



USER AND MAINTENANCE MANUAL

In-ear headphones with cable

Mod. GO live!

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Authorized servicing of the device is performed exclusively by Vision Ears GmbH or by technicians authorized by the manufacturer. For assistance, please contact the retailer or distributor from whom you purchased the product.

CONGRATULATIONS ON YOUR NEW VE IN-EARS!

Below you will find important information, tips, and care instructions for your new In-Ears. To ensure they provide you with great sound for a long time, we invite you to read these instructions carefully.

TABLE OF CONTENTS

1. MANUAL PRESENTATION	3
1.1 INFORMATION ON THE MANUAL.....	3
1.2 WARNING	3
1.3 DECLARATION OF CONFORMITY.....	4
2. DEVICE DESCRIPTION.....	4
2.1 TECHNICAL DATA	5
3. DELIVERY CONTENTS	5
3.1 PRODUCT	5
3.2 ACCESSORIES INCLUDED.....	5
3.3 PACKAGING	6
4. IMPORTANT NOTES.....	6
4.1 INTENDED USE	6
4.2 NOT INTENDED USE.....	6

4.3 SAFETY INSTRUCTIONS	6
4.3.1 PERSONAL SAFETY	7
4.3.2 DEVICE SAFETY	8
4.4 HANDLING	9
4.5 LOCATIONS	9
5. CONFIGURATION	9
5.1 INSERTION IN THE EAR, SETUP AND REMOVAL	9
6. CLEANING, CARE AND MAINTENANCE	10
6.1 NOTES ON HUMIDITY	10
6.2 CLEANING	10
6.3 CHANGING THE CABLE	10
6.4 STORAGE	11
6.5 EXTRAORDINARY MAINTENANCE	11
7. DECOMMISSIONING & DISPOSAL	11
7.1 DECOMMISSIONING	11
7.2 DISPOSAL	11
7.3 EXTENDED PRODUCER RESPONSIBILITY (EPR) SCHEMES – EU AND SELECTED EUROPEAN COUNTRIES	12
7.4 PACKAGING MATERIAL IDENTIFICATION	12
7.5 WEEE REGISTRATION	13
8. WARRANTY AND SUPPORT	13
8.1 MANUFACTURER INFORMATION	13
8.2 AUTHORIZED DISTRIBUTORS AND LOCAL REPRESENTATIVES	13
8.3 WARRANTY PERIOD	14
8.4 SCOPE OF THE WARRANTY	14
8.5 EXCLUSIONS	15
8.6 SHIPPING AND RETURNS	15
8.7 REQUIRED INFORMATION FOR WARRANTY CLAIMS	15

1. MANUAL PRESENTATION

1.1 INFORMATION ON THE MANUAL

Before performing any operation, it is necessary to read the entire manual at least once and then study in depth the sections relevant to the intended operations.

This manual contains instructions for the use and maintenance of the device and covers its technical life from manufacture and sale onward.

If the device is subsequently transferred to a third party for any reason (sale, loan, or other purposes), it must be accompanied by all documentation.

This manual contains proprietary information and may not be disclosed, in whole or in part, to third parties for any purpose or in any form without the prior written consent of Vision Ears GmbH.

Vision Ears GmbH declares that the information contained in this manual complies with the technical and safety specifications of the device.

A copy of this manual, compliant with the original, is stored in the device's technical file, maintained by Vision Ears GmbH. Vision Ears GmbH does not recognize any documentation not produced, released, or distributed by itself or its authorized representatives. This manual, as well as the entire technical file, will be retained by the manufacturer for the period required by law. During this period, a copy of the documentation accompanying the device may be requested at the time of sale. The entire technical file remains available exclusively to regulatory authorities, who may request a copy. After this period, it is the responsibility of the device manager to ensure that both the device and the documentation comply with the laws applicable at the time of inspection.

1.2 WARNING

This manual describes the general safety rules to be observed during any operation performed with the device. The intervention procedures described in the following paragraphs must be performed in compliance with both the operating instructions and the general safety rules in this chapter. Different countries may have different safety regulations. Therefore, where the regulations in this manual conflict with, or are less stringent than, national regulations, the national regulations take precedence.

NOTE: THE MANUFACTURER CANNOT BE HELD RESPONSIBLE FOR ACCIDENTS OR DAMAGES RESULTING FROM INAPPROPRIATE USE OF THE DEVICE OR FAILURE TO COMPLY WITH SAFETY REGULATIONS AND INTERVENTION PROCEDURES DESCRIBED IN THIS MANUAL.

FAILURE TO FOLLOW THE INSTRUCTIONS FOR USE AND MAINTENANCE CONTAINED IN THIS MANUAL VOID THE WARRANTY TERMS.

1.3 DECLARATION OF CONFORMITY

The device is sold with a Declaration of Conformity drawn up in accordance with current European legislation. **NOTE:** IF THE DEVICE IS TRANSFERRED TO A THIRD PARTY, ALL DOCUMENTATION MUST BE DELIVERED WITH IT.

2. DEVICE DESCRIPTION

The products/devices covered in the documentation are in-ear monitors—headphones designed for listening to music in a variety of contexts, including hobbies, relaxation, and professional use by musicians. In-ear monitor technology involves a device that performs the same function as a stage monitor (or monitor speaker), but instead of using external speakers, the audio is delivered directly to the musician/user through in-ear headphones that fit into the ear canal.

2.1 TECHNICAL DATA

Technical features	
Main material	Anodized aluminium shell
Overall dimensions	25mm x 21mm x 23mm each in-ear 220mm x 123mm x 73mm package
Weight	6 gr each in-ear 25 gr cable
Degree of protection	undeclared performance
Electrical safety class	Class III
Max safe RMS input voltage:	~0.316 V RMS (~0.9 Vpp)
Max RMS current:	~31.6 mA RMS
Audio Features	
Continuous power (safe rating):	10 mW
Instantaneous peak power (sine peak):	20 mW
Frequency range	20 - 20 kHz
Impedance	10 Ohms @1khz
Sensitivity:	108db/100mV @1khz
THD:	<1%/100mV

3. DELIVERY CONTENTS

3.1 PRODUCT

Model "GO live!" presents a configuration with:

- 4 speakers (per channel, L/R)
- 2 anodized aluminium half-shells (per channel, L/R)
- 1 resin insert (per channel, L/R)
- 1 PCB (per channel, L/R)

3.2 ACCESSORIES INCLUDED

The package includes:

- Cable with 2-pin 0.75mm terminals and 3.5/4.4mm jack
- 2pcs Microfiber bags
- 6pcs Spinfit silicone tips (S, M, L)
- PU leatherette case (Pouch)
- Microfiber cleaning cloth
- Interchangeable mesh inserts
- Printed leaflet with safety information and link to the User and Maintenance Manual
- Printed card with QR code to the User and Maintenance Manual, Mesh exchange, Eartips exchange

3.3 PACKAGING

The device is delivered in a standard cardboard box with protective foam inside. Carefully remove the device from the packaging to avoid damage, and dispose of the packaging in accordance with local regulations. Keep the case for storing the device after each use. Ensure that the packaging and case are **NEVER accessible to children**.

4. IMPORTANT NOTES

4.1 INTENDED USE

The device is intended to be inserted into the ear canal and used as a headset for audio reproduction. It is suitable for both professional and non-professional use, allowing the reproduction of audio content **in various environments**.

4.2 NOT INTENDED USE

The device must only be used as described in the DESCRIPTION and INTENDED USE sections. The following uses are strictly prohibited:

- Using the device for applications other than those indicated.
- Using the device if it is damaged and/or deformed.
- Modifying or tampering with the device.
- To use the device for violent purposes.

NOTE: THE MANUFACTURER CANNOT BE HELD LIABLE IN ANY EVENT FOR ACCIDENTS OR DAMAGES RESULTING FROM UNAUTHORIZED USE OF THE DEVICE. ANY UNAUTHORIZED USE WILL ALSO VOID THE WARRANTY.

4.3 SAFETY INSTRUCTIONS

This product is not a toy. Do not make it available to children (under 14 years of age). This product and its accessories contain small parts that may present a choking hazard. Keep the earphones, accessories, and packaging materials out of reach of children under 3 years of age.

**Users who are unable to understand or follow the instructions should only use the device under the supervision of a responsible adult to prevent misuse.
Do not use the device under the influence of drugs or alcohol.**

4.3.1 PERSONAL SAFETY



Danger due to high volume

The earmolds of the Custom In-Ears and the design of the Universal In-Ears reduce external noise by approximately 27 dB. Thus, you are well protected from the usual stage noise and can set the signal of the In-Ears at a comfortable volume.

Here are a few data from occupational health and safety for volume orientation:

- 95 dB = are tolerated for max. approx. 6 hrs. per week
- 100 dB = are tolerated for max. approx. 2 hrs. per week

As a rule of thumb, a level increase of 3 dB cuts the tolerable exposure time in half. If your ears are affected by too high a volume over a long period of time, it can lead to permanent hearing damage. Therefore, be sure to observe the following instructions:

- Set a low volume before using the In-Ears.
- Set an appropriate volume when using the In-Ears.
- Do not expose yourself to high volume all the time.
- The higher the volume, the faster hearing damage can occur.

Danger due to non-perceptibility of external noise

- Avoid distractions from music in traffic or other potentially dangerous situations.
- For traffic safety reasons, do not use the device while driving motor vehicles or riding bicycles.
- Do not use the device in places where it is dangerous not to hear ambient sounds, e.g., at level crossings, on train platforms, or at construction sites.

Danger due to ingestion

Small parts are included in the delivery contents of this product. Children under 3 years of age can swallow these parts and choke on them. It is therefore essential to observe the following instructions:

- Store the In-Ears and all accessories in a safe place.
- Ensure that small parts do not get into the hands of children.

Danger due to skin irritation

The shell of the GO live! is made of aluminum. The Universal In-Ears use skin-friendly silicone ear tips. In rare cases, allergic reactions may nevertheless occur. In

addition, residues on the In-Ears can cause skin irritation. Therefore, be sure to observe the following instructions:

- Regularly check the In-Ears and their ear tips (Universal In-Ears only) for residues and clean them with the cleaning products described in this manual if necessary.
- If you experience skin irritation, contact a doctor immediately.

4.3.2 DEVICE SAFETY

Caution against external influence

External influences such as moisture can interfere with the functionality of the In-Ears. The In-Ears are not waterproof. It is therefore essential to observe the following instructions:

- Protect the In-Ears from strong shocks.
- Protect the In-Ears from water.
- Do not use the In-Ears in damp places or in bad weather conditions such as rain or snow.
- Use the In-Ears exclusively in the temperature range from -10 °C to +45 °C.

Residual Risks

During the design phase, Vision Ears GmbH conducted a thorough risk analysis of the device. This analysis identified risks that were inherently unavoidable. These risks were examined individually, and the following instructions highlight how to avoid them. **It is therefore essential that all users and maintenance personnel read this manual thoroughly before use.**

NOTE: THE MANUFACTURER CANNOT BE HELD RESPONSIBLE IN ANY EVENT FOR ACCIDENTS OR DAMAGES RESULTING FROM UNAUTHORIZED USE OF THE DEVICE DUE TO NEGLIGENCE ON THE PART OF A USER.

In particular:

- It is strictly forbidden to make any modifications to the device. Any damage to people, animals, or property resulting from improper use of the device by an unauthorized operator relieves the manufacturer of all liability.
- Keep this manual safe, as it is essential for the correct and safe use of the device.
- If the device's structure is broken or damaged following an accidental impact, making it unsafe or unusable, contact authorized service personnel and follow their instructions.
- Maintenance must be performed exclusively as described in this manual.

4.4 HANDLING

Given its weight and compact size, the device can be easily handled by an adult. Hold the device gently by both earpieces, taking care not to pull, bend, or crush its components, as this could cause irreversible damage.

4.5 LOCATIONS

- Always operate the device in environments protected from water, steam, corrosive acids, direct sunlight, heat sources, and atmospheric agents
- Operating temperature range: $-10^{\circ}\text{C} \rightarrow 45^{\circ}\text{C}$
- Maximum relative humidity: up to 90% (non-condensing)
- The device can be used both indoors and outdoors, respecting these conditions.

5. CONFIGURATION

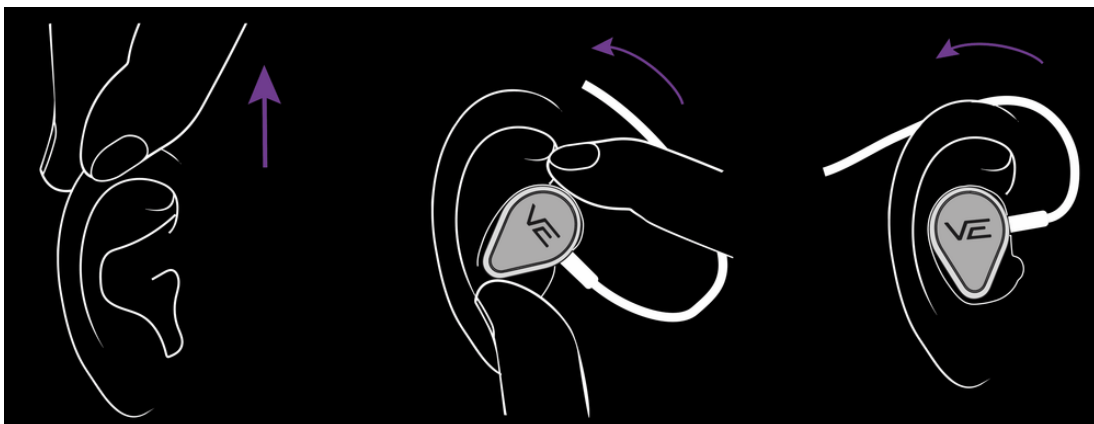
Before inserting the earphones, ensure that the cable connectors are securely attached to the left and right earpieces. Both connectors are marked with an 'L' (left) or 'R' (right) to indicate the correct side.

5.1 INSERTION IN THE EAR, SETUP AND REMOVAL

Insert the in-ear headphones by gently rotating them to match the natural shape of your ear. Hold the earphone shell while inserting—do not pull or push using the cable. The earphones are correctly positioned when they provide a secure fit with effective sound isolation.

After correctly wearing the device, insert the 3.5/4.4mm jack into an electronic device (e.g., audio receiver, smartphone, amplifier). Set the volume to the minimum before plugging in and inserting the In-Ears. If possible, use a signal limiter to protect both your ears and the device from unexpected level peaks. Try different ear tips for best fit and comfort. Ensure a good seal for sound isolation.

To remove them, press gently and twist, avoiding any pulling on the cable to avoid cable damage



6. CLEANING, CARE AND MAINTENANCE

Maintenance may only be carried out by users who have read and understood this manual. Always follow the instructions carefully. Observe all general safety regulations related to maintenance and cleaning as described in this manual.

6.1 NOTES ON HUMIDITY

Your In-Ears are designed for demanding use, but moisture and technology do not mix well. Care is essential for safe and long-term use. After exposure to sweat (e.g., during performances):

- Wipe the earpieces with a dry cloth.
- Place them in the case with dry capsules.
- For live performances longer than 3–4 hours, keep the In-Ears dry during breaks.

If failures occur due to moisture, drying usually restores functionality.

Persistent failures may require replacement of sound channel filters; for such a case please contact the retailer or distributor from whom you purchased the product for support.

6.2 CLEANING

After each use, you should at least wipe your In-Ears with a dry cloth, as described above. In addition, we recommend that you clean them more thoroughly on a regular basis. This will extend the life of your In-Ears and prevent skin irritation.

Do not use solvents or abrasive or corrosive detergents.

With regular use, it can also happen that the sound channels of your In-Ears become clogged with cerumen (earwax). Therefore, you should check the openings regularly and clean them with the included cerumen pen.

Why is cleaning so important?

A dirty earpiece can sound quieter and worse. Often, the volume is then simply increased as a consequence, which can lead to an overload and a failure of the technology in the long term. If the In-Ears were not cleaned regularly, it can happen that dirt in the earpiece is not even apparent at first glance. Therefore, also pay attention to whether you have to adjust the volume more and more over time to get a consistent performance. This is often an indication that the earpieces are dirty.

6.3 CHANGING THE CABLE

VE In-Ears feature a plug-in 2-pin connection, allowing easy cable replacement in case of cable breakage. Both connectors are marked with an 'L' (left) or 'R' (right) to indicate the correct side.

Check the instructions provided for cable replacement, [here](#).

**Do not disconnect the cables frequently, as this may wear out the connection.
Only disconnect in case of cable failure.**

6.4 STORAGE

Store the device in its supplied case in a dry environment, protected from sunlight, heat, open flames, dust, liquids, humidity, steam, and corrosive substances.

Storage conditions:

- Temperature range: +4°C to +35°C
- Maximum relative humidity: up to 90% (non-condensing)

To place the device in the case without causing damage:

- Grasp the cables at the point where the curve matches the ear's anatomical shape.
- Orient the in-ears toward each other, faceplate to faceplate.
- Gently wrap the cable around your fingers.
- Place the in-ears securely into the case.

Always use the case during transport for shock protection.

6.5 EXTRAORDINARY MAINTENANCE

Extraordinary maintenance is required in the event of breakages, unforeseeable accidents, or inappropriate use of the device. The situations that may arise from time to time are completely unpredictable, and therefore it is not possible to describe appropriate intervention procedures.

If extraordinary maintenance is required, please contact the dealer or distributor from whom the product was purchased. They will coordinate, if necessary, with the manufacturer's authorized service center.

7. DECOMMISSIONING & DISPOSAL

7.1 DECOMMISSIONING

The device is built according to robustness, durability, and flexibility criteria that allow it to be used for many years.

Once it reaches the end of its technical and operational life, it must be decommissioned in such a way that it can no longer be used for the purposes for which it was originally designed and built, while still allowing the reuse of its raw materials.

7.2 DISPOSAL

This product and its packaging contain materials that can be recycled. Proper disposal helps reduce environmental impact.

Inside EU

Dispose of packaging according to material type using local recycling facilities. Dispose of the earphones separately from household waste in accordance with electronic waste collection systems. Information on collection points is available from municipal authorities.

This product is subject to separate collection of electrical and electronic waste under Directive 2012/19/EU.



Outside EU

Dispose of the earphones and packaging according to local waste management regulations.

7.3 EXTENDED PRODUCER RESPONSIBILITY (EPR) SCHEMES – EU AND SELECTED EUROPEAN COUNTRIES

Access the list of national Extended Producer Responsibility (EPR) schemes and official recycling organizations applicable in Europe at:

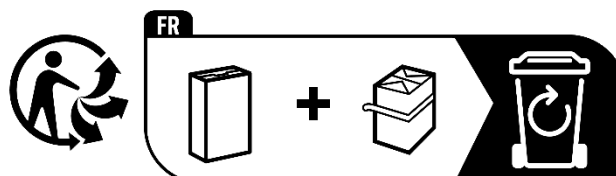
www.wonderl.ink/@go-live-manuals

7.4 PACKAGING MATERIAL IDENTIFICATION

PAP 21 (Cardboard box and sleeve)



LDPE 4 (Shrink wrap film)



7.5 WEEE REGISTRATION

This product is registered under the German WEEE (Waste Electrical and Electronic Equipment) system.

Producer registration number: WEEE-Reg.-Nr. DE 44503318

8. WARRANTY AND SUPPORT

8.1 MANUFACTURER INFORMATION

This product is manufactured by:

Vision Ears GmbH

Based in: Luxemburger Str. 51, 50674, Köln, Germany

Website: www.vision-ears.de

E-mail: info@vision-ears.de

Office tel.: +49 221 80064334

VAT n.: DE286952966

HRB: 91414

For after-sales support or in case of suspected defects, please contact the retailer or distributor from whom the product was purchased. If this is not possible, Vision Ears GmbH may be contacted directly using the details above.

8.2 AUTHORIZED DISTRIBUTORS AND LOCAL REPRESENTATIVES

For after-sales support, warranty claims, and regulatory matters, please refer to the authorized distributor or local representative applicable to your country, as listed below.

European Union – Importer and Authorized Distributor

sphereo distribution GmbH

Based in: Graefestr. 18, 10967 Berlin, Germany

Website: <https://www.sphereo.de/>

E-mail: info@sphereo.de

Office tel.: +49 30 66702953

Germany – Manufacturer and Direct Sales Support

Vision Ears GmbH

Based in: Luxemburger Str. 51 – D-50674 – Köln, Germany

Website: www.vision-ears.de

E-mail: info@vision-ears.de

Office tel.: +49 221 80064334

Switzerland – Importer and Authorized Distributor

Earline AG

Based in: Stoffelbachstrasse 7b, 8953 Dietikon, Switzerland

Website: <https://www.earline.ch/>

E-mail: info@earline.ch

Office tel.: +41 44 5414800

8.3 WARRANTY PERIOD

The warranty is valid for:

- 24 months when the product is purchased by a consumer (a natural person acting for purposes outside their trade, business, craft, or profession).
- 12 months when the product is purchased for professional or commercial use, including purchases made by companies or self-employed individuals acting within their professional activity.

The warranty period begins on the date of purchase as shown on the proof of purchase.

Burden of Proof (For consumer purchases within the EU):

- If a defect appears within the first 12 months, it is presumed to have existed at the time of delivery, unless Vision Ears GmbH can prove otherwise.
- For defects appearing after the first 12 months, the consumer may need to demonstrate that the defect existed at delivery or was caused by a manufacturing fault.

8.4 SCOPE OF THE WARRANTY

If a manufacturing or material defect is confirmed during the warranty period, Vision Ears GmbH will, at its discretion:

- Repair the product or any defective components, or
- Replace the product or affected parts/assemblies with an equivalent model.

Note: Replaced parts or assemblies are not returned to the user.

If the product is resold or transferred to another country after its first purchase, the person or entity placing the product on the new market is responsible for ensuring that the product complies with the laws and regulations applicable in that country. The manufacturer's obligations under this warranty apply only within the countries in which the product was originally marketed and in accordance with applicable consumer protection regulations.

This warranty does not limit or exclude the statutory rights of consumers under applicable national and EU law.

8.5 EXCLUSIONS

The warranty does not cover:

- Wear parts or items with naturally limited durability (e.g., cables, acoustic filters, ear tips)
- Damage resulting from improper, careless, or negligent use
- Damage caused by unauthorized repair, modification, or assembly
- Damage resulting from failure to follow the instructions for use, cleaning, or maintenance
- Use of the product after a fault has been identified
- Damage caused by fire, liquids, or external events
- Absence of a valid proof of purchase
- Expired warranty period

Any repair or modification performed by persons other than Vision Ears GmbH or authorized service partners voids the warranty.

8.6 SHIPPING AND RETURNS

If a manufacturing defect is confirmed, shipping and handling costs related to the repair or replacement are covered by the manufacturer or distributor.

If the product is returned and no manufacturing defect is found, or if the warranty does not apply, shipping and service costs will be the responsibility of the purchaser.

To prevent damage during transit, always return the product in its original packaging or equivalent protective packaging.

8.7 REQUIRED INFORMATION FOR WARRANTY CLAIMS

Please provide:

- Product model / type
- Date and place of purchase (with proof of purchase)
- Detailed description of the issue

THE VISION EARS TEAM WISHES YOU A LOT OF FUN WITH YOUR NEW VE IN-EARS!