



Nuance Audio Remote Control

# Instructions For Use Safety & Warranty

## Get started

1 Press & hold

2 Pull the tab



- Blinking blue LED - Pairing in progress
- Solid blue LED - Pairing complete

## Additional pairing

1 A. Fold the glasses  
B. Press & hold the button

2 Press & hold the side button



- Release when Blue LED blinks

## LED indications



Reconnecting



Low  
battery



Glasses not  
found

**Audio modes** Press



**Volume** Press +/-



## Battery CR2450

1



2



3



## Nuance Audio™ Remote Control

\* Product availability, regulatory requirements, and warranty terms may differ from country to country. Please note that the local market product category of Nuance Audio™ Glasses may vary depending on the market in which the product is sold, and some countries do not adopt a dedicated local category (such as the UK, Australia, and New Zealand). As a result, the terminology used to denote the product's category may vary across the language versions of these Instructions for Use – Safety & Warranty (e.g., "assistant d'écoute" in France vs. "hearing aid" elsewhere). As this document is organized by language rather than by country, the terminology used to address the product in a given language version does not necessarily reflect the category applicable in all countries where that language is used. For example, although French is one of Switzerland's official languages, the terminology used in the French version does not apply to the Swiss market; for Switzerland, the correct terminology is "hearing aid".



### WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours.
- **Battery is hazardous, KEEP** new and used batteries **OUT OF REACH** of CHILDREN.
- **Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body,** it can cause severe or fatal injuries in 2 hours or less.



Nuance Audio™ Remote Control is referred to within this Instructions For Use also as "Product", "Device" or "Equipment".

#### INTENDED USES & USERS

**Intended use.** The Nuance Audio™ Remote Control accessory is intended to assist the Nuance Audio™ Glasses functionality in terms of controlling settings on the hearing aid\*. The Nuance Audio™ Remote Control is used to wirelessly control the Nuance Audio™ Glasses' volume and modes.

The two possible hearing aid modes are:

- **Frontal:** when this functionality is selected, the amplified sounds are the ones coming from the direction you are looking at, and all the other sounds are attenuated. Generally, this feature is used in a noisy environment when you would like to hear better the person that is talking to you.
- **All-around:** this functionality amplifies indistinctly all sounds around you.

The Nuance Audio™ Remote Control is intended to be used only in conjunction with the Nuance Audio™ Glasses and is intended only for use by individuals 18 years old and older.

The Nuance Audio™ Remote Control works when paired with the Glasses via Bluetooth, and it includes a coin cell battery. The coin cell battery (CR2450) is customer replaceable.

The Nuance Audio™ Glasses are a medical device. The Nuance Audio™ Remote Control is to be used as an accessory to the Nuance Audio™ Glasses.

**For ages 18 and up.** The Nuance Audio™ Remote Control is intended to be used only in conjunction with the Nuance Audio™ Glasses and is intended only for use by individuals 18 years old and older. Do not allow anyone under 18 to use the Nuance Audio™ Remote Control. Children can choke or suffocate in case of swallowing of this Product. Keep this Product away from children.

Please refer to the User Guide for images and usage explanation of the Nuance Audio™ Remote Control.

**Restrictions on combinations.** The Nuance Audio™ Remote Control works only with Nuance Audio™ Glasses, meaning that the Product can't work with other devices.

**Read instructions.** Read and follow all instructions included with the Nuance Audio™ Remote Control before using it.

#### Cautions.

1. When adjusting the volume, turn it up gradually until you reach a comfortable listening level.
2. Do not use the Nuance Audio™ Remote Control if any part of it is damaged or overheating. If this happens, stop using the Nuance Audio™ Remote Control immediately, then please visit us at [www.nuanceaudio.com](http://www.nuanceaudio.com) to get helpful service and contact information.

Do not make unauthorised alterations to this Product.

#### HEALTH & SAFETY INFORMATION

**WARNING** To reduce the risk of personal injury, discomfort, or property damage, please read and

follow the health and safety information below before using the Nuance Audio™ Remote Control.

**Interference with personal medical devices.** This Product contains magnetic material and components that emit radio waves, which could affect the operation of medical devices such as but not limited to pacemakers or other implantable devices, or insulin pumps, consult your doctor or the medical device manufacturer before using the Product. Turn off the electronic functionalities of the Product if you notice any interference with your medical device.

**Interference.** Check before using the Nuance Audio™ Remote Control in areas where electronics or wireless devices are restricted. This may cause interference.

**Driving.** Do not use the Nuance Audio™ Remote Control while driving.

**Water & liquids.** Do not expose to or submerge in water. Extended exposure to water may damage the Nuance Audio™ Remote Control. The Nuance Audio™ Remote Control is not designed to resist submersion or extended exposure to water or other liquids. In case of water exposure, dry the Nuance Audio™ Remote Control thoroughly with dry cloth.

**WARNING Potentially explosive atmospheres.** Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the Nuance Audio™ Remote Control. Turn off your Nuance Audio™ Remote Control, and do not remove or install batteries when you are in an area with potentially explosive atmospheres. Do not use if broken or damaged. Periodically inspect the Nuance Audio™ Remote Control for damage or signs of wear. Do not use it if any part is damaged, cracked, or if any internal component is exposed. Do not try to repair the Nuance Audio™ Remote Control yourself, instead contact support at [www.nuanceaudio.com](http://www.nuanceaudio.com).

**Overheating.** Keep the Nuance Audio™ Remote Control away from fire and excessive heat (e.g., from storage in direct sunlight, near candles, or in a hot car) to avoid burns or damage to the Nuance Audio™ Remote Control. The Nuance Audio™ Remote Control shouldn't overheat during normal use. If it does, stop using it immediately and contact support.

Keep the Nuance Audio™ Remote Control away from fire and heat sources.

**Handle with care & avoid damage.** The Nuance Audio™ Remote Control is sensitive electronic Equipment, it contains sensitive electronic hardware and should be handled with responsible care. Do not heat or bend, as it may become damaged and even catch fire. Do not drop, strike, or shake the Nuance Audio™ Remote Control excessively. Do not use the Nuance Audio™ Remote Control if it is damaged. Do not attempt to open, disassemble, or tamper with the Nuance Audio™ Remote Control. Do not expose to the sun.

**Interactions & environments.** Pay attention. Interacting with the Nuance Audio™ Remote Control may distract you or increase the time it takes to react to hazards. Always pay attention to your surroundings, including signage and obstacles.

**Lifetime.** The Nuance Audio™ Remote Control expected lifetime is 5 years from manufacturing date.

**Limitations of Use.** Do not use the Nuance Audio™ Remote Control in environments with strong electric or magnetic fields. The effective usage distance of the Nuance Audio™ Remote Control is less than 25 meters.

**Flying.** Check applicable aviation security restrictions on personal electronics before flying with the Nuance Audio™ Remote Control. Use Nuance Audio™ Remote Control in compliance with all the applicable local laws, rules, and regulations.

**Operating conditions.** -10°C to 45°C; 101.3kPa to 61.9kPa; humidity between 20% and 60% under 35°C for 1000 hours; maximum altitude of 13,000 ft for 1 hour at 0°C and 35°C.

**Transport and Storage.** -40°C to 85°C; humidity between 20% and 90%; Remote Control shall remain functional after recovery from non-operational exposure to altitude of 40,000 ft (18,8kPa) for 12 hours at both -10°C to 45°C.

**Cleaning and maintenance.** To clean the Nuance Audio™ Remote Control use a dampened cloth and neutral soap avoiding all types of sprays, solvents, chemicals or cleaning solutions containing alcohol or ammonia. Do not use dirty or abrasive cloths which could damage the Nuance Audio™ Remote Control. If the Product becomes excessively wet, there is a risk of damaging it, thoroughly dry it, store them in a container with desiccants or in a drying case.

**Battery.** The Nuance Audio™ Remote Control contains a coin battery that is user replaceable. The battery may present a fire or chemical burn hazard if misused. Do not leave in the car under direct sunlight or expose to excessive heat or incinerate. Dispose of the battery in line with instructions and local requirements. Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate. Remove and immediately recycle or dispose of batteries from Equipment not used for an extended period of time according to local regulations. Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries. Expected battery lifetime is at least 6 months under standard use conditions from the moment of pulling out

the battery protective tab. For battery replacement procedure, please follow the indications on the User Guide accompanying the Nuance Audio™ Remote Control and use a pin as small pen tip or toothpick to open remote LID. Be cautious when replacing the battery to avoid damaging the structure of the Nuance Audio™ Remote Control. Ensure the batteries are installed correctly according to polarity (+ and -). Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the Product, remove the batteries, and keep them away from children. Non-rechargeable batteries are not to be recharged. Do not force discharge, recharge, disassemble, heat above 100°C, or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns. Battery related hazards are fire, explosion and burn. Do not short circuit, crush, incinerate the battery, or expose contents to water. Always keep your batteries away from children to prevent swallowing. Do not ingest the battery. Compatible batteries are lithium 3V CR2450 coin cell batteries. Even used batteries may cause severe injury or death. Call a local poison control centre for treatment information.

<b>KEY FEATURES</b>	
Audio Mode Control	On device button
Volume Control	On device buttons
<b>WIRELESS CONNECTIVITY</b>	
Bluetooth® Compatible	Yes, BLE
Bluetooth® Phone Call Compatible	No
Operation frequency	2480-2402 MHz (RF)
Max radiated power	Free space max EIRP is 3.84 dBm
Modulation	GFSK
Channel spacing	2MHz
Channel bandwidth	2MHz
Number of channels	40
<b>TECHNICAL SPECIFICATIONS</b>	
Battery	Lithium 3V CR2450 coin cell battery
Lifetime	5 years
Shelf life	5 years
<b>TRANSPORT AND STORAGE CONDITIONS</b>	
Temperature	From -40°C to 85°C
Humidity	From 20% to high humidity 90% and temperature 45°C for 288 hours
Altitude & atmospheric pressure	Altitude of 40,000 ft (18,8kPa) for 12 hours at both -10°C and 45°C
<b>OPERATING CONDITIONS</b>	
Temperature	From -10°C to 45°C
Humidity	From 20% to humidity 60% under 35°C for 1000 hours
Altitude & atmospheric pressure	Altitude of 13,000 ft for 1 hour at 0°C and 35°C; 101.3kPa to 61.9kPa

**Note: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the Equipment. No part of this work may be reproduced, modified, distributed or otherwise used without prior written permission.**

#### **EU compliance statement**

Luxottica Group S.p.A hereby declares that this Device is in compliance with Radio Equipment Directive 2014/53/EU, EU Medical Device Regulation 2017/745 on Medical Devices and RoHS II Directive 2011/65/EU.

The full text of the EU Declaration of Conformity is available at the following internet address:

[www.essilorluxottica.com/en/brands/conformity-declaration](http://www.essilorluxottica.com/en/brands/conformity-declaration)

Radio Frequency and Power: BLE of the Product: 2402–2480 MHz < 20dBm;

Keep the Nuance Audio™ Remote Control away from the womb of pregnant women. Keep the Nuance Audio™ Remote Control away from the lower abdomen of adolescents. Use the Nuance Audio™ Remote Control in good reception conditions to reduce the amount of electromagnetic radiation received.



The end user is required to report any serious incident that occurs in relation to the use of the Device to the competent authority of the Member State where the incident occurred and to the manufacturer of the Device.

#### Disposal Information

The Nuance Audio™ Remote Control should not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. For more info on proper disposal, please visit [www.nuanceaudio.com](http://www.nuanceaudio.com). The crossed-out wheeled bin symbols below mean that, according to local laws and regulations, the Nuance Audio™ Remote Control and/or Nuance Audio™ Remote Control's battery shall be disposed of separately from household waste. When the Nuance Audio™ Remote Control reaches its end of life, take it and the battery to a collection point designated by local authorities. In alternative, take the Product and the battery to an affiliated store. The battery can be safely removed by the end user according to the indications given in the User Guide. The separate collection and recycling of the Product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.



#### WEEE information

Luxottica is committed to the proper disposal, reuse, recycling and recovery of Waste Electrical and Electronic Equipment ("WEEE"). WEEE should not be disposed of in normal domestic waste bins. Dispose of batteries in an environmentally friendly way in accordance with Federal and State requirements. For more info on proper disposal, please visit [www.nuanceaudio.com](http://www.nuanceaudio.com).

#### Safety certifications for the Remote Controls' battery

This article describes the international safety standards that the Remote Control's battery meets. All the Remote Controls' batteries are tested, certified, and in compliance with these international safety standards:

- United Nations (UN) Transport Regulations UN38.3: Covers battery safety during air transport.
- Regulation (EU) 2023/1542
- UL1642 Standard for Lithium Batteries

**WARNING** The battery contains no mercury. Do not puncture or incinerate, do not squeeze or soak in water.

Nuance Audio™ is a registered trademark of Essilor International SAS.

#### LUXOTTICA LIMITED WARRANTY

This limited consumer warranty (the "Warranty") is provided by Luxottica Group S.p.A., Piazzale Cadorna 3, 20123 Milano, Italy ("Luxottica"). This Warranty covers defects and malfunctions in the Luxottica Product it accompanies. The Warranty continues for one (1) year from the date of purchase of the Product (the "Limited Warranty Period"). However, if you purchase the Product from within the EU, UK or EFTA, the Limited Warranty Period shall be two (2) years. This Warranty applies only to those countries where Nuance is officially marketed and supported, meaning countries where the product is certified and Luxottica is authorized to distribute it ("Warranty Coverage Territory"). We warrant that the Product will, under normal and intended use, function in accordance with the technical specifications or accompanying Product documentation (the "Warranted Functionality") during the Limited Warranty Period. For the avoidance of doubt, any services that are required to achieve the Warranted Functionality may be updated, modified, or limited, so long as it continues to maintain (or exceed) the Warranted Functionality. This Warranty is not available to products that were purchased from any source other than Luxottica or an authorised dealer. This Warranty is valid only with proof of purchase that clearly shows the purchase date. If you send us a Product without valid proof of purchase, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up. This Warranty gives you specific legal rights, and you may also have other rights under consumer protection laws or regulations in the country where the product was purchased or, if different, where you are located, provided that this product is officially marketed there at the time the warranty service is needed. Such rights vary from state to state and country to country. The benefits conferred by this Warranty are in addition to and do not affect any rights and remedies conveyed by such consumer protection laws and regulations (including, without limitation, national

laws implementing Directive 1999/44/EC and Directive 2019/771). You are entitled to remedies free of charge in the event that the Product does not conform with the requirements set out under the laws in the Warranty Coverage Territory. The other remedies available to you according to the laws in the Warranty Coverage Territory are not affected by this Warranty. For full information on your rights according to the laws in the Warranty Coverage Territory, please see below and/or contact your local consumer rights organisation/citizens advice bureau. Please visit us at [www.nuanceaudio.com](http://www.nuanceaudio.com) for information about the countries Luxottica supports and to get helpful service and contact information. The scope of technical support offered by Luxottica consists of helping to diagnose and resolve problems with defects in the Product. Please note that when contacting Luxottica via telephone, long distance charges may apply, depending on your calling area.

#### **REGISTRATION**

Product registration is not required as a condition to coverage under this Warranty, but some Luxottica products require periodic connection to an online account to ensure full functionality.

#### **HOW TO MAKE A WARRANTY CLAIM**

If you have a problem with your Product, unless specifically stated elsewhere in this Warranty and except as provided by applicable state law, to make a warranty claim, you need to return your Product to the authorised dealer from which the Product was purchased, together with your proof of purchase. Please visit [www.nuanceaudio.com](http://www.nuanceaudio.com) to get helpful service and contact information.

If your warranty claim is deemed to be valid, and we confirm a defect or malfunction covered by this Warranty, the appropriate remedy will be determined. Depending on the circumstances, we may take one of the following actions: i) Repair the Product, only where repair is technically feasible (given the highly technological content of the Product, the only repair available is lens replacement); or (ii) Replace the Product; or (iii) Refund the purchase price paid for the Product, if neither repair nor replacement is possible or appropriate. Subject to your rights under applicable local laws of the Warranty Coverage Territory, the choice of remedy rests with the Company. Subject to your rights under any local laws, if we determine that a Product should be replaced, the replacement may be a new, refurbished, or a re-manufactured Product. The Limited Warranty Period is extended by a duration equal to the time during which we had the Product in our possession for performance of the Warranty, as described above. Save for your rights and remedies available under your local laws, the provision of a repaired or replacement Product does not restart or otherwise extend the Limited Warranty Period. We may not return the original Product to you. If your warranty claim is not deemed to be valid, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up before it is disposed of. Except to the extent that the law requires otherwise, any expenses incurred by you in returning the Product for warranty assessment will be borne by Luxottica. If you need to return your product to Luxottica, you will be provided with a prepaid label. If the warranty claim is deemed to be invalid and we do not find a defect or malfunction covered by this Warranty, we will contact you to see if you want us to conduct repairs at your cost and, in any event, you will be charged for the outbound freight to return your Product based on Luxottica's standard shipping rates.

#### **LIMITATIONS AND EXCLUSIONS**

THIS WARRANTY DOES NOT COVER, AND LUXOTTICA IS NOT RESPONSIBLE FOR: DELIVERY OR INSTALLATION, OR LABOR CHARGES FOR SETUP OF THE PRODUCT AND/OR ADJUSTMENT OF CUSTOMER CONTROLS ON THE PRODUCT. DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT, FLUCTUATIONS AND POWER SURGES, CONNECTIONS TO IMPROPER VOLTAGE OR INCORRECT ELECTRICAL LINE VOLTAGE, VIRUSES, MALWARE, RECKLESS, WILLFUL, OR INTENTIONAL CONDUCT OR NEGLIGENCE. DAMAGES CAUSED BY SERVICING THE PRODUCT WHICH HAS NOT BEEN PRE-AUTHORISED BY LUXOTTICA. DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH THE PRODUCT INSTRUCTIONS/DOCUMENTATION. DAMAGES CAUSED BY FAILURE TO FOLLOW THE PRODUCT INSTRUCTIONS/DOCUMENTATION OR FAILURE TO PERFORM CLEANING OR PREVENTIVE MAINTENANCE. DAMAGES CAUSED BY THE COMBINATION OF THE PRODUCT WITH OTHER NON-LUXOTTICA BRANDED PRODUCTS, ACCESSORIES, PARTS OR COMPONENTS OR USE OF PRODUCTS, EQUIPMENT, SYSTEMS, UTILITIES, SERVICES, SOFTWARE, PARTS SUPPLIES, ACCESSORIES, APPLICATIONS, INSTALLATIONS, REPAIRS, EXTERNAL WIRING OR CONNECTORS NOT SUPPLIED OR AUTHORISED BY LUXOTTICA THAT DAMAGE THE PRODUCT. SIGNAL ISSUES, RECEPTION PROBLEMS AND DISTORTION RELATED TO NOISE, ECHO, INTERFERENCE OR OTHER SIGNAL TRANSMISSION AND DELIVERY PROBLEMS. ANY EQUIPMENT OR COMPONENTS THAT WERE NOT INCLUDED IN, OR WITH YOUR PRODUCT AS ORIGINALLY SOLD. NORMAL WEAR AND TEAR. DAMAGE CAUSED AS A RESULT OF IMPROPER TRANSPORTATION OR PACKING/PACKAGING WHEN RETURNING THE PRODUCT TO LUXOTTICA OR A COLLECTION DEALER.

DAMAGES CAUSED BY MODIFICATION OR ADAPTATION THAT MAY BE REQUIRED TO ENABLE A PRODUCT TO OPERATE IN ANY COUNTRY OTHER THAN THE COUNTRY FOR WHICH IT WAS DESIGNED, MANUFACTURED, APPROVED AND/OR AUTHORISED, OR REPAIR OF THE PRODUCT WHICH RESULTS IN DAMAGE AS A RESULT OF THESE MODIFICATIONS. DAMAGE TO PRODUCTS WHERE THE ANTI-COUNTERFEITING CODE (OR EQUIVALENT) HAS BEEN REMOVED, ERASED, DEFACED, ALTERED OR MADE ILLEGIBLE.

This Warranty does not include any specific guarantees that the Product will be error-free. Except in the US and to the extent prohibited by any applicable law in any other country, this Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

#### **IMPLIED WARRANTIES**

EXCEPT IN THE EU, EFTA AND UK AND EXCEPT TO THE EXTENT PROHIBITED BY ANY APPLICABLE LAW IN ANY OTHER COUNTRY, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT IS DISCLAIMED. FOR THE US ONLY, ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY PERIOD AS SET OUT IN THIS WARRANTY. IF YOU ARE A CONSUMER SUBJECT TO THE QUEBEC CONSUMER PROTECTION ACT, THE WARRANTY DISCLAIMER CONTAINED IN THIS SECTION DOES NOT LIMIT YOUR RIGHTS AND REMEDIES UNDER SUCH ACT, INCLUDING THE RIGHT TO MAKE A CLAIM UNDER ANY OF THE STATUTORY WARRANTIES PROVIDED UNDER SECTIONS 34 TO 54 OF SUCH ACT.

#### **LIMITATION OF LIABILITY**

EXCEPT TO THE EXTENT PROHIBITED BY ANY APPLICABLE LAW, LUXOTTICA SHALL NOT, UNDER THIS WARRANTY, BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. EXCEPT TO THE EXTENT PROHIBITED BY LAW, LUXOTTICA'S MAXIMUM LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATED TO THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT PLUS ANY INTEREST ALLOWED BY LAW REGARDLESS OF THE FORM OF CLAIM.

TO THE EXTENT PERMITTED BY LAW, LUXOTTICA IS NOT LIABLE FOR EVENTS BEYOND ITS CONTROL, SUCH AS ACTS OF GOD, VIRUSES, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, FOR BREACH OF THIS WARRANTY, CONTRACT OR TORT (INCLUDING NEGLIGENCE).

This Warranty does not affect your legal rights under any applicable state and national law governing the sale of consumer goods. Some countries, states, provinces, and territories (including the EU, EFTA and UK) do not allow the exclusion or limitation of incidental or consequential damages, the exclusion or limitation of certain damages or types of loss or allow limitations on how long an implied warranty or condition may last, so the limitations or exclusions described in this Warranty may not apply to you.

#### **FOR CONSUMERS IN AUSTRALIA**

For purchases made from a retail store operated by Luxottica in Australia, the Supplier is Luxottica Retail Australia Pty Ltd (ABN 26 000 025 758) of level 34, 1 Denison Street, North Sydney, NSW, 2060. For purchases made through the wholesale channel: the Supplier is Luxottica South Pacific Holdings Pty Ltd (ABN 58 104 629 772) of level 34, 1 Denison Street, North Sydney, NSW, 2060. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Your rights and the benefits given to you under this Warranty are in addition to other statutory rights and remedies you have under the Australian Consumer Law and other laws.

#### **Returns and Exchanges:**

If you bought Nuance Audio™ products from an EssilorLuxottica banner, you may return them within 30 days from the date of purchase, or any longer period expressly provided by applicable law or the specific EssilorLuxottica banner. Nuance Audio™ products purchased through non-EssilorLuxottica retailers must be returned to those retailers in accordance with their return policies. For further information on EssilorLuxottica returns, please visit: <http://www.nuanceaudio.com/en-us/c/support/shipping-and-returns>.



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Made in China  
Fabriqué en Chine



[www.nuanceaudio.com](http://www.nuanceaudio.com)



For the latest and up-to-date Instructions For Use - Safety and Warranty, please refer to the Instructions in the Support section of the Nuance Audio™ App and to the following website page:  
[nuanceaudio.com/support/manual-guide](http://nuanceaudio.com/support/manual-guide)



Support: [nuanceaudio.com/contact-us](http://nuanceaudio.com/contact-us)

This quick start guide is applicable to AAW0002EL & REB0080A0  
Nuance Audio™ Remote Control.

