

MC-50BT • MC-60BT

Wireless Headphones with Wide-Band Active Noise Cancelling

OWNER'S MANUAL



Important Safety Instructions

- Read, follow, and keep these instructions. Heed all warnings.
- Do not use in or near dangerous environments. This includes driving, cycling, walking, jogging and other areas where traffic is present and accidents could occur.
- Keep this product and its accessories out of reach of children. Handling or use by children may pose a risk of death or serious injury. Contains small parts and cords that may pose a risk of choking or strangulation.
- Set the volume level of the audio device to a minimum, and then, after connecting the earphones, adjust the volume gradually. Sudden exposure to loud noises could cause hearing damage.
- Keep headphones clean. To clean the headphones, wash outside with a mild detergent solution.
- Do not attempt to modify this product. Doing so could result in personal injury and/or product failure.
- Do not immerse in water, such as while taking a shower, bath, or washing your face. Otherwise, sound deterioration or failures may result.
- Do not use while sleeping as accidents may result.
- Use a slow twisting motion to remove the earphones. Never pull on the earphone cord.
- Stop using the earphones immediately if they are causing great discomfort, irritation, rash, discharge, or any other uncomfortable reaction.
- If you are currently receiving ear treatment, consult your physician before using this device.
- Operating Temperature: -10° – $+50^{\circ}$ C // 14 – 122° F
Charging Temperature: 0° – $+45^{\circ}$ C // 32 – 113° F
Storage Temperature: -20° – $+60^{\circ}$ C // -4 – 140° F
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- CAN RSS-216 / CNR-216**
This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.
CAN RSS-216 / CNR-216
Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet émetteur ne doit pas être situé ou fonctionner conjointement avec une autre antenne ou un autre émetteur.
Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps. Este dispositivo debe ser instalado y usado con una separación mínima de 20 cm entre el radiador y el cuerpo.
- This device complies with Part 15 of the FCC Rules [and contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s)]. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation of the device.
L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
(1) l'appareil ne doit pas produire de brouillage, et
(2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



High sound pressure. Hearing damage risk.
Do not listen at high volume levels for long periods.

WARNING — The battery (battery or batteries or battery pack) shall not be exposed to excessive heat such as sunshine, fire or the like.

- This equipment complies with FCC and ICED radiation exposure limits set forth for an uncontrolled environment. In case this equipment has to subject to FCC/IC SAR (Specific Absorption Rate) exposure test, this equipment is designed to meet the requirements for exposure to radio waves established by the FCC and ICED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body or on the head, with no separation. To meet RF exposure guidelines and reduce exposure to RF energy during the operation, this equipment should be positioned at least this distance away from the head.
- NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and the receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.**CAUTION:** Changes or modifications to this device not expressly approved by LOUD Audio, LLC. could void the user's authority to operate the equipment under FCC rules.
Canada ICES-003(B)/NMB-003(B)

- RF Power: ≤ 20 dBm

Bluetooth frequency range: 2400-2483.5 MHz

- Exposure to extremely high noise levels may cause permanent hearing loss. Individuals vary considerably in susceptibility to noise-induced hearing loss, but nearly everyone will lose some hearing if exposed to sufficiently intense noise for a period of time. The U.S. Government's Occupational Safety and Health Administration (OSHA) has specified the permissible noise level exposures shown in the following chart.

According to OSHA, any exposure in excess of these permissible limits could result in some hearing loss. To ensure against potentially dangerous exposure to high sound pressure levels, it is recommended that all persons exposed to equipment capable of producing high sound pressure levels use hearing protectors while the equipment is in operation. Ear plugs or protectors in the ear canals or over the ears must be worn when operating the equipment in order to prevent permanent hearing loss if exposure is in excess of the limits set forth here:

Duration, per day in hours	Sound Level dBA, Slow Response	Typical Example
8	90	Duo in small club
6	92	
4	95	Subway Train
3	97	
2	100	Very loud classical music
1.5	102	
1	105	The dogs barking at the mailman
0.5	110	
0.25 or less	115	Loudest parts at a rock concert

CAUTION — A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

CAUTION — Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.

NOTE ON STATIC ELECTRICITY

Static electricity accumulated in the body may cause mild tingling in your ears. To minimize the effect, wear clothes made from natural materials.



Correct disposal of this product: This symbol indicates that this product should not be disposed of with your household waste, according to the WEEE directive (2012/19/EU) and your national law. This product should be handed over to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, or your household waste disposal service.

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Please write the serial number(s) here for future reference (i.e., insurance claims, tech support, return authorization, make dad proud, etc.)

Purchased at:

Date of purchase:

Features

Bluetooth® 5.0 wireless technology for high-fidelity, low-latency streaming

MIS™ Wide-band active noise cancelling utilizes four onboard microphones to keep the outside world quiet

aptX™ HD codec supports 24-bit audio [MC-60BT]

Ambient mode allows outside noise in so you can stay alert to your surroundings while enjoying your music

Capacitive touch controls

High-quality built-in microphone ensures you are heard loud and clear on calls and chat [MC-50BT]

Two high-quality microphones provide maximum voice clarity for calls and chat [MC-60BT]

Connect up to two devices simultaneously [MC-60BT]

Wireless charging with included charging pad [MC-60BT]

Up to 40+ [MC-50BT] // 35+ [MC-60BT] hours of battery life

Fast charging with included USB-C cable

Comfortable all-day headband and earpad design

Collapsible for easy storage

Premium hard carry case included



Part No. SW1402VLZ Rev. A 10/22

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MC-50BT Introduction

MC-50BT Wireless Headphones combine Mackie's legendary acoustic tuning and powerful custom drivers to deliver stunning clarity and depth while powerful MIS™ wide-band active noise cancelling keeps you immersed in your music.

Capacitive touch controls make it easy to adjust volume, change tracks, and answer a phone call with a tap.

Long flight? Get over 40 hours of listening and all-day (or night) comfort. Bluetooth 5.0 technology ensures high-fidelity, low latency performance.

Experience the Mackie professional audio legacy in wireless headphones with MC-50BT.

MC-60BT Introduction

MC-60BT Wireless Headphones take Mackie's legendary acoustic tuning and powerful custom drivers to deliver pure, faithful audio while powerful MIS™ wide-band active noise cancelling keeps you immersed in your music.

And with Bluetooth® 5.0 and aptX™ HD support, you will always get the best sound quality and lowest latency possible from your devices.

MC-60BT can even connect to two devices simultaneously, great for bouncing between a phone and laptop.

Get over 35 hours of listening and easily charge with the included wireless charging pad. Need to chat online or take a phone call? It can do that too.

Experience the Mackie professional audio legacy in wireless headphones with MC-60BT.

How to Use This Manual:

After this introduction, a getting started guide will help you get things set up fast. The hookup diagrams show some typical use-case scenarios.



This icon marks information that is critically important or unique! For your own good, read and remember them...it is a good idea to pay special attention to these areas in the Owner's Manual marked with the "VERY IMPORTANT" hand icon.



There's an illustration of a microscope, so, of course, you're going to get more detailed information when you see this little guy. There are explanations of features and practical tips listed here.



It's a good idea to pay attention to text displayed next to a note icon, as this icon draws attention to certain features and functions relating to the usage of the wireless headphones.

Things to Remember:

- Never listen to loud music for prolonged periods. Please see the Safety Instructions on page 2 for information on hearing protection.
- Save the shipping boxes and packing materials! You may need them someday.
- Save your sales receipt in a safe place.



This setup is literally what I use the Mackie MC-60BT headphones for on a daily basis. Every morning, there's a conference call with my co-workers best friends in the world!

Put the headphones on, pair and connect it with a computer and off you go! From here, the only thing that's left to do is raise / lower the volume to your preferred taste.

Conference Call



In this example, a gentleman is traveling somewhere. This person could download whatever they want to their computer. Then when the plane, train or automobile takes off, the headphones get put on and the person starts – well, in this case, plays music while working. Another option is to forgo work while traveling and simply binge watch a series or catch a flick. After all, “Those aren’t pillows!” From here, the only thing that’s left to do is raise / lower the volume to your preferred taste.

This type of setup is also perfect sans traveling – and another way I use it on a daily basis. Our morning meeting wraps up, the music starts playing and I begin writing. Other suggestions are playing music wirelessly while doing household chores or streaming a football game when paying bills, going through personal email, surfing the web, etc. So many use cases!

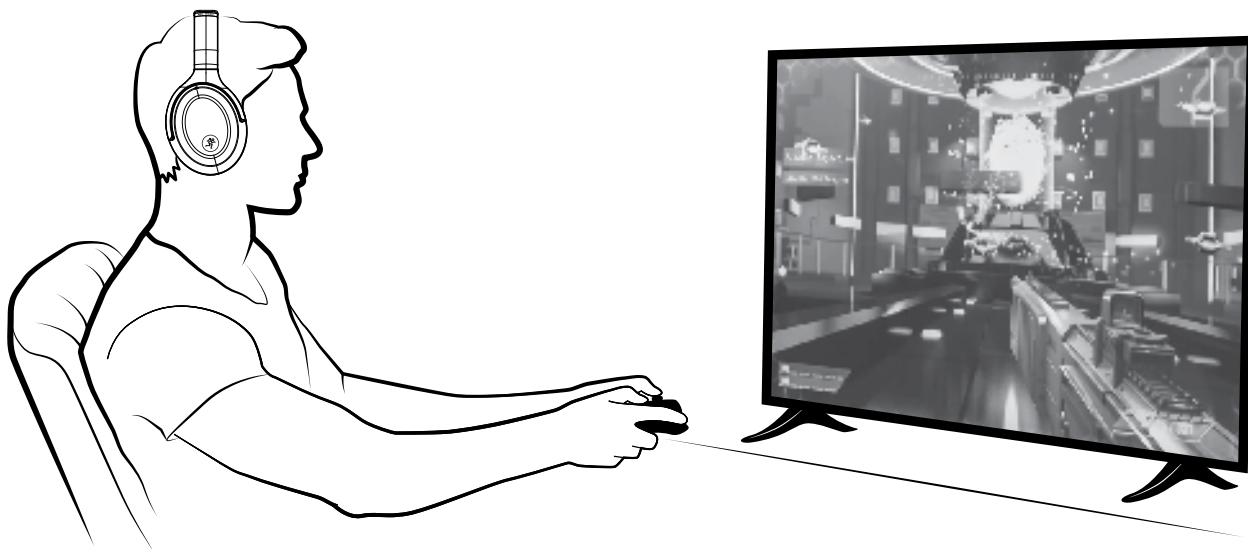
Traveling

Hookup Diagrams continued...



Here is another favorite use case for the MC-50BT or MC-60BT wireless headphones: exercising. This could be any number of things from walking and/or running, pumping iron at a gym, cycling and more. The world is your oyster! If using them outside, please be aware of your surroundings and be safe! It might be a good idea to lower the volume so as not to fully “tune out” the world. Also, be sure that the device is on (or near) you since line of sight is approximately 30 feet / 10 meters.

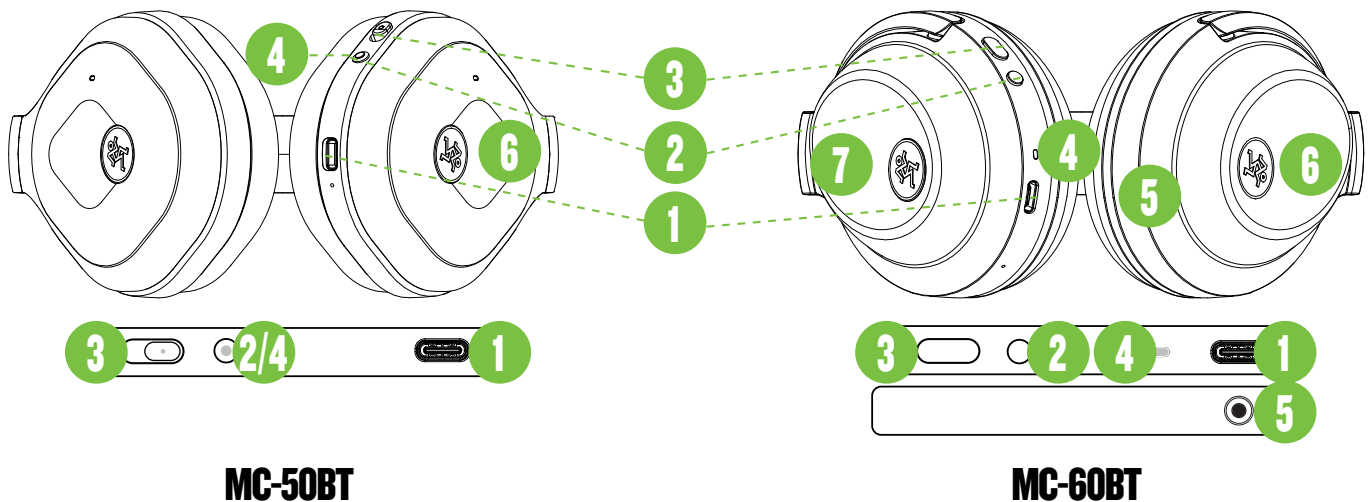
Exercising



Last, but certainly not least... we're looking at you, gamers! The MC-50BT or MC-60BT wireless headphones are the perfect addition. Do you like to stay up late and play online with friends? The built-in mic helps you and your teammate(s) discuss strategies and/or (more likely) talk trash.

Gaming

MC-50BT • MC-60BT Features



First Things First

The MC-50BT and MC-60BT wireless headphones were designed with sound and comfort in mind. That said, for the best results, there are L/R markings on the inside of the ear cushions/drivers to determine each side. The power button is located on the left (MC-60BT) and right (MC-50BT) headphone.



Warning: The headphones can be loud and could cause permanent hearing damage. Even intermediate levels may be painfully loud. **BE CAREFUL!**

Always turn the volume all the way down before putting on the headphones. Then turn it up slowly as you listen carefully.

1. USB-C Power Connection

This connector is used for charging the wireless headphones.

It is a standard USB-C power connector. Connect the USB-C side of the detachable power cord (included in the packaging) to the wireless headphones and plug the other end of the power cord into a standard USB-A connector.

A fully charged set of MC-50BT headphones can last for up to 40+ hours of continuous usage.

A fully charged set of MC-60BT headphones can last for up to 35+ hours of continuous usage... and it takes only three hours for a completely dead set of either to become fully charged once again.



Please note that the headphones should not be used while charging.

2. Power / Bluetooth Button

Press and hold this button down to power the headphones on and off. Voice prompts will indicate the power on /off status, as well as the connecting / paired status.

Upon powering up the wireless headphones, the Bluetooth function is either:

(1) In sleep mode. See 'Pairing and connecting for the first time' (below) or...

(2) ...Paired and connected. See 'Previously paired and connected devices' (on the following page).

Pairing and connecting for the first time:

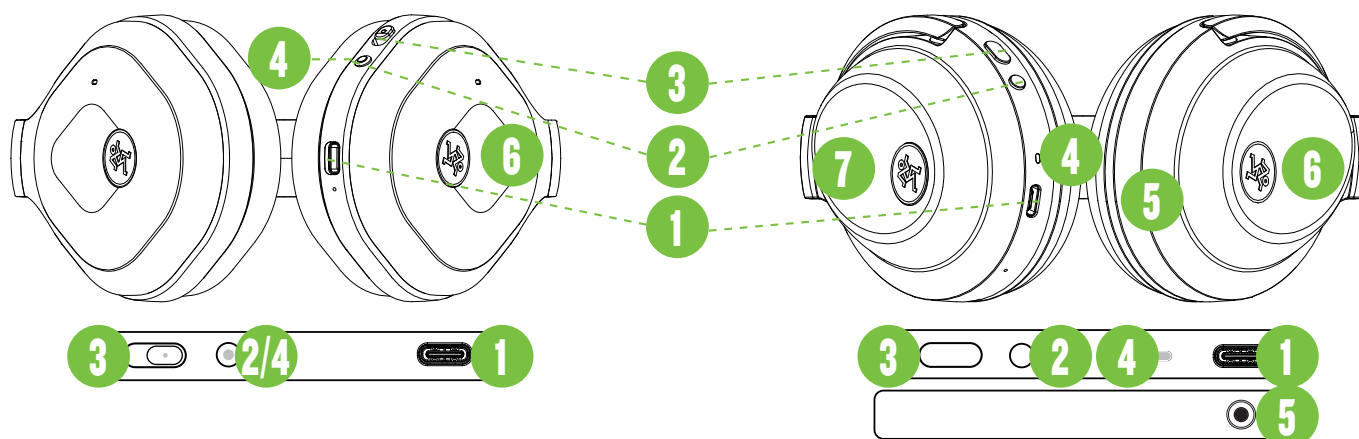
On the first power-up, a voice prompt will state, "power on" followed by, "Bluetooth pairing mode".

While the headphones are in pairing mode, simultaneously scan for Bluetooth devices on the computer or device. You should see 'MC-50BT' or 'MC-60BT' appear in the list of "available devices". Select it by tapping it. From there, your Bluetooth device should indicate that it is successfully connected.

Two additional things will also occur. First, the status LED will stop flashing blue and red and will begin to slow flash blue [MC-50BT] or illuminate solid green with a quick flash of blue [MC-60BT] instead. Second, a voice prompt will say, "connected".

If this does not work, start the pairing process again, and make sure that the headphones and computer / device are both in pairing mode at the same time.

MC-50BT • MC-60BT Features continued...



MC-50BT

MC-60BT

Previously paired and connected devices:

The Bluetooth connection will disconnect if it's out of range. Previously paired and connected devices will automatically reconnect upon subsequent power-ups; no need to re-pair devices each time! In this case, a voice prompt will state, "power on" followed by, "connected".

It is possible to connect to a different device even if the headphones had already been paired previously. Here's how...

Connecting to a different device:

- **Step 1:** Turn the power off.
- **Step 2:** Turn the power back on and continue holding the button down until Jamie says, "power on" followed by, "Bluetooth pairing on".



If you simply power up without holding the button down, you will connect to the previously paired device.

- **Step 3:** Pair and connect to the second device the same way you did the first one as outlined on the previous page.

The most common usage of something like this might be utilizing one device connection for most of the time – a computer, for example – but then connecting to a phone when out taking a walk.



The Bluetooth connection may disconnect when affected by electrostatic discharge (ESD) or electrical fast transients (EFT).

If this occurs, manually reconnect the Bluetooth connection.

Once the wireless headphones have been paired with a device, this single button controls one more thing.

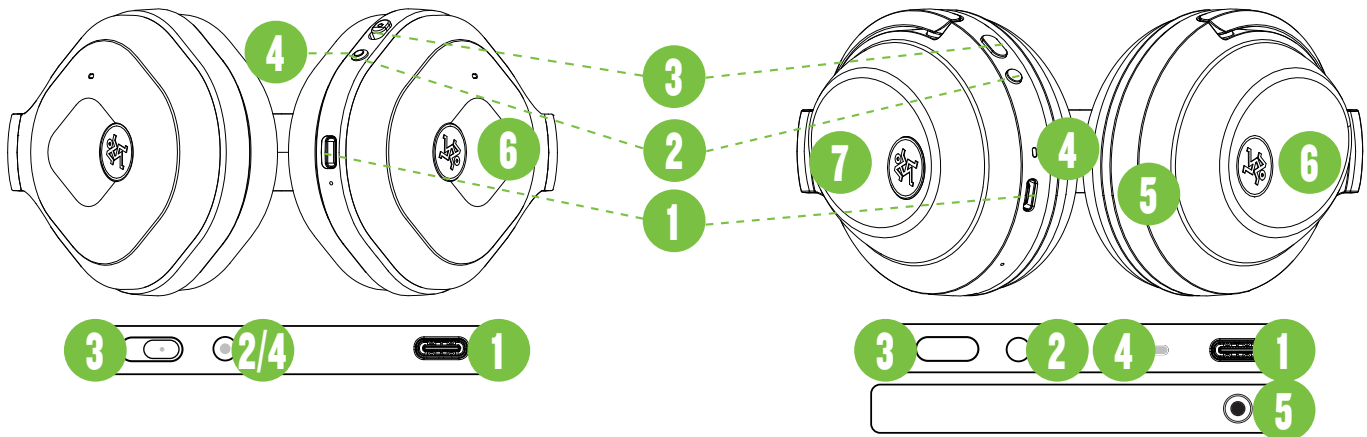
Press this button quickly to get a battery level percentage. As mentioned above, pressing and holding this button down would power the headphones off, so don't do that until you're ready. A "power off" voice prompt will confirm.

An additional feature of the MC-60BT headphones is the ability to connect to two devices simultaneously. The most common scenario would be connecting to and switching between a computer and a phone.

Connecting to two devices [MC-60BT]:

- **Step 1:** Connect to the first device as outlined on the previous page.
- **Step 2:** This may sound odd, but it's true. Locate this MC-60BT connection and... select disconnect.
- **Step 3:** Turn on the second device and open the Bluetooth preferences. Connect the MC-60BT headphones to the second device.
- **Step 4:** When the second device has successfully paired, return to the first device and (re)connect the MC-60BT headphones to it.
- **Step 5:** This should result in great success! If not, try the process again or reach out to Technical Support who may be able to assist.

MC-50BT • MC-60BT Features continued...



MC-50BT

MC-60BT

3. Active Noise Cancelling (ANC)

Active Noise Cancelling (ANC) is often thought of as “Active Noise Control.” It is a way to remove (or “cancel”) any unwanted sound, by essentially “creating” an inverted sine wave, throwing the signal out-of-phase. This is all automatic and there is nothing you need to do other than decide if you want ANC on or not. Try it with, then without, to see which you prefer!

When this switch on the MC-50BT headphones is up (towards the band), ANC is on. A “noise cancelling on” or “ambient sound and noise cancelling off” voice prompt will confirm the choice. Additionally, the LED will illuminate solid green when engaged.



The MC-50BT headphones also have ambient mode. Double-tapping its power/BT button [#2] will add/remove “ambient sound”.

The button on the MC-60BT headphones, though, may be quick-pressed to filter through the selections: “noise cancelling on”, “ambient sound” or “ambient sound and noise cancelling off”. A voice prompt will confirm the choice.

4. Status LED

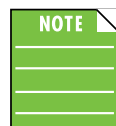
This LED indicates the status of the headphones, including power, device pairing and more.

- **Charging:** Status LED illuminates solid red.
- **Charged:** Status LED is off.
- **BT Pairing Mode:** Status LED flashes blue and red.
- **BT Connected [MC-50BT]:** Status LED slow flashes blue.
- **BT Connected [MC-60BT]:** Status LED is solid green with a quick flash of blue.
- **Powered Off:** Status LED is off.

5. 1/8" Input Jack [MC-60BT]

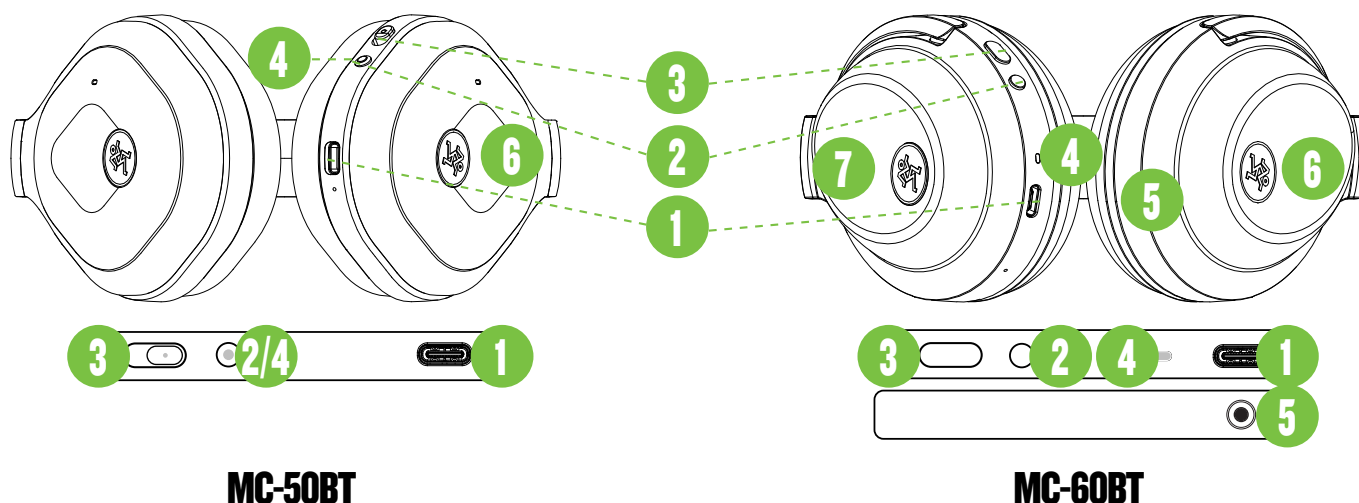
You bought wireless headphones to... well, you know, go wireless. Cut the cord! Some people just aren't ready for that quite yet and we've got you covered here, as well, as this jack allows for a wired connection.

Simply connect the included 1/8" cable from this jack to a headphone jack of a mixer, phone or anything else that has a phones out jack.



The Bluetooth signal is killed when the headphones are “hardwired” and will remain as such until that connection has been removed.

MC-50BT • MC-60BT Features continued...



MC-50BT

MC-60BT

6. Right Earcup

The inside of the right earcup is for listening, but the outside opens a world of possibilities. Here you are able to swipe, tap and/or hold the right earcup to pause/play, answer/end phone calls, go the previous/next track, raise/lower the volume and more.

There are illustrations on the following page, but the features are listed below, as well:

- **Swipe up (towards headband):** Raise volume.
- **Swipe down (towards neck):** Lower volume.
- **Swipe forward (towards nose):** Play next track.
- **Swipe backward (towards back of head):** Play previous track.
- **2x Taps:** Tapping the right side of the earcup twice quickly will result in the music pausing/playing. This is also the way to answer and end phone calls.
- **3-Second Hold:** Tapping (and holding) the right side of the earcup down for three seconds will result in the voice assistant making an appearance.
- **Palm Right Earcup [MC-50BT]:** If you palm the entire right earcup, the MC-50BT will be put into momentary ambient mode. It lowers the volume so you are able to hear quick announcements, etc. without having to pause the music or going into full ambient mode.

7. Left Earcup [MC-60BT]

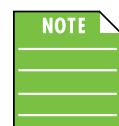
A charging pad is included with the MC-60BT headphones for wireless charging.

The wireless charger is also a standard USB-C power connector. Connect the USB-C side of the detachable power cord (included in the packaging) to the wireless charger and plug the other end of the power cord into a standard USB-A connector.

The edge of the charger nearest the USB-C connection will illuminate solid green to indicate power. When the outside of the left earcup of the MC-60BT headphones is placed on the center of the charger, the full surrounding ring will illuminate and pulse green.

When fully charged, the pulsing ring turns solid green and the status LED on the headphones changes from solid red to solid green.

A fully charged set of MC-60BT headphones can last for up to 35+ hours of continuous usage... and it takes only five hours for a completely dead set to become fully charged once again via the wireless charger.



Please note that the headphones should not be used while charging.



This might be difficult to believe, but, yes, the MC-50BT headphones also have a left earcup. Unfortunately, you can place it on any wireless charger out there and nothing will happen. It's just for listening!



No, the wireless charger will indeed NOT heat up (or cool down) any drinks. Please do not set any drinks on the wireless charger as it is not a coaster.

Care and Maintenance

Your wireless headphones will provide many years of reliable service if you follow these simple guidelines:

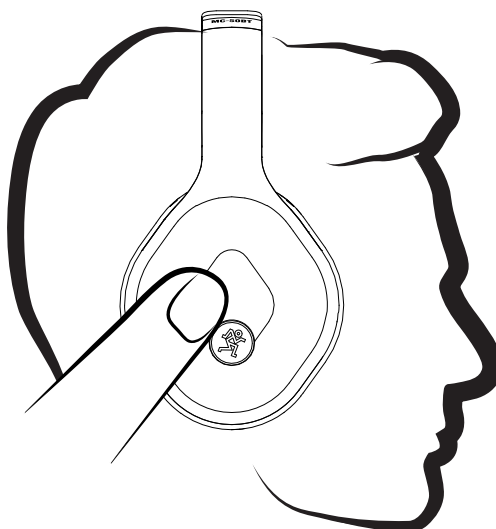
- Avoid exposing them to moisture. If they will be used outdoors, be sure they are under cover if rain is expected.
- Use a dry cloth to clean the headphones. Only do this when the power is turned off. Avoid getting moisture into any of the openings of the headphones, particularly where the drivers are located.

An Illustrated Guide to the Right Earcup Features

2× TAPS = Pause/Play • Answer/End Calls

3-SECOND HOLD = Voice Assistant

PALM RIGHT EARCUP [MC-50BT] = Momentary Ambient Mode

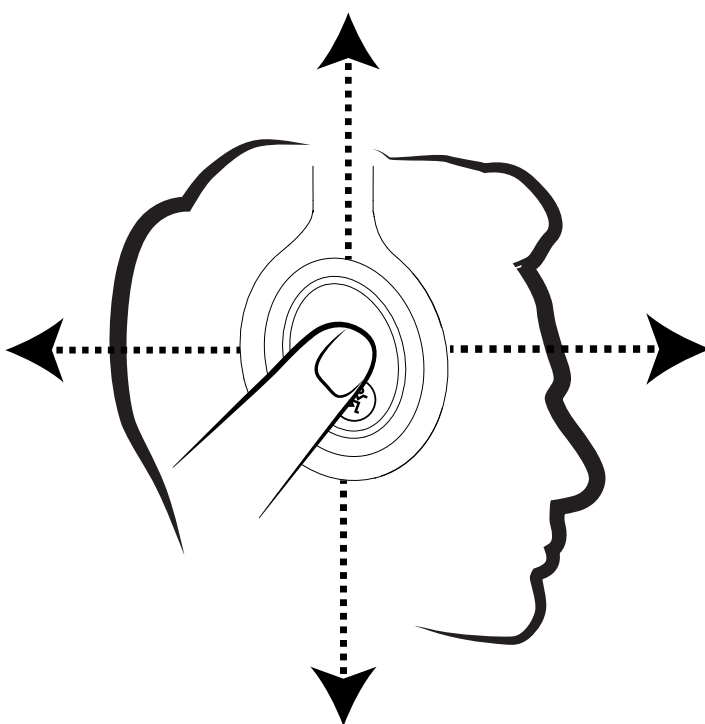


SWIPE UP = Volume Up

SWIPE BACKWARDS = Previous Track

SWIPE FORWARD = Next Track

SWIPE DOWN = Volume Down



Appendix A: Service Information

If you think your headphones have a problem, please check out the following troubleshooting tips and do your best to confirm the problem. Visit the Support section of our website (www.mackie.com/support) where you will find lots of useful information such as FAQs and other documentation. You may find the answer to the problem without having to part with your headphones.

Troubleshooting

No power

- Is it charged? There is an amazing amount of usage time, but they do need to be recharged occasionally!
- Are they powered on? If not, try turning them on.
- Is it the year 2112? If so, their better days are behind them now.

No sound

- Is the level for the input source turned all the way down or muted? How about the levels on the headphones? Verify that all the volume controls in the system are properly adjusted.
- Is the signal source working? Try with speakers first. If it's good there, try with hardwired headphones next; this could be the MC-60BTs. If it's good there, it might be that the Bluetooth hasn't been connected or something else.

Poor sound / Noise

- Is it loud and distorted? Make sure that you're not overdriving a stage in the signal chain. Verify that all level controls are set properly.
- If using the wired input, is the input connector plugged completely into the jack? Be sure all connections are secure.

Bluetooth or Other Issues

- Please email or call Technical Support if you are having any other issue not listed here:
 - o mackie.com/support-contact
 - o 1-800-898-3211

Repair

For warranty service, refer to the warranty information on page 14.

Non-warranty service is available at a factory-authorized service center. To locate the nearest service center, visit www.mackie.com/support/service-locator. Service for Mackie headphones living outside the United States may be obtained through local dealers or distributors.

If you do not have access to our website, please call our Tech Support department at 1-800-898-3211 (normal business hours, Pacific Time), to explain the problem. They will tell you where the nearest factory-authorized service center is located in your area.

Appendix B: Technical Information

Specifications: Headphones

Frequency Response	20 Hz – 20 kHz
Sensitivity	97 ±2 dB at 1 kHz [MC-50BT] 103 ±2 dB at 1 kHz [MC-60BT]
Maximum Input Power	15mW [MC-50BT] 20mW [MC-60BT]
Impedance	32 Ω ±10%
Driver size	40 mm
Drive Type	Dynamic
IPX Rating	IPX 4
Microphone Type	MEMS [MC-50BT] ECM [MC-60BT]
Mic Directivity	Omnidirectional
Charging Input Voltage	5V
Charge Time	≤3 Hours [MC-50BT] ≤3 Hours (USB-C) [MC-60BT] ≤5 Hours (wireless) [MC-60BT]
Use Time	40 hours (music) [MC-50BT] 34 hours (music and ANC on) [MC-50BT] 35 hours (music) [MC-60BT] 32 hours (music and ANC on) [MC-60BT]
Bluetooth	5.0
Bluetooth Range	30 feet / 10 meters
Compatible Bluetooth Profiles	A2DP 1.3.2, AVCTP 1.4, AVRCP 1.6.2, GAVDP 1.3, HFP 1.7.2, IOPT [MC-50BT] A2DP V1.3.2, AVRCP V1.6.2, GAVDP V1.3, HFP V1.7.2, HSP V1.2 [MC-60BT]
Supported Codec	AAC, SBC [MC-50BT] AAC, SBC, APTX, APTX HD [MC-60BT]

ANC Type	Mackie MIS™ Wide-band
Battery Technology	850mAh
Wireless Charging	10W Max.
System Requirements	All PC and Mac, Android and iOS devices that have Bluetooth are supported
Physical Properties	
MC-50BT	
Size (H x W x D):	1.9 x 7.7 x 6.8 in 48 x 196 x 173 mm
Weight:	0.5 lb • 0.2 kg
MC-60BT	
Size (H x W x D):	2.1 x 7.9 x 7.2 in 53 x 201 x 183 mm
Weight:	0.6 lb • 0.3 kg

Specifications: Wireless Charger

Model	MC-WCP
Input	9V ⎓ 2A / 5V ⎓ 2A
Output	10W / 7.5W / 5W
FCC ID	2AD4XCHARGER
IC	12714A-CHARGER
Operating frequency	110 kHz - 205 kHz

Disclaimer

Since we are always striving to make our products better by incorporating new and improved materials, components, and manufacturing methods, we reserve the right to change these specifications at any time without notice.

The "Running Man" figure is a registered trademark of LOUD Audio, LLC.

All other brand names mentioned are trademarks or registered trademarks of their respective holders, and are hereby acknowledged.

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Limited Warranty

Please keep your sales receipt in a safe place.

This Limited Product Warranty ("Product Warranty") is provided by LOUD Audio, LLC ("LOUD") and is applicable to products purchased in the United States or Canada through a LOUD-authorized reseller or dealer. The Product Warranty will not extend to anyone other than the original purchaser of the product (hereinafter, "Customer," "you" or "your").

For products purchased outside the U.S. or Canada, please visit www.mackie.com to find contact information for your local distributor, and information on any warranty coverage provided by the distributor in your local market.

LOUD warrants to Customer that the product will be free from defects in materials and workmanship under normal use during the Warranty Period. If the product fails to conform to the warranty then LOUD or its authorized service representative will at its option, either repair or replace any such nonconforming product, provided that Customer gives notice of the noncompliance within the Warranty Period to the Company at: www.mackie.com or by calling LOUD technical support at 1.800.898.3211 (toll-free in the U.S. and Canada) during normal business hours Pacific Time, excluding weekends or LOUD holidays. Please retain the original dated sales receipt as evidence of the date of purchase. You will need it to obtain any warranty service.

For full terms and conditions, as well as the specific duration of the Warranty for this product, please visit www.mackie.com.

The Product Warranty, together with your invoice or receipt, and the terms and conditions located at www.mackie.com constitutes the entire agreement, and supersedes any and all prior agreements between LOUD and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Product Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.

Need help with the headphones?

- Visit www.mackie.com/support to find: FAQs, manuals, addendums, and other documents.
- Email us at: www.mackie.com/support-contact
- Telephone 1-800-898-3211 to speak with one of our splendid technical support chaps (Monday through Friday, normal business hours, Pacific Time).



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