



[Manuals.plus](#) /

› [HIFIMAN](#) /

› HIFIMAN SUNDARA Planar Magnetic Headphones User Manual

## HIFIMAN SUNDARA (HE-20)

# HIFIMAN SUNDARA Planar Magnetic Headphones User Manual

Model: SUNDARA (HE-20)

## 1. INTRODUCTION

Thank you for choosing the HIFIMAN SUNDARA Planar Magnetic Headphones. The SUNDARA headphones are engineered to deliver an exceptional audio experience, featuring advanced planar magnetic technology and a comfortable, durable design. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your headphones to ensure optimal performance and longevity.



Figure 1: HIFIMAN SUNDARA Planar Magnetic Headphones

### Key Features:

- **NEO 'supernano' Diaphragm (NsD):** Utilizes a diaphragm 80% thinner than previous designs, resulting in enhanced detail, faster transient response, and an extended frequency range.
- **Hybrid Headband Design:** Features a separate head strap that evenly distributes headphone weight for improved comfort during extended listening sessions.
- **Durable Construction:** The headband structure is designed for everyday use, combining durability with an aesthetic appeal.
- **3.5mm Connectors:** Equipped with standard 3.5mm sockets for improved connectivity and robust physical connection.

## 2. WHAT'S IN THE BOX

---

Please check the contents of your SUNDARA package. If any items are missing or damaged, contact your retailer or HIFIMAN customer support.

- HIFIMAN SUNDARA Planar Magnetic Headphones
- Headphone Cable (with 3.5mm connectors)
- 3.5mm-to-6.35mm Adapter

## 3. SETUP INSTRUCTIONS

---

Follow these steps to set up your HIFIMAN SUNDARA headphones:

1. **Unpacking:** Carefully remove the headphones and accessories from their packaging.
2. **Connecting the Cable:** Locate the two 3.5mm connectors on the headphone cable. Insert one connector into the port on the left earcup and the other into the port on the right earcup. Ensure they are securely seated.
3. **Connecting to Audio Source:** Connect the other end of the headphone cable (the single 3.5mm jack) to your audio source (e.g., amplifier, digital audio player, computer). If your audio source requires a 6.35mm (1/4 inch) jack, use the included 3.5mm-to-6.35mm adapter.



Figure 2: Detail of earcup and headband connection

For a visual guide on setting up your HIFIMAN SUNDARA headphones, please watch the official product video below:

Your browser does not support the video tag.

Video: Official HIFIMAN SUNDARA Over-ear Full-size Planar Magnetic Headphones overview and setup.

## 4. OPERATING INSTRUCTIONS

The HIFIMAN SUNDARA headphones are designed for comfortable and high-fidelity listening. Follow these guidelines for optimal use:

1. **Wearing the Headphones:** Adjust the headband so that the earcups sit comfortably over your ears, fully enclosing them. The hybrid headband design ensures even weight distribution for extended comfort.

2. **Volume Control:** Adjust the volume using the controls on your connected audio source. The SUNDARA headphones feature a high sensitivity of 94 dB and an impedance of 32 Ohms, making them relatively easy to drive with various devices. However, for the best performance, especially with demanding audio, a dedicated headphone amplifier may be beneficial.
3. **Listening Environment:** As open-back headphones, the SUNDARA provides a wide soundstage but offers minimal noise isolation. They are best used in quiet environments to fully appreciate their sonic capabilities.



Figure 3: Side view of the SUNDARA earcup

## 5. MAINTENANCE AND CARE

Proper care will extend the life and maintain the performance of your HIFIMAN SUNDARA headphones:

- **Cleaning Ear Pads:** The updated earpads are designed for comfort. Gently wipe them with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- **Cleaning Headband:** Wipe the headband with a soft, slightly damp cloth. Ensure no moisture enters the internal

components.

- **Cable Care:** The headphone cable is detachable. When disconnecting, always grasp the connector housing, not the cable itself. Avoid sharp bends or excessive pulling on the cable.
- **Storage:** Store your headphones in a clean, dry place away from direct sunlight and extreme temperatures. Using a headphone stand or the original packaging is recommended to prevent damage.
- **Water Resistance:** These headphones are not water-resistant. Avoid exposure to liquids.



Figure 4: Close-up of SUNDARA earpads

## 6. TROUBLESHOOTING

If you encounter issues with your HIFIMAN SUNDARA headphones, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No sound or low volume	<ul style="list-style-type: none"> <li>• Cable not fully connected</li> <li>• Incorrect audio source selection</li> <li>• Low volume on audio source</li> <li>• Insufficient power from audio source</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure both 3.5mm connectors are fully inserted into the earcups and the main jack into the audio source.</li> <li>• Verify the correct audio output is selected on your device.</li> <li>• Increase the volume on your audio source.</li> <li>• Consider using a dedicated headphone amplifier for optimal performance, especially with portable devices.</li> </ul>
Distorted or unbalanced sound	<ul style="list-style-type: none"> <li>• Damaged cable</li> <li>• Loose connection</li> <li>• Faulty audio source</li> </ul>	<ul style="list-style-type: none"> <li>• Check the cable for any visible damage. Try using a different compatible cable if available.</li> <li>• Ensure all cable connections are secure.</li> <li>• Test the headphones with a different audio source to rule out device issues.</li> </ul>
Headphones feel uncomfortable	<ul style="list-style-type: none"> <li>• Improper headband adjustment</li> <li>• Earpads not seated correctly</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the headband to ensure the weight is evenly distributed and the earcups fully cover your ears without excessive pressure.</li> <li>• Ensure earpads are properly attached and not twisted.</li> </ul>

If the problem persists after trying these solutions, please contact HIFIMAN customer support.

## 7. SPECIFICATIONS

Feature	Detail
Model Name	SUNDARA
Item Model Number	HE-20
Audio Driver Type	Planar Magnetic Driver
Ear Placement	Over Ear
Form Factor	Over Ear
Connectivity Technology	Wired
Headphones Jack	3.5 mm Jack
Hardware Interface	3.5mm Audio
Cable Feature	Detachable
Impedance	32 Ohms

Feature	Detail
Sensitivity	94 dB
Noise Control	None (Open-back design)
Material	Aluminum (frame), Plastic or Leather (earpads/headband)
Item Weight	1.3 pounds (approx. 590g)
Product Dimensions	10.63 x 6.3 x 11.81 inches
Water Resistance Level	Not Water Resistant
Included Components	3.5mm-to-6.35mm Adapter, Cable
Compatible Devices	Cellphones, Laptops, Tablets
Recommended Uses	Audio Monitoring, Recording

## 8. WARRANTY INFORMATION

---

HIFIMAN products are covered by a manufacturer's warranty against defects in materials and workmanship. The specific terms and duration of the warranty may vary by region and retailer. Please retain your proof of purchase for warranty claims.

For detailed warranty information, including coverage, exclusions, and how to make a claim, please refer to the official HIFIMAN website or contact your authorized dealer.

## 9. CUSTOMER SUPPORT

---

If you have any questions, require technical assistance, or need further support regarding your HIFIMAN SUNDARA headphones, please contact HIFIMAN customer service through their official website or the contact information provided with your product packaging.

You can also visit the [HIFIMAN Store on Amazon](#) for additional product information and resources.