

HIDDEN

**User
Manual**

ARX

Designed by Sound™

ARX stands for ARCHITECTURE

Truly invisible in-wall or in-ceiling DML audiophile speakers, made especially for architects and sound integrators, turning any space into a 360-degree acoustic chamber.

HIDDEN ARX speakers feature the same high-end sound characteristics of our premium EVO Sound System, but are specially designed to be built into any drywall or -ceiling construction, and be plastered and painted over, without losing our signatory sound quality.



Designed
by
Sound



Invisible Look, Incredible Sound

Active digital stereo system, consisting of two 25 mm thin Hi-Fi speakers in DML technology for installation in the plaster ceiling or plaster wall, driven by a compact subwoofer with integrated Smart DSP amplifier. Bespoke sound systems based around HIDDEN ARX speakers produce a room-filling sound across a full frequency range, featuring high homogeneity of the sound field, which sounds amazing from every angle, balanced at any volume.



**HIDDEN ARX
speakers produce
highly intelligible,
pristine 360-degree
sound, supported
by external bass
woofers.**



**360°
Audio**

Brilliant Sound for Interiors

High quality combination of true invisibility and next generation acoustic technology, built to last. HIDDEN ARX stereo systems produce absolutely no listening fatigue, impress with the depth of emotions of high fidelity.



Architectural & Integrated

HIDDEN ARX sound sets can be completely incorporated into your architectural design, both the speakers and the subwoofers, cleverly utilizing a setup with multiple invisible speakers to deliver a concert-like perception of singer and instruments.

This is why we call it Architectural or Invisible Audio: Installed into the wall or ceiling and then finished over with the surrounding surface, our invisible system delivers ambient music that emanates throughout the space with no visual footprint, specially made for system integrators, architects and interior designers.



Swiss, Smart and Sustainable

Swiss quality, hand-crafted sound systems made in Serbia from sustainable materials with the EUR 1 certificate, changing the laws of physics.

An only 4mm thin layer of sustainable, recycled audio board, held in ultra-thin frames of recycled stainless steel, uses sophisticated micro vibrations to generate digital sound, covered with any final coating for your wall or ceiling such as paint and cement putty.



HIDDEN ARX is perfect for:

Homes

Office and Commercial Spaces

HoReCa

Clubs and Concert Spaces

HIDDEN ARX speakers are the first truly omnidirectional sound sources across a full frequency range, producing high homogeneity of the sound field and the same top-quality sound everywhere and for everybody in the space, delivering precision sound for sophisticated listening.

HIDDEN ARX speakers bring listeners and performers truly together with brilliant audiophile sound, if you carefully connect them with your mixer, following instructions for club usage.

HIDDEN ARX speakers offer an enormous increase of speech intelligibility in acoustically problematic spaces (offices, airports, sport arenas, churches etc.).

You will finally be able to hear what that friendly lady from those airport speakers tells you, no matter where you are, and not miss your flight. HIDDEN SOUND's DML technology blasts true 360° room-filling sound to fill the entire room with amazing intelligibility.

For situations when you want truly invisible loudspeakers for your interior design concept, but refuse to compromise on sound quality in your retail space, hotel, restaurant or cafe.

HIDDEN ARX speakers deliver fantastic sound in an incredibly discreet package, bringing unprecedented performance power and price affordability to architectural installations, usually complemented with some of our visible speakers for a perfect visual experience.

Studio-quality and home-friendly, HIDDEN ARX speakers are capable of delivering pristine, natural sound that will leave you speechless. They offer superior, much wider and more uniform sound coverage of the all spaces in the house: Everybody can hear the same top-quality sound, no matter where they are inside.

HIDDEN ARX speakers enable architects and interior designers to choose between visible and/or totally invisible speakers, or a combination of both, with no difference in sound quality.

HIDDEN

**Invisible
Look,
Incredible
Sound**

**HIDDEN ARX
SOUND SYSTEM**

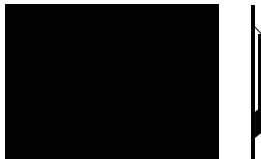
Active digital stereo system, consisting of two 25 mm thin Hi-Fi speakers in DML technology for installation in the plaster ceiling or plaster wall, driven by a compact subwoofer with integrated Smart DSP amplifier.

Features

HIDDEN ARX Sound System

HIDDEN ARX Sound System

Speaker



Size
DxWxH 440 x 320 x 23 mm

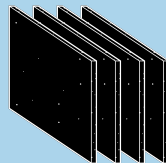
Weight
880 gr

Cube Unit



Size
460x225x455mm

Weight
12 kg



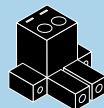
2 x 4 MDF Plates



2 x 16 drywall screws



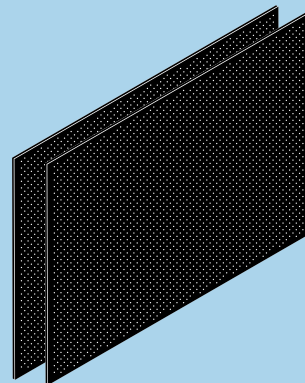
2 x 4 rubber pads



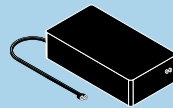
2 x Audio
connector



1 x BT
Antenna



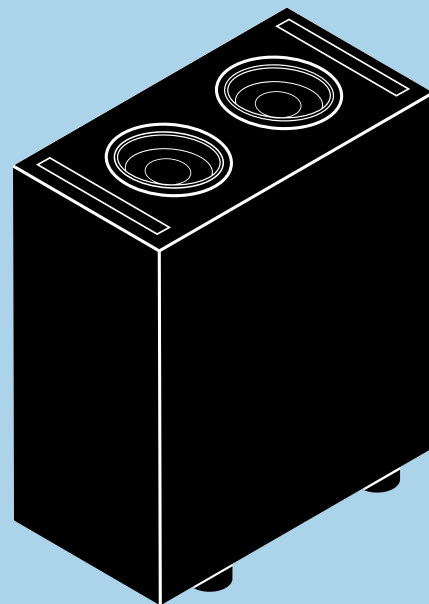
2x HIDDEN ARX
Speaker



1 x External
Transformer
110v/220v



1 x Power
Cable



1 x HIDDEN EVO CUBE
Subwoofer & DSP Amplifier

Hidden ARX Specifications

Speakers

Impedance

4Ω, 8Ω, 16Ω

Power RMS

30W

Power ROM

50W

Power Peak

80W

Frequency Response

150 Hz, ~ 18k Hz,
(+/-3dB)

Sensitivity

93 dB/W/m

Subwoofer

Connectivity:

Bluetooth 5.0 APTX Analog in via RCA connectors
Wireless connection of two systems in TWS mode

Performance:

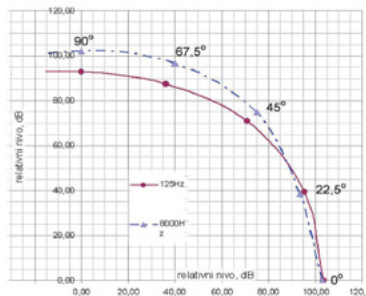
HIDDEN Smart Processor: Built in DSP for optimal performance
2.1 Digital Amplifier System (2 x 50 WRMS + 100 WRMS)
Built in external Antenna 3 dB detachable with SMA connector

Bass unit:

MDF Cabinet mat dark chrome
Customed-made two Bass Drivers: Nominal impedance of both 4ohm, Dimensional category 6.5-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

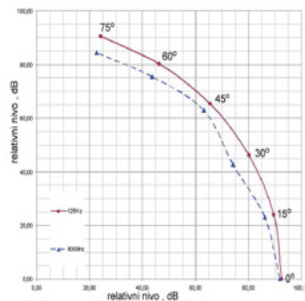
Hidden ARX Speakers Measurements

Directivity in Free the Field



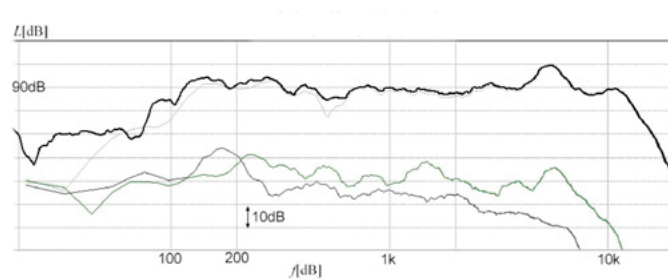
Directivity graph for STS module in free field conditions measured at 1.5m. Directivity is expressed by the distance between (0,0) point and point on the red (125Hz) and blue (8000Hz) angle-line.

Directivity in the Wall



Directivity graph for STS module built in plaster-board wall dimensions 6.8m x 3m, measured at 1.5m. Directivity is expressed by the distance between (0,0) point and point on the red (125Hz) and blue (8000Hz) angle-line.

Distortion



Black upper line - Fundamental harmonic;
Green line - Second harmonic; Bottom black line - Third harmonic, Harmonic distortion
k2= 1,78%, k3= 0,56%

Four HIDDEN ARX installation options

1. HIDDEN ARX speakers as part of a CLOSED ACTIVE HIDDEN SOUND BLUETOOTH SYSTEM:

Two HIDDEN ARX speakers can be installed as active speakers, as part of the closed integrated HIDDEN SOUND ARX stereo system with the HIDDEN EVO subwoofer with built-in amplifier.

With this installation option, HIDDEN SOUND delivers the speakers and subwoofers in a mode where the customer simply connects the wiring between the speakers and the subwoofers. The customer then plays the sound by connecting it via their own Bluetooth device like any other HIDDEN SOUND stereo system - ECO or EVO. For this solution we use a newly developed HIDDEN EVO CUBE as a subwoofer with amplifier.

The advantage of this solution is that the speakers are truly invisible, can be built into any drywall or dry-ceiling structure and can be plastered and painted over. The audio rule states that you need at least one subwoofer per enclosed space (room) and at least two speakers, preferably with tweeters. The limitations are that you can connect a maximum of two sets with one Bluetooth signal (a subwoofer with two or four speakers) as master and servant to reproduce the same sound, and they must be in visual contact with each other over a certain distance from up to 10 meters. Sets in different rooms cannot be linked together.

2. HIDDEN ARX as PASSIVE SPEAKERS

HIDDEN ARX speakers can be installed in any number as passive speakers as part of any other integrated sound system with third-party subwoofers and receivers without the need for other HIDDEN SOUND elements.

With this installation option, HIDDEN SOUND delivers the speakers in a sound integrator mode like any other audiophile 4-ohm HiFi passive speakers. The only difference is that the HIDDEN ARX speakers are truly invisible. They can be installed in any drywall or dry-ceiling construction with an air space of 6 cm from the construction wall or ceiling, and can be seamlessly plastered and painted over without losing their distinctive sound quality.

These invisible passive speakers are then connected to the sound integrators' standard receivers, as well as the rest of the system. The audio rule is that you need at least one subwoofer per enclosed space (room), and at least two speakers, preferably with tweeters. The number of speakers per room and per subwoofer is determined by the capacity of the receiver as well as the planning and design of the space. This means that for music stereo listening purposes you can install two or four speakers, and for TV surround experiences you can easily install 5.1 or 7.1 speakers in your room, both of which must meet the specifications of your receiver.

3. HIDDEN ARX as part of a CUSTOM-MADE HOME WIFI (or WIRED) CLOSED ACTIVE HIDDEN SOUND SYSTEM

HIDDEN ARX speakers can be installed as active speakers as part of a custom-made closed-loop active HIDDEN SOUND integrated sound system with its own HIDDEN SOUND subwoofers and amplifiers integrated into each subwoofer and controlled via cable or Wi-Fi. This requires a unique sound scaping project of your space.

The customer then plays the sound by connecting it to a central zoner or mixer via their own Wi-Fi controller (or wired). For this solution we use custom-made HIDDEN SOUND subwoofers with amplifiers, which can be a freestanding bas-reflex subwoofer or a bandpass subwoofer, which is custom-made and can be built to fit into any interior design solution. This means that the subwoofer can be supplied in different dimensions to suit the interior designer's requirements (hiding it in cupboards or walls, with only a small visible opening for the bass, which can be covered with a grille).

The advantage of this solution is that the speakers are truly invisible, can be built into any drywall or dry-ceiling structure and can be plastered and painted over. The audio rule is that you need at least one subwoofer per enclosed space (room) and at least two speakers, preferably with tweeters. You can connect as many sets and rooms as you like via Wi-Fi or a zoner, and control them all centrally with an optional APP tablet or your own mixer.

4. HIDDEN ARX as part of SMART HOUSE SYSTEMS from independent SOUND INTEGRATORS

HIDDEN ARX speakers can be driven as active speakers as part of an industry standard SMART HOUSE SOUND SYSTEM and/or through an open-source controlled Wi-Fi router.

In this installation option, HIDDEN SOUND supplies the speakers and the subwoofers, so sound integrators simply connect the cabling between the speakers and the subwoofers. In addition, HIDDEN SOUND can develop the necessary coding (API based) to connect to the integrator's SMART HOUSE SOUND SYSTEM. The customer then plays the sound by connecting it via their own SMART HOUSE SOUND SYSTEM.

Or even better: We base the entire sound integration on an open-source controlled Wi-Fi router. For this solution we use a custom-made HIDDEN SOUND subwoofer with amplifier, which can be a freestanding bas-reflex subwoofer or a bandpass subwoofer, which is custom-made and can be built to fit into any interior design solution. This means that the subwoofer can be supplied in different dimensions to suit the interior designer's requirements (to hide it in cupboards or walls, with only a small visible opening for the bass, which can be covered with a grille).

The advantage of this solution is that the speakers are truly invisible, can be built into any drywall or dry-ceiling structure and can be plastered and painted over. The audio rule is that you need at least one subwoofer per enclosed space (room) and at least two speakers, preferably with tweeters. You can link as many sets and rooms as planned by your own SMART HOUSE SOUND SYSTEM and control them all centrally with your own control unit (such as Crestron, Trivum or any other flexible multi-room audio system).

Installation

The installation process is providing an easy and efficient implementation into any home or commercial space design. Hidden ARX speakers represent the perfect balance of performance and design required by system integrators worldwide.

They fit into any decor and impress most discerning listeners with the cutting-edge quality of Hidden Sound. The customer is responsible for installation and wiring according to Hidden Sound specifications.



Important note:

Carefully unpack the product from its packaging and check to ensure that all listed items are included. Carefully inspect each item to ensure that nothing is missing or damaged. If any part is missing or damaged, contact Hidden Sound or your authorized distributor. Please retain all packing materials in the event you need to re-ship the product in the future.

Before Installation

Please read this user manual entirely before you start, and keep these instructions for future reference.

Follow all instructions and take in consideration all warnings on the product and in this user manual.

Install in accordance with instructions and carefully consider your experience using the tools and taking the precautions referred to in this user guide.

Consult local community and state building codes before you get started with installation and only use material and accessories specified by the manufacturer.

No unauthorized attempt should be made to modify, change or repair this product.

Before You Start

To reduce the risk of fire or electric shock, do not use or install this product near water. Do not expose the product to rain and moisture or locate in an environment with high humidity.

Install in a cool, dry place, away from direct heat sources such as radiators, stoves or any apparatus that produce heat.

Do not block any ventilation openings when installing the product.

Take special caution when working on a ladder and in poorly ventilated or dark areas such as attics and basements - make sure to light the space safely.

Clean only with clean, dry cloth and do not apply any chemical solvents.



When drilling into walls or ceilings, turn off the power in that area of the house to avoid electric shock.

Before cutting or drilling make sure the area behind the wall or ceiling into which you plan to install the speakers is clear of all obstacles (electrical wiring, water pipes, gas pipes or supporting joists/studs)

When installing, consider the weight of the loudspeaker and the sturdiness of the mounting surface.

Should you have any doubts about completing this installation, consult your dealer or a professional audio/video installer.

Tools and Materials

HIDDEN SOUND ARX loudspeakers and sound systems are best installed by professionals, but our User Manual is designed to guide even DIY sound enthusiasts' step by step through the entire installation process.

The sales kit contains almost everything you need to start installing this unique sound experience. You will, however, need some additional tools that would help the installation process, so here is our recommended tool and material list.

Tools:

- Stud finder
- Level
- Sharp pencil (and optional masking tape) for marking the location of installation
- Power drill (optional, for the pilot wall cut) Cutting tool (drywall saw, utility knife or other appropriate cutting tool)
- Phillips head screwdriver
- Wire cutter/stripper

Materials:

- Joint compound Mesh tape
- Broad putty knife and/or plastering trowel
- Sanding block
- Paint roller or other painting tool
- Wall paint material

**Note:**

For your own safety we recommend the use of protective eye-wear, dust masks and safety gloves.

Step 1

Preparation

Finding the perfect spot

Next pages will help you get an idea of where and how you can install our speakers in order to make the most of it. Before you start any cutting and sawing, it is certainly a good idea to determine the perfect location for your new sound system.

Our years of experience have made us capable of giving advice and suggestions as well as developing various solutions for installation. We have consulted a team of highly skilled and innovative interior designers to provide some extraordinary insights from their line of business.

The HIDDEN SOUND ARX sound system completely overcomes the limitations of conventional speakers, providing more flexibility when it comes to deciding its location of both the speakers and the subwoofer. Dependent on the room acoustics and space configuration, as well as your personal requirements, various solutions are available for you to make the most of your sound system and obtain the best possible sound. Wherever you place the speakers, you simply bundle the speaker's cables to one chosen floor position where you wish to connect it to the subwoofer. Our subwoofer can be placed anywhere in the room, just preferably not in the corners, please. The cables need to be connected with 3.5mm red and white male RCA chinchies on the subwoofer side, while on the speaker's sides we have already provided EUROBLOCK chinchies in the kit for you.

In this User Manual we have included a few suggestions for both in-wall and in-ceiling positioning of the speakers, that might help you make your decision. For more information or for custom solutions, please contact our expert team.

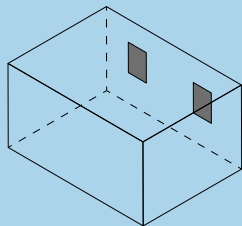
**Note:**

When installing, make sure to locate the speakers high enough on the wall or to remember their location (for the final surface finish makes the speaker completely invisible), in order to avoid cracking or driving picture nails or other hanging decorations through the wall or ceiling surface where the speaker is installed.

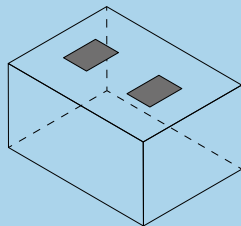
Step 1

Installation ideas

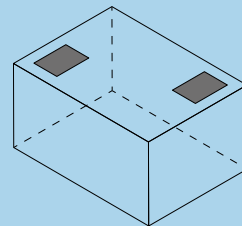
Positioning



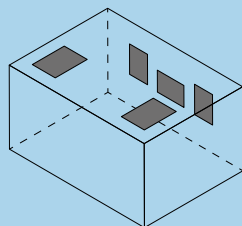
Front Stereo installation



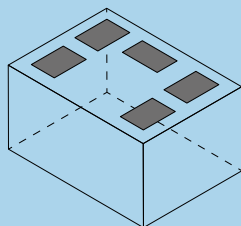
Ceiling Stereo installation



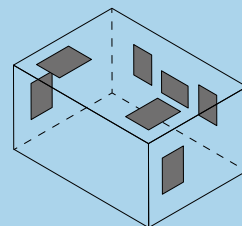
Ceiling Stereo diagonal installation



5.1 Mixed installation



5.1 Ceiling installation



7.1 Mixed installation

Step 1

Cable Run

How to connect in a drywall or -ceiling

Your new speakers will not give sound without proper wiring, so prior to the actual speaker installation, make sure to run enough audio cable from your audio/video source to each speaker location. It is recommended to leave a few feet of extra cable for each run, that can be trimmed later if necessary

Depending on your home construction, cable installation might be a DIY project, however, we highly recommend to consult reference books for more details or contact professional audio/video installer.

CHECK FOR OBSTRUCTIONS!

Once you have chosen the perfect spot for your new speakers, make sure to double check the area for any obstacles such as supporting joists/studs, electrical wiring, water pipes and gas pipes that might interfere with the speaker.

At this stage, a stud finder and optionally your house construction plans will certainly come in handy. Using the stud finder, first check each desired location to find an open space where you'll place the speaker.

Then drill or cut a small exploratory hole in the drywall (if you feel any obstacle while drilling, stop immediately) to check for wires, pipes or other concealed hazards. Now bend a piece of stiff wire or metal coat hanger at a right angle, insert one end into the hole and rotate the wire around the hole to check for obstructions. Repeat the procedure for each chosen area. If you feel an obstacle, patch the hole and choose another speaker location. If the area is obstacle-free, there are just a few more steps to follow!

**Caution:**

Carefully consider if the chosen area is safe for cutting. Do not cut through any obstructions found behind your drywall (studs, electrical or plumbing fixtures) if you have any doubts about this particular step, consult your dealer or a professional audio/video installer for assistance.

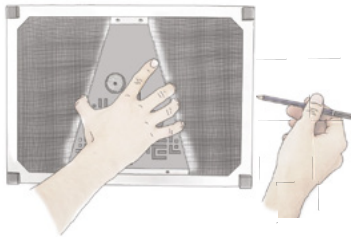
Step 1

Drywall /Ceiling

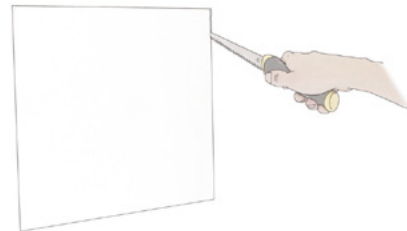
Surface preparation

Now that you have found the perfect spot and run the cables, gather your supplies and let's begin with the installation!

a) Using a level, center the module at each desired mounting location. Hold it in place against the wall/ ceiling, and then, using a sharp pencil, trace along the outside of the module to make a guideline for cutting.



b) Using a drywall saw (or optionally power drill with appropriate drill bit), make the pilot hole and carefully cut out the hole following the lines you traced the whole time.



c) Remove the drywall cut out and, if necessary, clear any remaining materials and sand all cut edges with sandpaper.



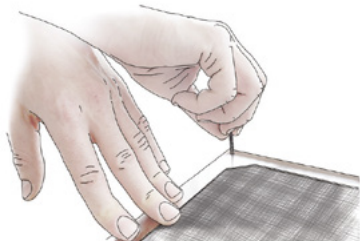
Warning:

Take special caution when using sharp cutting tools. Always cut away from the body and face and keep fingers away from the cutting blade. Always use safety eye-wear and gloves to prevent injury.

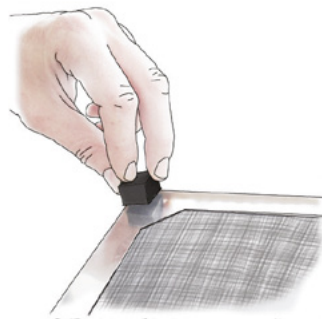
Step 2 Mounting

Everything
comes together

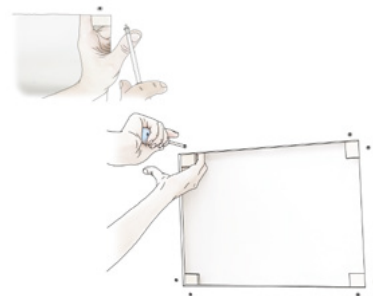
a) Using a screw, gently screw in to make a small preparation hole at each corner on the rear side of the module, allowing an easier attachment of the module later on.



b) Take the four protective rubber pads from the package, peel off the adhesive liner and attach the pads to each corner on the rear side of the module, as shown on the picture below. They will serve for fine adjustment of the mounted module.



c) Place the supplied MDF fixing plates one by one at each inside corner of the mounting opening and secure them to the wall/ceiling with two drywall screws, leaving a small square free for mounting the module later on. Do not over-tighten the screws, causing the drywall to crack or brake.



Note:

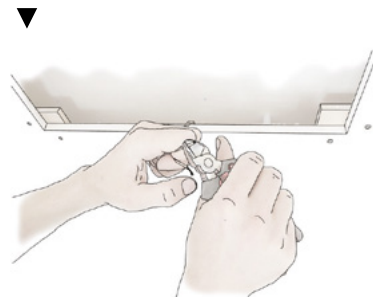
Provided drywall screws are intended for use in standard size drywall. Please consult your supplier, manufacturer or the local hardware store if standard screws don't meet your requirements

Step 2 Mounting

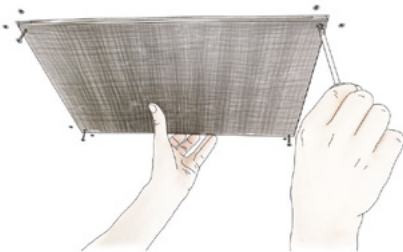
Cont.

d) Carefully pull out the audio cable through the opening in the wall, allowing enough length for the installation. Using a wire cutter/stripper tool, strip approximately $3/4''$ of insulation from both wires, gently remove the insulation and twist the exposed end of each wire with your fingers to tighten the loose strands together.

Fully insert the speaker wire into slots in the provided Euroblock male connector and tighten the screws, making sure to insert each wire to the proper terminal - positive (+) to the positive and negative (-) to the negative terminal. Following the polarity marked on the rear panel of the speaker, simply attach the male connector into place.



e) Place the loudspeaker carefully inside the opening and ensure that it leans evenly against the MDF plates in the corners. Attach it to the plates using four screws and gently tighten until it is firmly secured in place.



Note:

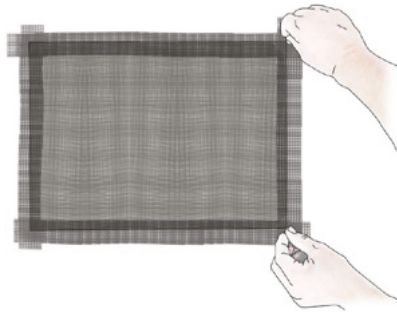
Now is a perfect time to connect your loudspeaker to an audio source and test it, as it is certainly a better idea to do it at this point than after all the plastering and painting has been done.

Step 3

Final touches

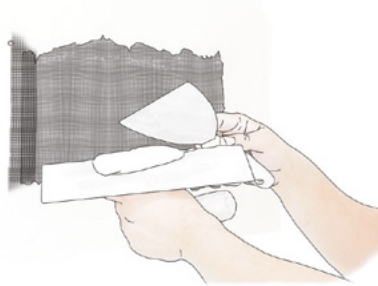
Almost there

a) Cover the seams around the loudspeaker with strips of adhesive mesh tape. If necessary, tear off the excess edges of the tape with your putty knife.



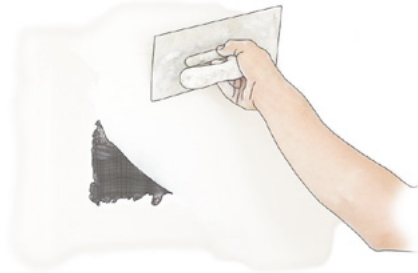
50

b) Using a wide putty knife, spread a smooth coat of joint compound over the taped seams and feather all edges out to blend to the surrounding wall/ceiling.



c) Let it dry, lightly sand it with a sanding block, and repeat the application of joint compound, this time covering the entire surface of the speaker and all the joints. Feather evenly in all directions to get a smooth seam on all joints and blend the outside edges.

If necessary, repeat the procedure allowing each coat to dry completely until you get a smooth, flush surface. When desired finish is achieved, let dry and sand smooth the final coat.



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Step 3

Final touches

Cont.

d) Once the area is smooth and prepared, optionally apply appropriate primer for the type of paint you will use. When the surface is primed and properly dried, paint over to match your wall/ceiling color.

e) You can't see anything on the photo below? Exactly! Turn up the volume and enjoy!



Note:
For your safety wear protective eyeglasses and a dust mask when sanding.

Combination with Visible Speakers and App

Our visible speakers Hidden ECO and Hidden EVO are often added to invisible Hidden ARX speakers in architectural projects, as businesses such as co-working offices, hotels, restaurants, cafes, transportation hubs (airports, train stations etc.) and private villas wish to display good looking visible speakers additionally to built-in ones.

All HIDDEN SOUND products are easily and seamlessly integrated into any high-end digital professional smart home and smart sound management system.

Certificates

Designed in Switzerland / Made in Serbia / EUR 1



E-WASTE

Raccolta
Electronica
Electronic Waste
Collection



PAP

Raccolta
Carta
Paper
Collection



PAP



ALU

Raccolta
Alluminio
Aluminium
Collection

Warranty Policy

HIDDEN ARX Sound System

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 third 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 color 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 2 years 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.

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.”

**HIDDEN SOUND GMBH
Arosastrasse 16,
8008 Zurich, Switzerland
sales@hiddensound.ch
www.hiddensound.ch**

HIDDEN

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HIDDEN™, HIDDEN SOUND™, HIDDEN ARX™, HIDDEN ECO and EVO™, HIDDEN ECO and EVO CUBE™, HIDDEN ECO and EVO SPEAKERS™, HIDDEN ECO and EVO SET™, DESIGNED BY SOUND™, are trademarks of HIDDEN SOUND GMBH, Arosastrasse 16, 8008 Zurich, Switzerland, registered at the Swiss Federal Institute of Intellectual Property.

Designed in Switzerland, Manufactured in Serbia.

The HIDDEN ARX sound system is comprised of two HIDDEN ARX invisible DML Loudspeaker for drywall and –ceiling build-in, and one HIDDEN EVO Subwoofer with built-in Digital Amplifier.

Separately, you can buy a kit containing only one passive HIDDEN ARX invisible DML Loudspeakers for drywall –ceiling build-in.

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

www.hidden-sound.ch



www.hidden-sound.ch