



# User Guide



## Absolute Stream



## THANK YOU!

Congratulations on purchasing the **Absolute Stream**, reportedly one of the best-sounding music servers currently available.

If you are already an Ideon owner, thank you for your continued trust in our approach to music reproduction and we hope you will soon enjoy the absolute Suite (if you aren't already doing so!).

If you are a newcomer, we are thrilled to welcome you on board our **Absolute Suite!**



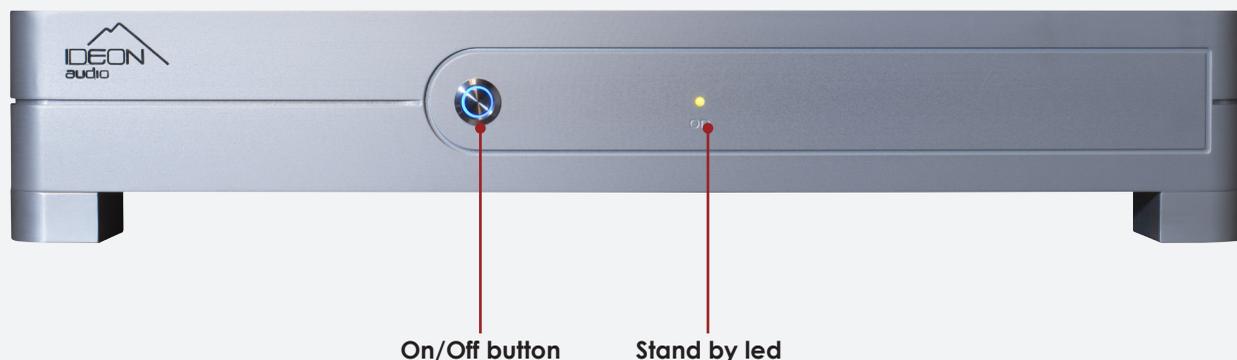
Your **Absolute Stream** is an audiophile music server; it was designed from the ground up to offer superlative sound, surpassing the sonics of the best commercially available streamers. To achieve this, we equipped the **Absolute Stream** circuit with several audiophile features, components, and proprietary circuits:

- Proprietary re-clocking platform: it uses a hi-quality femto clock and is fully upgradable;
- Seriously over-engineered power supply:
  - ◇ Proprietary, ultra-low esr, special bypass power filter improving the transient current for the CPU (spectacular sound improvement!)
  - ◇ Huge main caps using low esr, audiophile silk capacitors
  - ◇ hand-made audiophile transformer
  - ◇ Proprietary, "no-noise", rectification active bridge topology which eliminates noise from diodes
- Short signal paths without wiring
- Audiophile design & solid aluminium construction
- Simplified, bare-bones operation avoids internal noise-inducing circuits

The **Absolute Stream** is first device in the Absolute Suite, the superlative audiophile digital front end comprising the **Absolute Stream**, the **Absolute Time**, and the **Absolute** (DAC).

## Connecting

Setting up your **Absolute Stream** is simple, using it is even simpler.



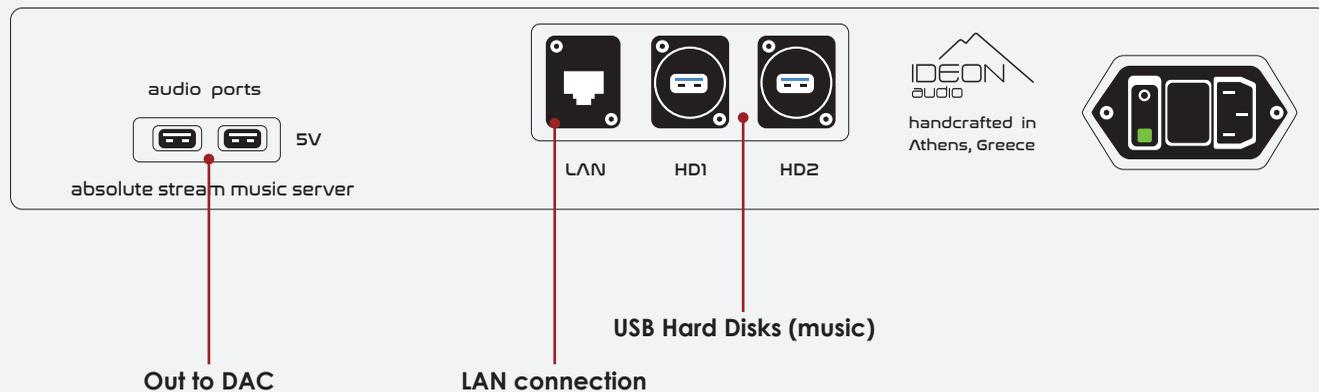
### Hardware

Please make the connections below in the order presented. Power cable connected in the end.

Signal inputs: in the middle of the back plate you will see three (3) inputs marked LAN, HD1, HD2. Please connect your

network's LAN cable to the corresponding input.

If you have libraries stored on USB external discs, please connect to HD1, HD2 as applicable. You can use a NAS as well.



On the left side on the back plate you will see two USB “audio out” connections which connect to the DAC:

- On the right you have signal with 5V bus      DAC needs 5V supply, this is by far the recommended output
- On the left is pure signal; unless your

The output connects to your DAC. We recommend you use good quality USB cable.

For **Ideon** owners, the output connects to the signal re-clocker (**absolute Time, Master Time, 3R**).

Finally, connect the power cord to the IEC input on the right side of the back plate. Ensure it is safely inserted in the right. Press the knob to switching the device to stand-by mode.

## Absolute Stream: rendering your music.

### Important Notice

The Absolute Stream, above all is a highly sophisticated renderer which you can use with any music player program (client) that supports UPNP (most of the well-known commercial of freeware do that), such as Roon, JRiver, Audiorvana, Foobar, and similar. The rendering of music is done with the highest standards of our designs and we make sure it is happening in the server, so no loss of sound quality is possible!

Additionally, we provide a music player program along with the device, providing all the functionality of such a program. You can experiment with this music player program or, alternatively, use the one that you prefer and around which you have built your music library.

## Your Music's metadata

### Important Notice

Your music files need to contain the right metadata. There is a minimum of data that must be in the file so the system can recognize, find, , display, and provide information relating to any file – at the very least, a proper title, artist and album name. The more metadata you have the better, but if your tracks lack the minimum required data in order to be read, then these files won't be searchable and won't appear in any search or indexing process. They will be in your database, but the system will not be able to retrieve them!

## Software – GUI

Press the power button on the front plate (off center left) to power up the **Absolute Stream**.

### You are now ready to connect!

- Connect to your router, go to “network”, then “LAN”;
- On the screen you will see all the connected devices in your network **including Ideon**, and their associated **IP addresses**.
- Note and copy the IP address your router has assigned to **ideon** (it should look like 192.168.X.Y)

Now you need to choose a device to control your Ideon streamer – tablet, laptop, phone, etc. Any device with a browser will do. We designed the application this way for simplicity and ease of use.

Open the device browser, type in the IP address your router assigned to Ideon, and press enter. This will launch the Ideon Audio **application**

## Settings

*Invest a moment to carefully complete the settings, they only need to be done once!*

A series of dialogue boxes will appear, the first being language & skin color choice.

The **next** screen is "Your NAS settings", important if your **music** is in a **NAS STORAGE!**

The image displays four sequential screenshots of the "Your NAS Settings" dialog box. The first screenshot shows the "Select type" dropdown menu with "None (not applicable)" selected. The second screenshot shows "Samba B (access with credentials)" selected. The third and fourth screenshots show the full form with fields for "NAS IP address", "Path", "Select samba version", "Username", and "Password".

- **Select type:**

- ◊ select "**samba A**" if a guest (such as a friend) is accessing your NAS or your accessing a NAS without credentials

- ◊ select "**samba B**" if you are accessing a NAS with credentials (username & password)

- **NAS IP address:** enter your NAS IP address or its name

- **Path:** enter the NAS path to your music

- **Username / password** (only applicable if you have selected "**samba B**"): enter the appropriate your credentials

- **Press next**

The following screen is **Operating Info**. We recommend you save the information in this screen for future reference.

Clicking **submit** completes the first part of the set-up!

## Create your music library and play music.

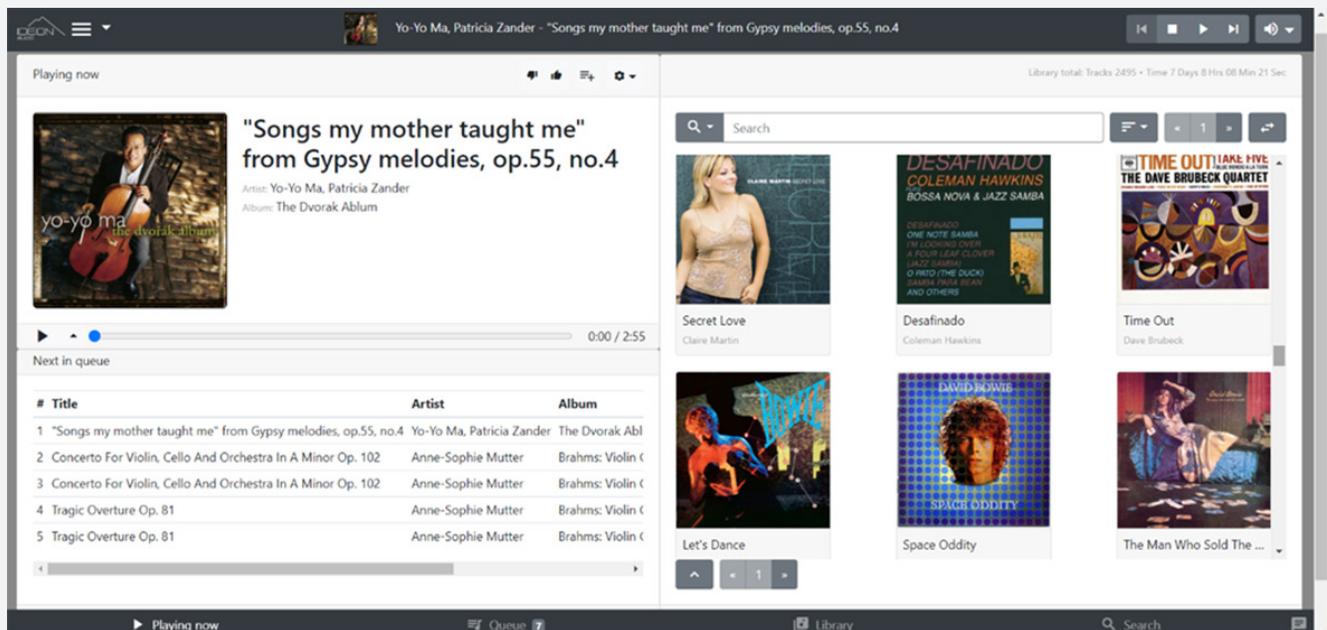
Clicking on **Submit** takes you to the “**Playing now**” screen. **This is the application’s main screen for playing music.**

It’s time to **CREATE your MUSIC library!** Follow the following simple steps:

Click on **Ideon Audio app** main menu icon (“main menu”) on the top left of your screen. From the drop-down menu select: Create/Update library and then **Update library**. The app will start indexing your library. Please wait until the indexing is complete.

**Click on “close” and you are ready to go!**

Now the playing screen will look like this:



The left half is the playing window (i.e. what is playing at any time) while the right side contains albums of your library. The first 100 will appear. The default sorting is Album Artist. You can, of course, opt for a different sorting using the icon to the right of the search field. Top right shows your library metrics (tracks, time, etc)

The screen bottom has the **app’s** four basic **functions**:

- **Playing now** (i.e. what is playing, from which file, album, artist, etc)
- **Queue** (i.e. what you have selected to listen to – you can save this as a “playing list”)
- **Library** (your music library portrayed as a data base or as a file system)
- **Search** (self-explanatory; using keywords and any parameter)

## Playing Now (how to play music)

We are at the **Playing now** screen (see upper left). This can be selected from the main bar of the application at the bottom of the screen. This, along with the Queue option will be your main screens, depending on how you want to play music.

Clicking on the album of your choice (right side) the album will expand to reveal the tracks. Click on a track for instant play.

On the left side you will see the artwork (if available) of the track being played as well as relevant information. A pause/play control and progress bar appear below the artwork.

The four tracks that follow what is currently playing, "Next in queue", are also listed below. (The list is empty if there are none.)

Clicking on any of the listed tracks, immediately loads it to the player, replacing the current one.

The player's **main controls** are top bar right (i.e. previous, stop, pause/play, next, output volume).

## Expanding an album

The screenshot shows the IDEON audio application interface. At the top, the title bar reads "Yo-Yo Ma, Patricia Zander - 'Songs my mother taught me' from Gypsy melodies, op.55, no.4". The main area is divided into several sections:

- Left Panel:** Displays the album artwork for "yo-yo ma the dvorak album". Below the artwork is a progress bar showing 0:00 / 2:55. Underneath is a "Next in queue" section with a table of tracks:

#	Title	Artist	Album
1	"Songs my mother taught me" from Gypsy melodies, op.55, no.4	Yo-Yo Ma, Patricia Zander	The Dvorak Abl
2	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin C
3	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin C
4	Tragic Overture Op. 81	Anne-Sophie Mutter	Brahms: Violin C
5	Tragic Overture Op. 81	Anne-Sophie Mutter	Brahms: Violin C

At the bottom of the left panel, it says "7 Songs - 1 Hrs 18 Min 43 Sec".

- Right Panel:** Features a search bar and a list of albums. One album, "Time Out" by Dave Brubeck, is expanded to show a track list:

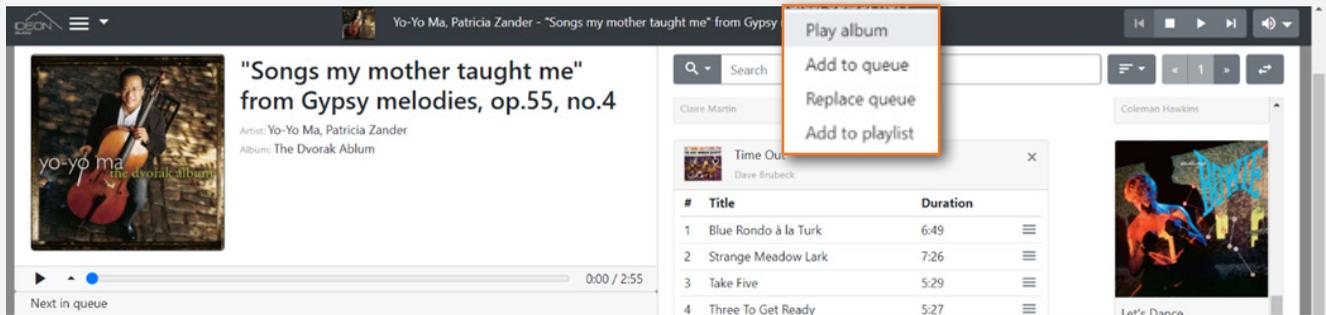
#	Title	Duration
1	Blue Rondo à la Turk	6:49
2	Strange Meadow Lark	7:26
3	Take Five	5:29
4	Three To Get Ready	5:27
5	Kathy's Waltz	4:51
6	Everybody's Jumpin'	4:25
7	Pick Up Sticks	4:20

Other album covers visible include "Let's Dance" by David Bowie and "DAVID BOWIE".

At the bottom of the interface is a navigation bar with buttons for "Playing now", "Queue", "Library", and "Search".

Clicking on a folder artwork (i.e. an album) immediately reveals its tracks.

Clicking on the album **title** opens four options:



**Play album:** immediately loads and plays the album

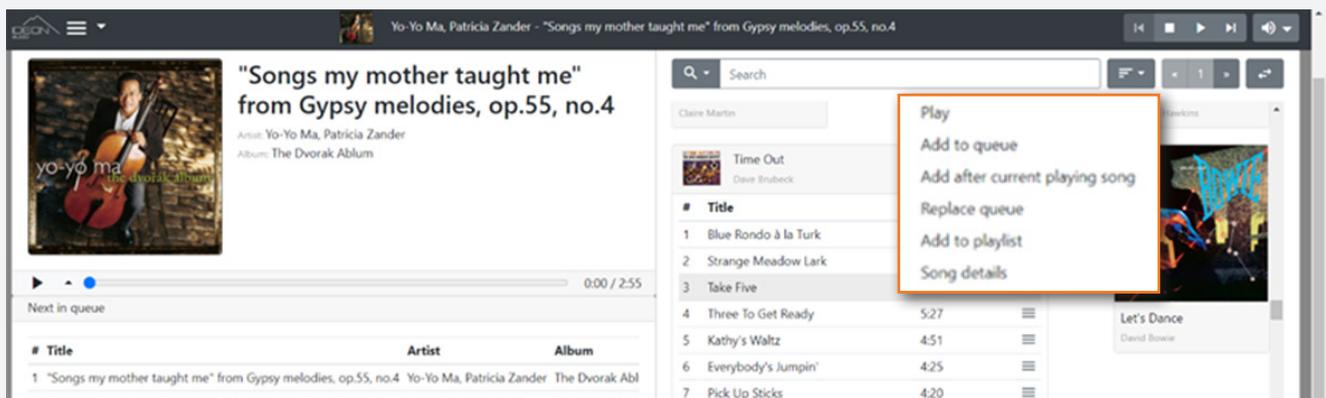
**Add to queue:** adds all of the chosen album's tracks to the end of the current queue.

**Replace queue:** erases the current queue and replaces its contents with all the tracks from the current album

**Add to playlist:** choose a playlist -- or create a new one -- to which all contents of the current album are added

## Selecting and playing specific tracks

Expand the album. Clicking on the mini menu on the right side of each track opens five options:



**Play:** as stated

**Add to queue:** add the track to the end of the current queue

**Add after current playing song:** will play selected track after the current one is complete

**Replace queue:** erases the current queue

and replaces its contents with the selected track

**Add to playlist:** choose a playlist -- or create a new one -- to which the selected track will be added

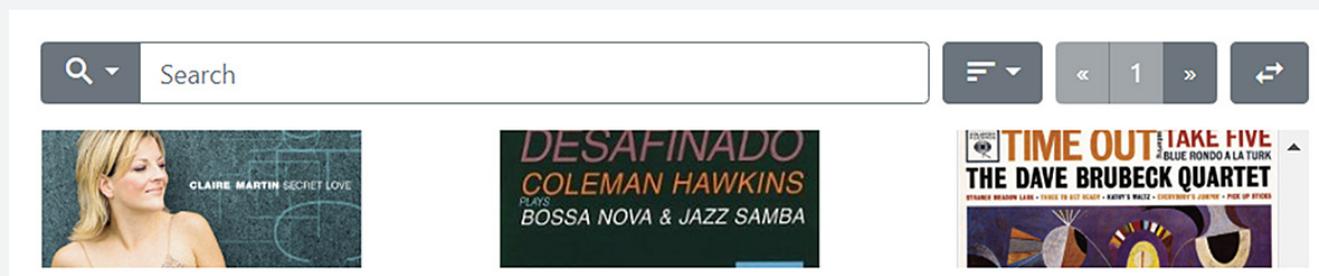
**Song details:** reveals data about the specific track (provided there are data attached to the chosen track)

## Searching and Sorting Your Albums

On the right side of the screen you will find the **search bar** and the **sorting button**

**Search:** enter any key word in the search bar; the search function will display all the artwork containing your key word (or characters). Clicking on the magnifying glass allows you to focus the search – our suggestion is to use *albumartist*

**Sorting menu:** you will find this immediately following the search bar. This menu controls how you wish to sort your albums. Again, our suggestion is *albumartist*

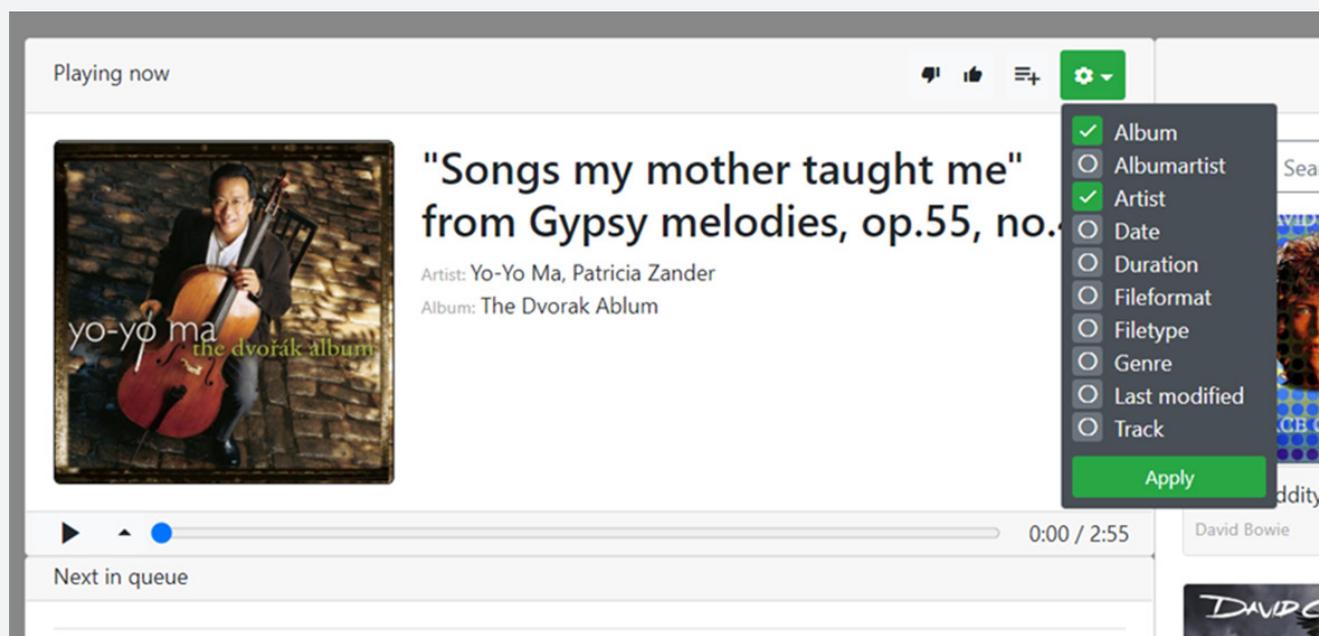


**View:** the button of the far right (two arrows) is a toggle switch alternating between thumbnails and list view for your albums

## Left Pane – Playing Now – the Information Icon

Clicking on the gear icon in the upper middle of the screen allows you to choose track information on the track being played. This information appears on the left pane below the track title (pic).

To the left of this gear, you have the thumbs **up** & thumbs **down** buttons, as well as the “+add to playlist” button.



## Queue (your listening tracks queue)

You are at the **Queue** screen (see upper left). This can be selected from the main bar of the application at the bottom of the screen. Here you can see all the tracks that have been selected to be played in queue. Remember that when browsing tracks or albums you always have the choice to add them to your Queue.

At the upper left of the screen you have two options. The default is the Queue, where you see all tracks of the current Queue.

#	Title	Artist	Album	Duration	
1	"Songs my mother taught me" from Gypsy melodies, op.55, no.4	Yo-Yo Ma, Patricia Zander	The Dvorak Ablum	2:55	☰
2	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)	22:08	☰
3	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)	9:42	☰
4	Tragic Overture Op. 81	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)	18:04	☰
5	Tragic Overture Op. 81	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)	7:30	☰
6	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)	8:42	☰
7	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)	9:42	☰
8	The Shadow of Your Smile	Archie Shepp	Archie Shepp: True Ballads	9:53	☰
9	La Rosita	Archie Shepp	Archie Shepp: True Ballads	8:14	☰

At the right side of the screen you see the number of tracks and total playing time of the current Queue.

By clicking on **Last Played**, you see the most recently played tracks

The track currently playing is highlighted; duration and remaining time are also visible

You can play instantly any track in the Queue by just clicking on it.

For every track on the Queue there is a menu icon (three parallel lines) at the far right of the track's line.

5	Tragic Overture Op. 81	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)		☰
6	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)		☰
7	Concerto For Violin, Cello And Orchestra In A Minor Op. 102	Anne-Sophie Mutter	Brahms: Violin Concerto / Double Concerto (Mutter)		☰
8	The Shadow of Your Smile	Archie Shepp	Archie Shepp: True Ballads		☰
9	La Rosita	Archie Shepp	Archie Shepp: True Ballads	8:14	☰
10	What a Difference a Day Made	Aretha Franklin	Aretha Sings the Blues	3:31	☰

Clicking on this menu for any particular track in the Queue opens five options:

**Remove:** immediately removes the track from the Queue.

**Remove all upwards:** removes from the Queue all tracks above the track.

**Remove all downwards:** removes from the Queue all tracks below the track.

**Add to playlist:** adds the track in question to a playlist

**Song details:** reveals data about the specific track (provided there are data attached to the chosen track)

## Queue options

At the top of the Queue screen you have four icons and a search bar performing the following actions in your Queue:



**Save Queue icon (diskette icon):** saves your Queue as a playlist.

**Shuffle Queue icon (crossed arrows icon):** shuffles your Queue anytime you click on this icon

**Add to queue icon (little screen with + sign icon):** adds randomly user selected number of tracks or albums to the Queue

**Clear queue / keep current song icon (three lines icon):** you have the option to clear the whole Queue or to just keep the current playing song

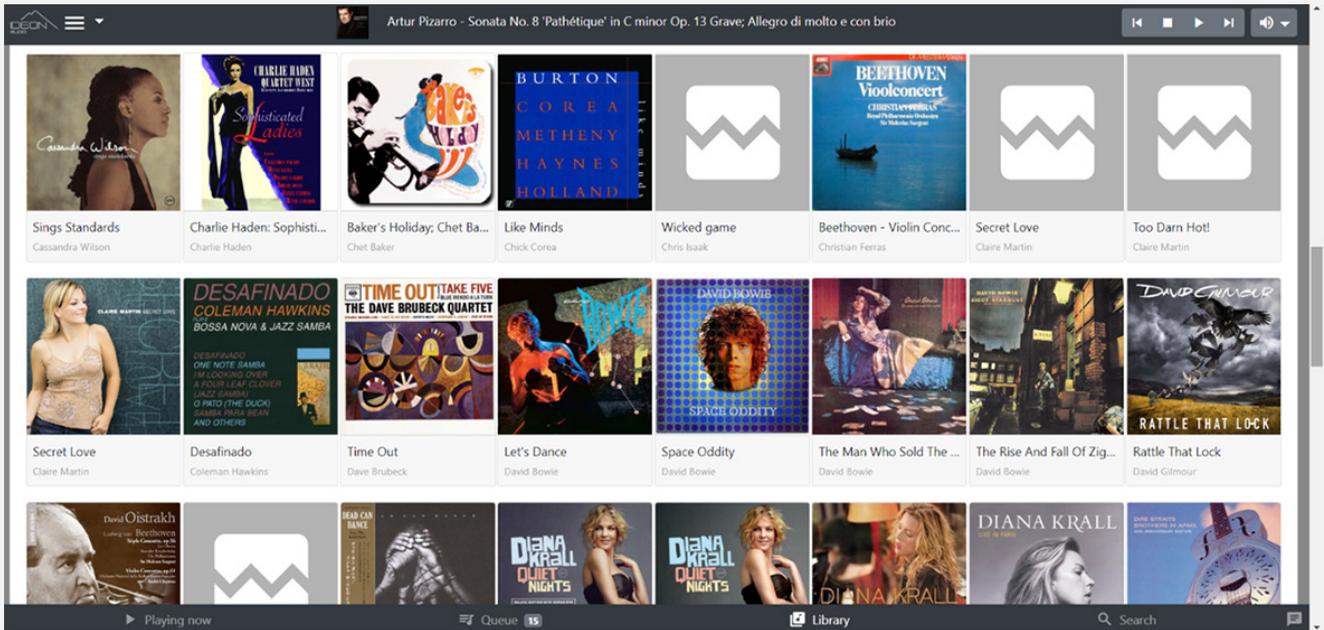
## Searching the Queue

Using the search bar on the top of the screen, you can search within the current Queue. By default, the system searches any tag with the keyword entered. You can use the Search meny (magnifying glass icon) to select the field you want to search with a keyword, i.e. searching Filenames, Albums, Albumartists, Artists, Genre or Titles

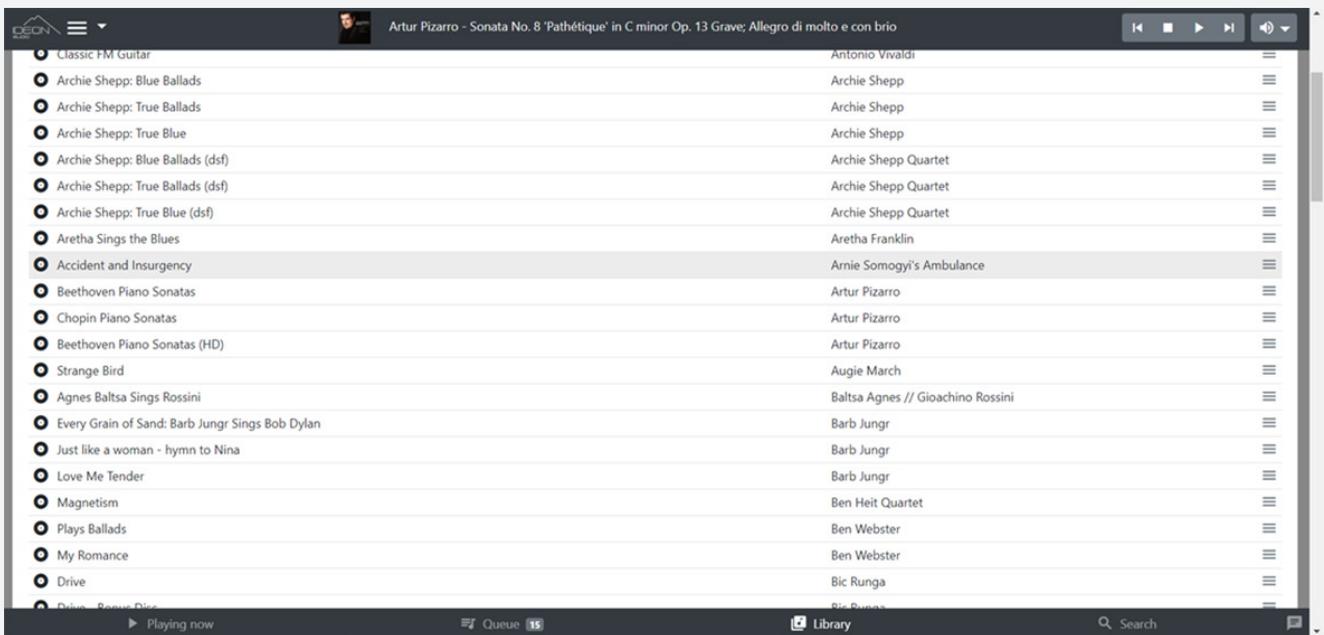
## Library

You are at the **Library** screen (see upper left). This can be selected from the main bar of the application at the bottom of the screen. Here, you can have different views of your Music Library, Playlists and Filesystem.

### Artwork view is shown below

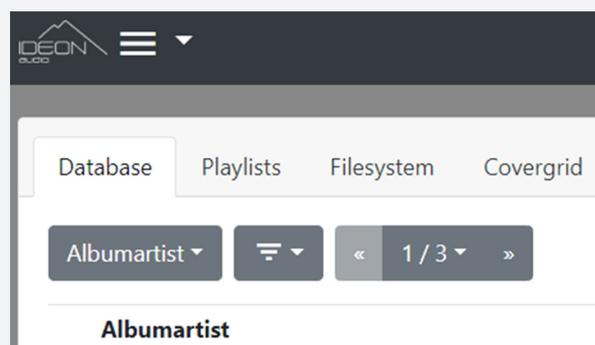


### List view is shown below

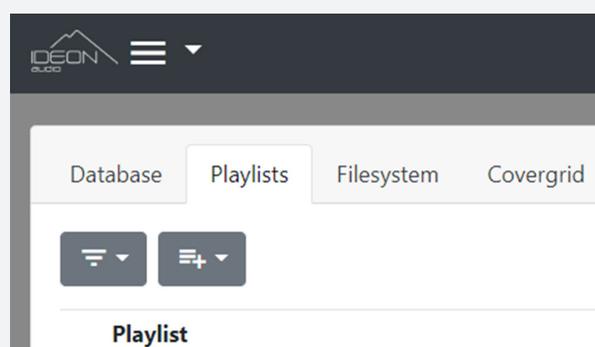


**Database:** here you get a full list of your music library (albums) sorted alphabetically by Albumartist (default). Clicking on relevant menu icon (top left) you can change the sorting field and get your library list sorted alphabetically by Album, Albumartist, Artist, or Genre.

The *letters* icon allows you to go to a specific letter of the alphabet in your library list.



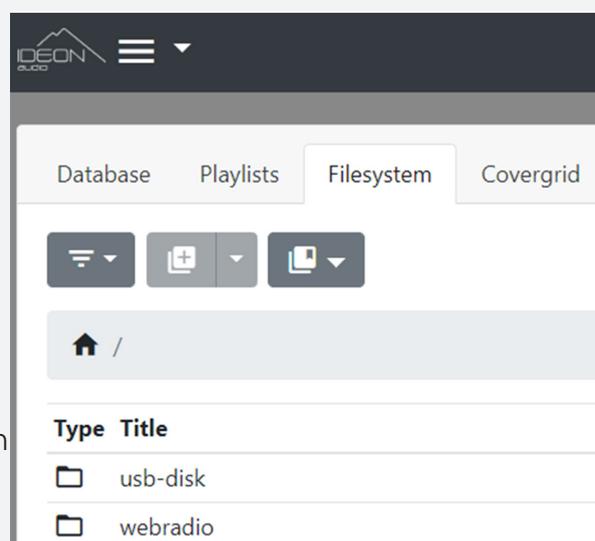
**Playlists:** here you can see all playlists you have created and saved and, again, you can navigate through the letters icon selecting the desired letter of the alphabet.



**Filesystem:** here you get a complete view of your filesystem – all drives, disks, USB sticks, NAS, and / or whichever other form of storage you are using with your streamer. It follows a tree-structure, so you can easily go back and forth in your usual manner.

You can open any item by just clicking on it and move down the road until you get to the file level (track). The path appears at the top of your screen and is clickable, so you can navigate back and forth easily.

The little icon in the beginning of every row shows whether it is a directory (**folder icon**) or a track/song (**musical note icon**) row.



When you have selected a directory if you click on its menu icon (the three parallel lines at the end of the row) you get the following options:

**Add to queue:** add all the contents (tracks) of the directory to the end of the current queue (be careful, as depending on the directory these may be a lot!)

**Replace queue:** erases the current queue and replaces its contents with all the tracks of the selected directory

**Add to playlist:** choose a playlist -- or create a new one -- to which all the tracks of the selected directory will be added

**Add bookmark:** bookmarks the selected directory for quick future reference/access. This might be very useful if you have large music libraries.

**Update/Rescan directory:** updates, meaning makes a new index of the directory. You can use this when you add new folders of tracks to the specific directory and you do not wish to update the whole library.

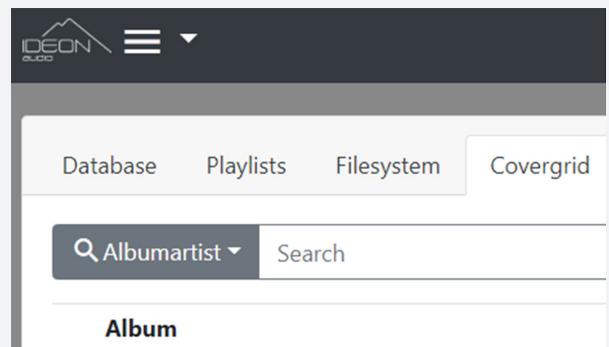
Clicking the **Home icon** gets you to the root directory.

Clicking on the **gear icon** – at the right side of the screen on the information row, allows you to choose the track information on the track being played. This information appears on the left pane below the track title (pic).

Clicking the **+ Icon** (the middle of the three top screen icons) lets you add all contents of the filesystem to the Queue or to a Playlist (be careful, contents tend to be huge!)

Clicking the **Bookmarks icon** (the right of the three top screen icons) you can browse and select a bookmarked directory for quick access

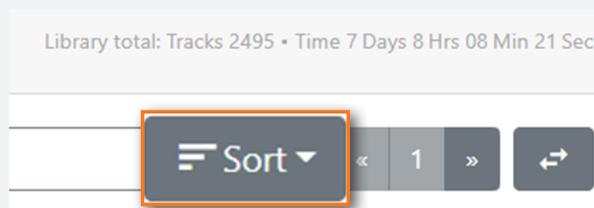
**Covergrid:** here you can search, browse, sort and view all the Albums in your music library.



The **Search bar** works as described above and the default search field is *Albumartist*. By clicking the arrow in the search bar menu, you can manually change the keyword search field to *Album*, *Albumartist*, *Artist* or *Genre*.



The **Sort button** also works also as described above; by clicking on the arrow in the sort icon, you control how you wish to sort your Albums. We recommend using Albumartist.

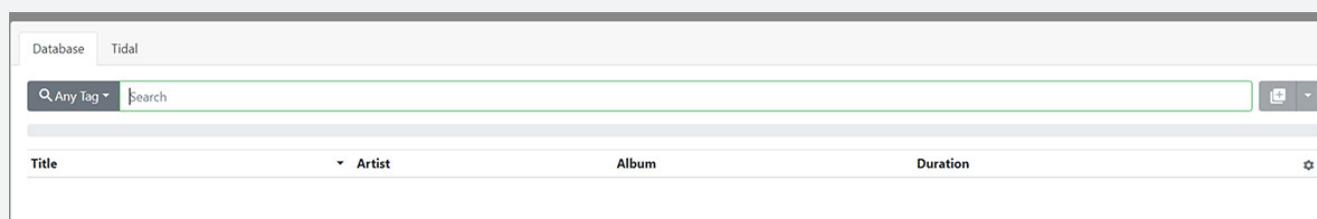


### Important note for covergrid

The button on the far right (two arrows) is a toggle switch alternating between thumbnails and list view for your albums.

## Search

The Search screen can be selected from the main bar of the application at the bottom of the screen. Here you can search your music library database.



In order to perform searches, you need to enter a keyword into the search bar. By default, the system will search any tag containing this keyword. By right-clicking on the arrow in the bar's search button, a drop-down menu appears; this allows you to define where the search is made – i.e. Filenames, Albums, Albumartists, Artists, Genre or Title (of track).

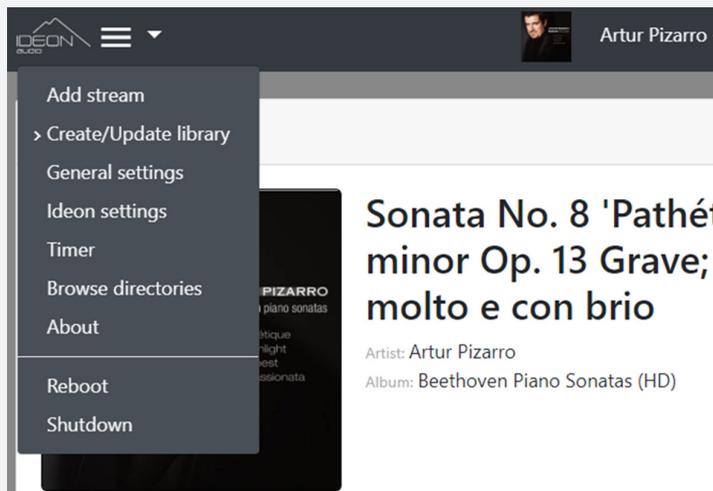
The search results appear in list form below the search bar.

By clicking the **+ button** at the right of the screen you add all search results (tracks) to the end of the current queue. If you use the arrow of the button you have the choice to either add the search results to the queue, or to a playing list.

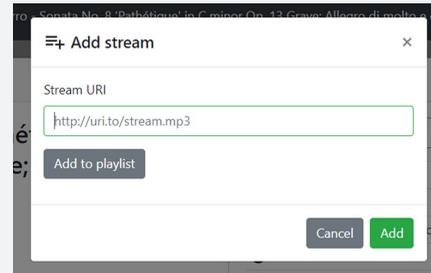
Clicking on the **gear icon** – at the right side of the screen on the information row, allows you to choose the track information to be displayed.

Clicking on the mini menu on the right side of each track opens five options for any of the tracks and the albums appearing in the search results: **Play**, **Add to queue**, **Add after current playing song**, **Replace queue**, **Add to playlist**, **Song details** (available as an option only for tracks).

## Ideon Main Menu



**Add Stream:** you can add the URL of a specific stream you want to play (provided you know its exact URL address), or just add it to a playlist for future access.

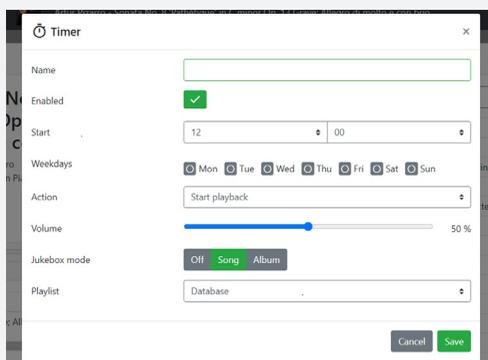
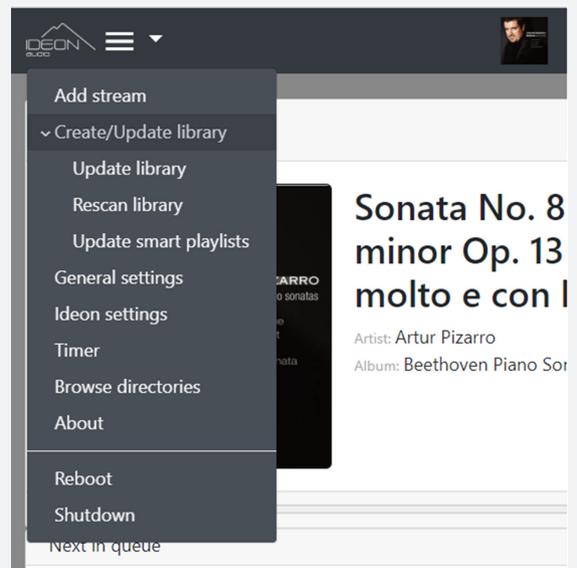


**Create/Update library:** as covered in previous section here you can create your music library the first time you start the system or update in later with new additions. Actually, the indexing of your albums and tracks takes place with this function.

When adding new albums or tracks, then use the Update Library function to index/include the newly added tracks to your library.

Use the Rescan library when you want to perform the process from the beginning i.e. building again your music library. You should do that in the case your files are corrupted, or something else has gone wrong.

**Timer:** you can set up a timer for auto music playback as well as, a kind of jukebox for the same reason.

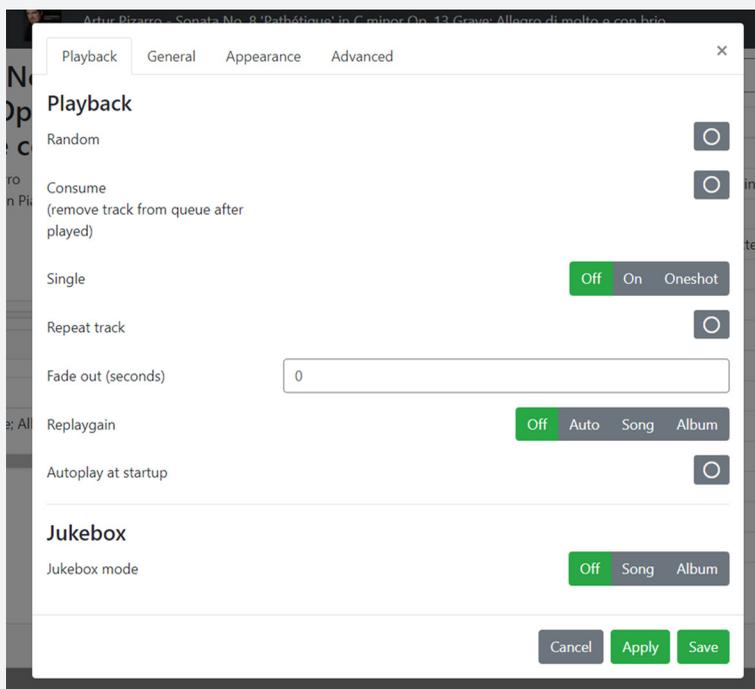


## General Settings

### Important Notice

To ensure your changes to the settings take effect, you need to press on Apply. If you want to keep the changes you need to click on the Save button

## Playback



**Random** (enabled/disabled): for random playback from your music library

**Consume** (enabled/disabled): if enabled, this function erases a track from the queue it has been played

**Single:** to play just one song at a time (or on shot)

**Repeat track:** (enabled/disabled): if enabled, the track is repeated

**Fade out:** you can define how many seconds of fade-out if you wish to have between tracks

**Replay again:** for auto replay or replaying a song or an album

**Autoplay at start up** (enabled/disabled): if enabled, starts to play music automatically every time you switch on your device

**Jukebox:** you can enable Jukebox to play lists in this mode

## General

**Tags:** there are three drop-down menus that you can use in order to select the tags that you wish to see when displaying information about your music, searching your tracks, or when you are just browsing through your library. Your music files need to contain a minimum of metadata in order to fully realize the potential of searching and tagging (see also an important notice about metadata at the end of this reference manual).

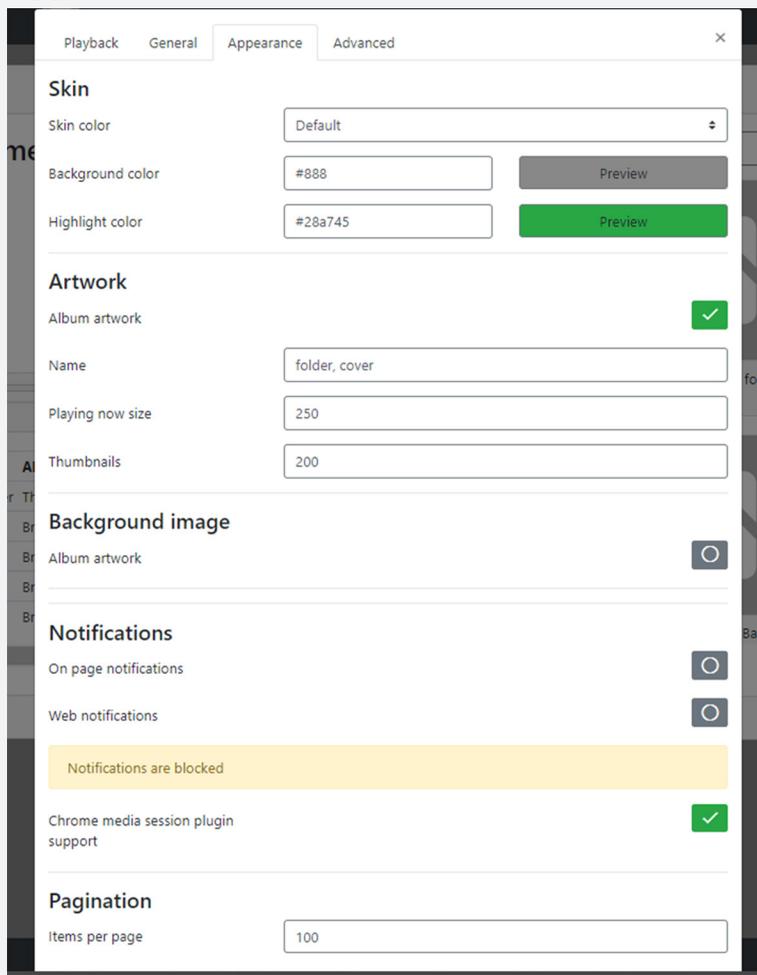
**Statistics:** (enabled/disabled): enabled, this compile statistics on your library and music playback. You can access these statistical data in the **About option** of the main Ideon menu and from some other sections of the app.

**Playlists** (enabled/disabled): if enabled you can basically configure and utilize Smart playlists based on parameters that you can set manually through the “Generate smart playlist per” option in this section. Smart playlists can be seen and accessed through the **Library/Playlists** menu.

**Scrobber integration** (enabled/disabled): if enabled it lets Scrobber users, i.e. online music audience, to scrobble their playback history.

**Other features:** options to enable/disable self-explanatory items when available.

## Appearance



**Skin color:** select the desired skin color from a set menu or experiment with color codes yourself. You can preview before saving your selection

### Artwork:

**Playing now size:** define in pixels the size of the album artwork in Playing now window/screen. Default is 250.

**Thumbnails:** define in pixels the size of the album artwork thumbnails, in Playing now and Library screens. Default is 200.

### Background image

**Album artwork:** (enabled/disabled): if enabled, the artwork of current track playing appears in the background of the app.

**Notifications:** enable/disable

### Pagination

**Items per page:** define how many items you wish to see on a page, default is 100 as you can see in Playing now screen.

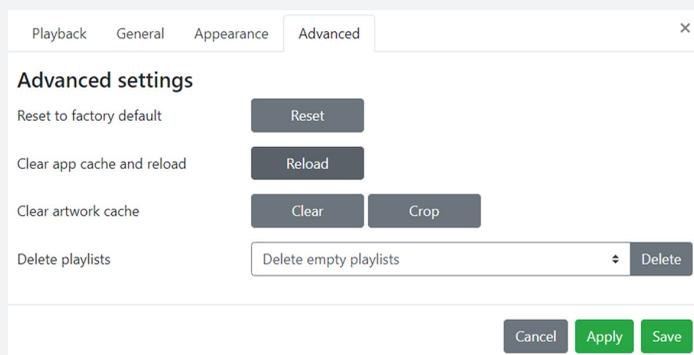
## Advanced

**Reset to factory default:** resets the application to **Absolute Stream** factory settings.

**Clear app cache and reload:** this clears the applications cache. Please note that **YOU WILL NEED TO RE-SCAN** the Library after clearing the cache!

**Clear artwork cache:** this clears the artwork cache only. **YOU WILL NEED TO RE-SCAN** the Library afterwards.

**Delete playlists:** option to delete empty, smart or all playlists

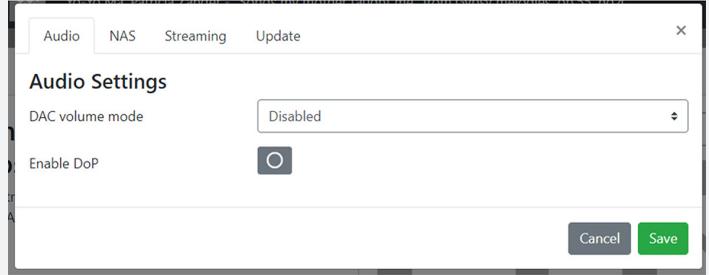


## Ideon Settings

### Audio

**DAC volume mode:** (enabled/disabled): if enabled it allows you to control the DAC's volume level provided that the DAC itself allows it.

**Enable DoP:** (enabled/disabled): should be enabled for DACs that do not support the transcode for DSD playback. It basically converts everything into PCM format.



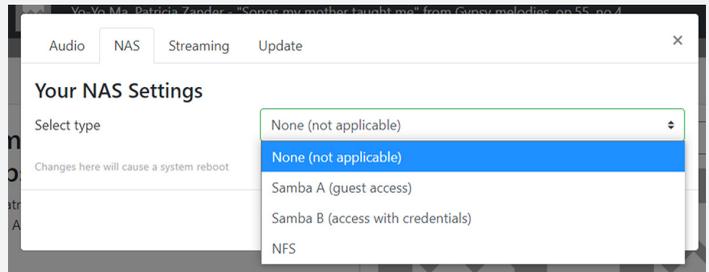
### Important Notice

If your DAC does not support DSD playback, enable this option to play DSD files.

### NAS Settings

In order to operate the **Absolute Stream** you need to configure your NAS (if you are using one) correctly right from the start.

To do this, you need to follow your NAS guidelines and this screen allows you to make the required changes to the settings according to your preferred NAS protocol (such as Samba or NFS).



### Streaming Services

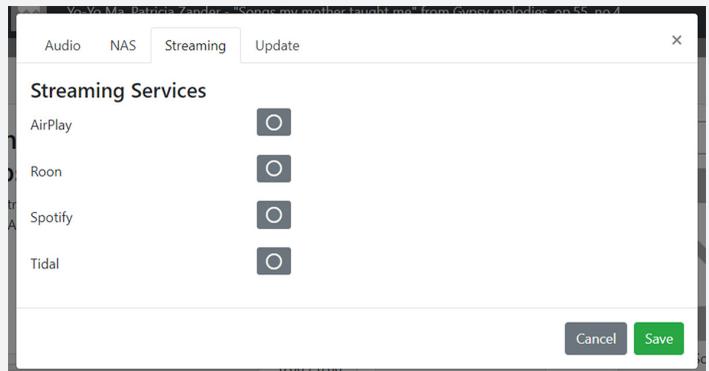
Any of the following services can be rendered at an exceptionally high sound-quality level by your Absolute Stream; all you need to do is enable the chosen service.

**AirPlay:** (enabled/disabled)

**Roon:** (enabled/disabled)

**Spotify:** (enabled/disabled)

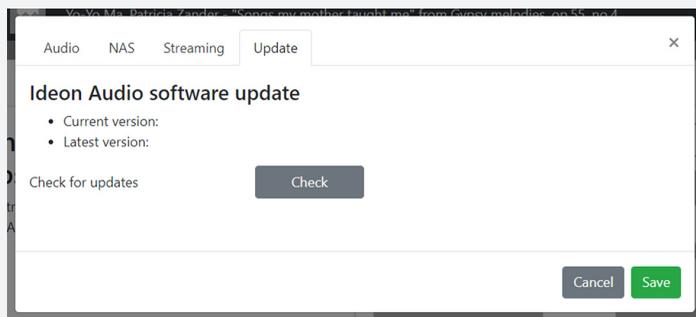
**Tidal:** (enabled/disabled)



## Update

### Ideon Audio software update

Your Absolute Stream can and will be updated with future versions of the software, remotely. You can check for new updates here.





## SAFETY INSTRUCTIONS

- WARNING. TO REDUCE THE RISK OF FIRE OR ELECTRICAL SHOCK, DO NOT EXPOSE THIS DEVICE TO RAIN OR MOISTURE.
- Clean only with a dry cloth. Do not place flammable material on or underneath this device.
- Do not remove or bypass the ground pin on the end of the AC cord unless necessary to reduce hum from ground loops of connected equipment. Disconnecting the ground may cause RFI (radio frequency interference) to be induced into your playback setup. Removing or bypassing the ground pin on any electrical component is potentially dangerous and should be avoided for safety reasons.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug this apparatus during lightning storms or when unused for long periods of time.

## Servicing

THERE ARE NO USER-SERVICEABLE PARTS INSIDE ANY IDEON AUDIO PRODUCT. PLEASE REFER ALL SERVICING TO QUALIFIED PERSONNEL.

Please contact your authorized dealer, distributor, or Ideon Audio if you have any questions not addressed in this reference document.



## Warranty

Ideon Audio provides a 2-year manufacturer's warranty on all new Ideon Audio components.

The Ideon Audio **seven (7)** year and extended **Lifetime** Limited Warranty

You can extend the standard 2-year manufacturer's warranty into a 7-year warranty by registering your product with us. To do that, you need to send us your Name, Address, tel., email and the proof of purchase in the form of a bill of sale, invoice (or copy thereof) from the Ideon Audio dealer or Distributor. For further detail please contact your dealer or refer to Ideon Audio's official site.

Furthermore, Ideon Audio also offers a Lifetime product warranty that can be purchased at 17,5% of the retail price for any of our products. Please coordinate with your dealer or local distributor for that.

The Ideon Audio limited warranty covers defects in the materials and workmanship in this product. Under the terms of this warranty we will repair the product free of charge (parts and labour) — or replace it where we deem that repair is not possible — for malfunction due to inherent defects in the materials or construction.

Ideon Audio has authorized distribution in many countries of the world. Warranty service should be obtained directly from the importing retailer or distributor from whom you

purchased the product. In the unlikely event of service required beyond the capabilities of the importer, Ideon Audio undertakes to fulfill the conditions of the warranty. In case of malfunction please contact your dealer to arrange for service. If you have purchased the product directly from Ideon Audio, please contact us directly at info@ideonaudio.com, quoting subject: fault and a short description of the issue. Please note that the product must be returned using original packaging only and accompanied by a written description of the issue, defect, or malfunction.

### **\*Products covered by the extended, lifetime warranty.**

- This specially extended warranty covers the lifetime of the product model.
- This warranty is transferable under condition that each new owner informs Ideon Audio importers, dealers, or Ideon Audio directly the device model, number, previous owner name & new owner name & address.
- In cases of obsolescence of materials or superseded technology, the product will be repaired using currently available materials and technology of equivalent performance characteristics, or better.
- Future proof: if Ideon Audio releases upgrades to, or improved versions of, the purchased product, these are made available to subscribers at cost of parts and materials only. Shipping to the service location is borne by the owner, Ideon Audio or its distributors / dealers pay for return shipping.
- Location is borne by the owner, Ideon Audio or its distributors / dealers pay for return shipping.

### **\*This warranty is voided in cases of**

- Damage and /or malfunction caused by tampering or modifications to the product's original state, attempts to fix, or other alterations to the product by persons other than factory authorized service personnel.
- Failure to comply fully with Ideon Audio operating instructions.
- Damage to cables or attachments and cosmetic damage induced by use.
- Damage and /or malfunction caused by improper use, abuse, or improper operation of the product.
- Products obtained outside the network of authorized Ideon Audio dealers and resellers.

### **General Warranty Terms.**

This Warranty is subject to the following conditions and limitations: The Warranty is void and inapplicable if the product has been used or handled other than in accordance with the instructions in this document, abused, or misused, damaged by accident or neglect or in being transported, or the defect is due to the product being repaired or tampered with by anyone other than Ideon Audio or an authorized Ideon Audio repair center.

- The product must be packaged and returned to Ideon Audio or an authorized Ideon Audio repair center by the customer at his or her sole expense in the original packing material. Ideon Audio will pay return freight of its choice for original purchasers.
- Returned product must be accompanied by a written description of the issue or the defect. Ideon Audio reserves the right to modify the design of its products without obligation to purchasers of previously manufactured products and to change the price or specifications of any product without notice or obligation to any person.
- In the event the product fails to meet this Warranty and the above conditions have been met, the purchaser's sole remedy under this Limited Warranty shall be to return the product to Ideon Audio or an authorized Ideon Audio repair center where the defect will be repaired without charge for parts or labor.
- This warranty does not cover the cost of custom installation, customer instruction and setup adjustments.
- This warranty does not cover cosmetic damage or any damage due to accident, misuse, abuse, negligence or modification of, or to any part of the Product, without initial express consent from Ideon Audio. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than a facility authorized by Ideon Audio to service the Product.



Enjoy the music, enjoy hi-definition in music!