREAMPLIFIER with a volume pot. You connect it with an RCA red-and-white-jack-audio cable from the line out to the RCA red-and-white jacks on the back of the HIDDEN CUBE. You CAN NOT play a HIDDEN SOUND set straight from a CD player, nor from a preamp without a volume pot.

## Connecting HIDDEN SOUND sets to your Gramophone / Vinyl Player:

HIDDEN SOUND's ECO and EVO sets are closed active systems, to which you can connect a Gramophone / Vinyl Player ONLY through a RIAA PREAMPLIFIER, which features a volume pot. A RIAA PREAMPLIFIER is always used between a turntable/gramophone and an amplifier that is not equipped with a RIAA/Phono input, like the HIDDEN SOUND amplifier inside the CUBE. The RIAA standard is set by the Recording Industry Association of America and is the standard for recording and playing vinyl records. The music signal coming directly from a pickup is incredibly weak, and requires both adaptation and additional amplification before being sent into an amplifier. For this reason, you need an RIAA PREAMPLIFIER to get the right sound from your vinyl records.

Alternatively, you can connect your gramophone / vinyl player with any HIDDEN SOUND set through a PREAMPLIFIER, which features a PHONO IN line. You connect both options with an RCA red-and-white-jack-audio cable from the line out to the RCA red-and-white audio sockets on the back of the HIDDEN CUBE. You CAN NOT play a HIDDEN SOUND set straight from a gramophone / vinyl player, nor from a preamp without a volume pot.

## Connecting HIDDEN SOUND sets to your TV:

Most smart TV's come with Bluetooth capabilities, which means they can wirelessly connect to speakers, headphones, hearing aids, and other devices. Connect a HIDDEN Sound set via Bluetooth to your TV to get the most out of your favorite movies!

Be sure your HIDDEN SOUND set is ON. From your TV's "Menu" or "Settings", select "Setup" or "Sound / Audio Devices", and then select "Bluetooth Setup" or "Sound Output", depending on TV.

\*If the option "Bluetooth Setup" or "Bluetooth Speaker List" appears, then your TV supports Bluetooth. If this doesn't match with your TV and you still aren't sure, you can always consult your user manual.

As next step, please navigate to the Bluetooth Setup "Devices" or Bluetooth Audio "Device" list on your TV, and select the HIDDEN SOUND set to pair with.

The process is slightly different depending on what model of TV you have:

- 2019, 2018 and 2017 Smart TVs: Home > Settings > Sound > Sound Output > Bluetooth Speaker List
- 2016 Smart TVs: Home > Settings > Sound > Expert Settings > Wireless Speaker Manager > Bluetooth Audio Devices
- 2015 Smart TVs: MENU > Sound > Additional Settings > TV SoundConnect
- Or: MENU > Sound > Additional Settings > Bluetooth Audio

Nota bene: It is possible that on older TV sets the sound volume can be adjusted using the function "Headphone Volume" only.

### Kind advice:

In order to maximize your personal high-fidelity experience, HIDDEN SOUND asks you kindly to listen to music from your music streaming providers from your Smartphone or PC (and not your TV), as they - as rule - provide a higher audio quality than your TV content providers.

Use your HIDDEN SOUND Set in connection with your TV please only for watching movies and TV programs.



# DJ's Mixer Usage

## Playing HIDDEN SOUND sets through a mixer:

HIDDEN SOUND sets are conceived as closed, active home audio concepts, but, as many of our customers are DJ's, they asked us how to use their beloved HIDDEN SOUND at parties and even LIVE performances.

We love to share the amazing HIDDEN SOUND with as many music lovers as possible, but there is one DIFFERENCE when connecting a delicate home HiFi system like HIDDEN SOUND to a mixer: It needs precise, careful handling, which many experienced users of mixers, connected to their usual, more robust club-speakers, are not used to!

Namely, you can't handle your delicate HIDDEN SOUND set in the same robust way you usually connect your mixer to speakers made for parties and clubs, which are specially built to perform under any input- or output-signal strength from the mixer. This is probably the only downside of the HIDDEN SOUND system we can think of. The downside of those robust club-speakers, on the other hand, is that they can't deliver the sophisticated high-end audiophile sound our systems can.

Is there here a solution to combine the best of both worlds, i.e. HIDDEN SOUND sets for the most sophisticated sound, and a mixer for professional performances?

## How do we identify a problem?

## How does that look like?

## What can we do?

Of course there is, as many of our DJ-users have proven it:

You simply have to connect the two PROPERLY AND CAREFULLY, following our instructions.

Too much power and / or incorrect input sourcing from the mixer may provoke the HIDDEN SOUND set to non-perform, or completely shut down.

Usually, the speakers play the sound correctly on low volume, but when the volume is turned up, the sound distorts heavily or breaks down completely, and rarely, but also possible, the HIDDEN SOUND set shuts down completely and there is no sound at all.

If a non-performance or shut down occurs in any form after connecting to a mixer, the first step is to check whether there is a problem with the HIDDEN SOUND system itself (1% possible), or with the mixer connection (99% possible). To find this out, the user needs to disconnect the HIDDEN SOUND set from the mixer, and to connect with the HIDDEN SOUND set via Bluetooth, and then play some music. If the HIDDEN SOUND system plays like usually, we know that the problem is in the mixer connection.

## How do we get the mixer connection right?

Easy:)

### First check the source of the signal, please:

Any mixer has several possible signal entries - MIC IN for microphone; INST IN for instruments; LINE IN for audio. To connect to a HIDDEN SOUND set, the sound input on your mixer MUST go through LINE IN only! Be careful, as on many mixers this switch is serviced by a simple power switch, that can easily get pushed in the course of the action! As next step, connect your mixer with the HIDDEN SOUND set through the LINE OUT / MAIN OUT / MONITOR OUT (diff. versions of naming on diff. mixer models) jack.

### Then check the strength of the signal, please:

- A) Check the potentiometer on the entry channel which displays the sign "GAIN". "GAIN" MUST be maximally on HALF VOLUME.
- B) The volume adjuster on the played channel MUST NOT be pushed all the way up.
- C) And finally there is a small button on the mixer named PHANTOM POWER. It serves condenser microphones only, and MUST be SWITCHED OFF.

## Still not working?

If all these steps are taken correctly, and your HIDDEN SOUND set is still not performing correctly, only one more option is possible - the cable signal input from your mixer may be clashing with your Bluetooth signal input from your smartphone. We have namely intentionally not built in a power switch to change between Bluetooth and cable usages, so that our clients don't have to walk up to the subwoofer unit each time, and physically click on a button, when they wish to change the connection from smartphone to anything connected via cable - such as mixer or CD player / laptop.

We have coded our digital amplifier to work both options in parallel, seamlessly, in normal circumstances, as we value our customer's comfort over anything. This is why we have developed such a simple one-click-concept in the first place. But sometimes even the smartest digital equipment gets confused. So, if this seems to be the case, please simply disconnect the Bluetooth connection on your smartphone settings from your HIDDEN SOUND set, so that the cable connection with your mixer remains the only one. Then reset the HIDDEN SOUND set one more time - and off you go - enjoy the party!

## Amplification

### **HIDDEN ECO Smart Processor Performance:**

Built in DSP for optimal performance

2.1 Digital Amplifier System  
(2 x 30 WRMS + 60 WRMS)

Built in external detachable 3 dB  
BT-Antenna with a SMA connector

### **HIDDEN EVO Smart Processor Performance:**

Built in DSP for optimal performance

2.1 Digital Amplifier System  
(2 x 50 WRMS + 100 WRMS)

Built in external detachable 3 dB  
BT-Antenna with a SMA connector

## Installation

### **Professional installation**

Not required. Easy one-click plug-and-play.

### **Home installation**

Unpack your HIDDEN SOUND set carefully, placing the HIDDEN SOUND CUBE unit preferably on the floor, and not on a wooden cabinet, in order to avoid bass reflections. Connect the power cable to the HIDDEN SOUND CUBE unit on one side, and an electricity socket on the other. Connect the two satellite units to the HIDDEN SOUND CUBE unit via the two provided speakers cables, like any other classic speakers: the metal sides of the speakers cables' RCA jacks into the two RCA jack units on the back panel of the HIDDEN SOUND CUBE unit, and the plastic side of the speakers' cables' RCA jacks into the satellite units' jacks. In case we delivered speakers' cables with plastic-only RCA jacks to you, either side works fine anywhere.

Screw the supplied Bluetooth-Antenna into its socket on the back panel of the HIDDEN SOUND CUBE unit with radial movements, until you can position the Antenna in a vertically upright position, and it almost can't get screwed any tighter. You now turn the system ON by pressing the POWER BUTTON on the back panel of the HIDDEN SOUND CUBE unit, and when you see the active light on the button - you're all set up!



## Pairing of Two Units

### What if I need to cover a larger space?

You can easily connect any two HIDDEN SOUND sets, both consisting of two HIDDEN SOUND satellite speakers and one HIDDEN SOUND CUBE each. Your new integrated sound system will now consist of two CUBE units, of which one will be the MASTER and the other a SLAVE (with two speakers attached to each), playing the sound from your source connected to the MASTER, which in turn seamlessly replicates the sound to the SLAVE.

### Can I pair more than two HIDDEN SOUND systems?

No.

### How far from each other have the two HIDDEN SOUND systems to be?

Up to 10 meters, with mandatory visual connection between the two HIDDEN SOUND CUBE units, and both Bluetooth Antennas in the back screwed upright in position.

### How do I pair two HIDDEN SOUND systems?

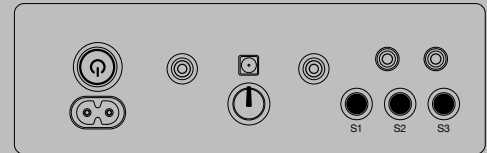
The back panel of each HIDDEN SOUND CUBE features three black keys - S1, S2 and S3:

**S1 key** - Press 3 seconds into PAIRING mode. Long press 6 seconds to clear the PAIRING info.

**S1+S2 keys** - Press 1 second into PAIRING slave mode.

**S1+S3 keys** - Press 1 second into PAIRING master mode.

**S2+S3 keys** - Press 1 second disconnect PAIRING connection.





# Certificates



EMBALLAGES A SEPARER  
ET A DEPOSER DANS LE  
BAC DE TRI



**E-WASTE**

Raccolta  
Electronica  
Electronic Waste  
Collection



**PAP**

Raccolta  
Carta  
Paper  
Collection



**PAP**



**ALU**

Raccolta  
Alluminio  
Aluminium  
Collection



# Warranty Policy

## HIDDEN ECO and EVO Sets

# Warranty Structure

Our warranty coverage is split into two different components, depending on the HIDDEN SOUND product:

1. **24-month limited warranty coverage against manufacturing defects**
2. **36-month limited warranty coverage against manufacturing defects**

Together, the limited warranty and our protection plan, ensure that owning a HIDDEN SOUND product is a smooth and easy process. In the odd event that issues do occur, we designed these policies to be generous and support our customers in getting the necessary help as quickly as possible.

Please read on for further details.

The following are covered under 24-month warranty:

- **HIDDEN ECO and HIDDEN EVO SETS**

The following are covered under the 36-month warranty:

- **HIDDEN ARX SPEAKERS**

## Warranty Scope & Eligibility

HIDDEN ECO and HIDDEN EVO sets, as well as single parts of it, are covered with a limited warranty against manufacturing defects for a period of two years (24 months), starting on the day the set is received by the customer.

HIDDEN ARX speakers, as well as single parts of it, are covered with a limited warranty against manufacturing defects for a period of three years (36 months), starting on the day the speaker is received by the customer.

This limited warranty coverage is only applicable in the following conditions:

- **Only the original purchaser (name listed on the shipping address) is entitled to the limited warranty coverage which commences on the day the set is received by the customer.**
- **The warranty period is terminated on the first day of the second year of ownership, or when the set is resold or transferred to another individual (warranty is by no means transferable under any circumstances).**

The limited warranty is only applicable to the list of covered components, which includes the following:

- **Speakers**
- **Subwoofer (with built-in digital Amplifier)**

The warranty is applicable for the following components only if defects are reported within the first 15 days of use:

- **Cables**
- **Connectors (Jacks)**
- **External Power Charger and Adapter**
- **Bluetooth Antenna**

If the defect is not reported within this period, the components will not be covered by warranty. Instead, customers will be able to purchase spare parts at wholesale price and will be required to cover any associated shipping expenses.

Any defect report must include an image or video, proving the existence of the defect. When a defective component is reported and the HIDDEN SOUND engineering team validates the existence of the defect, HIDDEN SOUND will, in its sole discretion, either:

- Repair the defective component at a HIDDEN SOUND service center (labor included)
- Replace the defective component with a new component (free shipping and part included)

IT REMAINS THE SOLE DISCRETION OF THE HIDDEN SOUND ENGINEERING TEAM TO DETERMINE WHETHER THE CORE COMPONENT OR SET ARE DEFECTIVE AND IF THEY ARE COVERED BY THE LIMITED WARRANTY.

## Limited Warranty does not cover the following:

- Normal wear and tear of any covered component
- The cost or shipping of another set box (owners responsibility to keep the original box or purchase a new box if needed due to replacement or repair)
- Damage or defects caused by negligence, improper assembly, modifications, accidents, misuse, improper tools, acts of God, failure to follow user manual/ set up guides, water damage, improper cleaning solutions, improper maintenance (storage during hot or cold seasons for example), commercial use, unauthorized accessories, upgrades not sold by HIDDEN SOUND
- Accessories or upgrades
- Opened and / or disassembled speakers and subwoofer and its parts
- Failures due to water damage, improper charging, power surges, after market chargers or lack of proper storage
- Unauthorized service center repairs or parts will not be covered if damage, failure or loss occurs
- Any refunds or incurred costs such as loss of time, consequential, special, punitive or incidental loss, damage to personal property
- Any product rusting, blemishes, loss of colour due to sun exposure over time of usage
- Any orders that have received a charge-back and that are currently under investigation (until the resolution is solved, warranty will be voided)
- Additionally, please note that any forms of harassment or aggression towards HIDDEN SOUND staff or HIDDEN SOUND certified technicians will not be tolerated and may result in your warranty being voided

## Claims Process

**HIDDEN SOUND WILL NOT PROCEED WITH ASSISTANCE UNDER THE LIMITED WARRANTY WITHOUT RECEIVING A VIDEO OR IMAGE SHOWING THE CLAIMED DEFECT FIRST.**

**In order to effectively help you get the repair or replacement part needed, you must do the following:**

- Submit a "Product Issue Request" by contacting our support team by Live Chat or email at sales@hiddensound.ch. Then, our engineering team will review it and get back to you within one business day.
- If the engineering team determines the component is in fact defective and needs replacement, we will send you the replacement part and written/video instructions on how to repair or replace the component. If you do not feel comfortable or do not have the time to do the repair yourself, you may use one of our repair centers (labor will be free of charge). However, the customer will be responsible for the shipping cost, taxes and obtaining a set box if not still in possession of it. Customers may also deliver the set to the repair center themselves if desired. Contact us to identify the location center nearest to you.
- To be clear, if your HIDDEN SOUND product faces a manufacturing defect after 30 days HIDDEN SOUND will not replace it with a new unit. Rest assured that HIDDEN SOUND will cover the parts and provide instructions to get this back to working condition, but replacing the entire unit will not be an option. If your unit does get replaced, note that the warranty coverage period does not get extended, but instead is carried over to the replacement unit and will end 1 year after the delivery of the original unit that was purchased.
- THE SOLUTIONS ABOVE ARE HIDDEN SOUND'S SOLE AND EXCLUSIVE REMEDIES FOR ANY MANUFACTURE CLAIM ON LIMITED WARRANTY. HIDDEN SOUND IS NOT LIABLE FOR ANY DAMAGES OR LOSSES DURING THIS PROCESS, DIRECTLY OR INDIRECTLY.

## Owner's Responsibility:

As a purchaser and owner of a HIDDEN SOUND product, we kindly ask that all customers do their reasonable and standard due diligence before purchasing it, to understand the maintenance needs required for these sound systems.

Digital sound systems and parts of it - speakers, subwoofers, amplifiers, antennas and cables - will always require careful electric connections and charging, care at transportation to avoid falls and hits, proper temperature and humidity in usage or storage.

- Our A-Team is always here to help if you have any questions regarding maintenance - we always rather you ask than try it yourself.
- We also kindly ask to always keep your set box with you (you may need a repair or maintenance in the future and boxes are expensive to ship).
- If any portion of your order is missing or not correct (a missing part or incorrect set sent), please message our team within the first 14 business days of receipt, to get a free replacement.

## Disclaimer:

**Important to note, if the accessory or set is used within those 14 business days, HIDDEN SOUND will not be able to exchange the product for you, but offer a refund to match the items received.**

**For any questions or comments, our team is always here and happy to help at [sales@hiddensound.ch](mailto:sales@hiddensound.ch).**

**HIDDEN makes no ad campaigns.**

**But we make amazing SOUND.**



My First  
Hidden  
Sound

Massimo,  
Milano

**Hearing is Believing!**  
HIDDEN loves to capture the first moment  
when music lovers hear our SOUND.



#myfirsthiddensound

Alice,  
London

**Don't forget to tag us using #myfirsthiddensound.**  
Your best selfies listening to HIDDEN SOUND will be featured  
on our social media channels.

**HIDDEN**

**Designed By Sound™**

**HIDDEN creates SOUND the way Nikola Tesla described it best: “If you wish to understand the universe, think of energy, frequency and vibration.”**

**Brand New World AG  
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8002 Zürich, Switzerland  
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# HIDDEN

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Designed in Switzerland, Manufactured in Serbia.

The HIDDEN ECO CUBE Bluetooth Subwoofer with built-in Digital Amplifier, together with two HIDDEN ECO DML Satellite Speakers, form the HIDDEN ECO set.

The HIDDEN EVO CUBE Bluetooth Subwoofer with built-in Digital Amplifier, together with two HIDDEN EVO DML Satellite Speakers, form the HIDDEN EVO set, .

Find Product Information; Terms and Conditions; Warranty Policy; Shipping & Returns; FAQ; Privacy Policy; Company Info; Product Registration at:

[www.hidden-sound.ch](http://www.hidden-sound.ch)



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