



NU REPUBLIC

urban 2

true wireless earphones



User Manual

hola citizen

what's in the box

your Nu Republic urban 2 true wireless earphones come in a premium packaging comprising of the earphones, charging wire and a user manual.

getting started with urban 2

take the device out of the box and remove the protective casing. before using it for the first time, ensure that the battery is fully charged. if the device does not power on, please connect the charger to charge the device.

on a full charge, urban 2 provides a 35 - hours* playtime and has a stand-by time of up to 300 hours.

note: it's advisable to use accessories attached with the products.

- plug the usb cable into an adaptor or your pc. plug the power adaptor into an electrical socket.
- plug the charger to the device and wait for it to fully charge.
once the battery is fully charged , remove it from the charging adaptor/pc .

how to connect your product:

- 1.use the BT function of the mobile phone, scan and select the product name (NuR_urban 2) then wait for pairing and your device will get connected successfully
- 2.it will be automatically connected and saved to pair next time.

how to use:

urban 2 features voice assistance with built-in touch controls to give you complete control on your fingertips!

- answer/hang up: to answer call single tap right/left earbuds
- reject incoming calls: to reject call long press right/left earbuds
- pause/play: to play/pause tap one times left/right earbuds
- next song: tap right earbuds 2 times
- previous song: tap left earbuds 2 times
- volume increase: to increase volume tap right earbud three times
- volume decrease: to decrease volume tap left earbud three times
- voice assistant: to activate voice assistant tap 2~3 times left/right earbuds

warranty terms and conditions **understanding the warranty**

- 1.) Nu Republic thanks you for showing confidence in our products and becoming our valued customers.
- 2.) to ensure a delightful product experience, Nu Republic recommends reading the user manual carefully and contacting our customer care helpline to understand the product warranty period and conditions.
- 3.) Nu Republic warrants that the product at the time of its original purchase free of defects in material and workmanship

this warranty is subject to following terms:

1. the warranty is given only to original purchaser of the product .

2. The warranty will be applicable for 6 months from date of original purchase or 12 months from date of import as mentioned in the import sticker on the box whichever is earlier.
3. The customer has to present PROOF of PURCHASE/invoice for claiming any warranty.
4. For the entire Warranty Period, Nu Republic or its authorized representative will at their discretion repair or replace defective product. Repair or replacement may involve the use of the same or equivalent reconditioned unit.
5. Nu Republic will return the repaired product or can replace it with another same or equivalent product to the customer in full working condition. All replaced & faulty parts or components will become property of Nu Republic.
6. The details of the service locations can be taken from our service helpline, It is the responsibility of the Customer to bring the product to the Nu Republic Service Location at his/her own risk and expenses.
7. For any product repaired or replaced during warranty period, the repaired or replaced product shall continue to be within period of the original product.
8. For any product repaired or replaced during warranty period, the repaired or replaced product shall continue to be within warranty period for the remaining time of the original warranty period of the original product.
9. In case a service centre is not available at customer location, the customer will have to courier the product to nearest NuWorld Service Centre at his own cost.
10. One way courier cost from Customer end to Service centres would be borne by Customer & Nu Republic will bear the return courier/ shipment delivery cost from Service centre to Customers across all regions.

Who Pays for What

Nu Republic will pay all labour and material expenses for all repairs covered by the warranty. The customer is responsible for transporting the product for repair or arranging for its transportation and for payment of any initial shipping charges. Nu Republic will pay the return shipping charges if repairs are covered by the warranty.

The warranty will not be applicable under the following circumstances:

The product code/serial number or warranty seal been removed, erased defaced altered or is illegible

Deterioration of the product due to normal wear and tear

Use other than in accordance with the user manual rough handling. ingress of /exposure to any kind of liquid(water, sweat, beverages, oils etc.), exposure to moisture, dampness or exposure to extreme environmental conditions corrosion, unauthorized repairs, unauthorized spare parts usage accidents, forces of nature or other actions beyond reasonable control of Nu Republic unless the defect was caused directly by defects in material or workmanship.

The warranty will also not cover any physical damage to surface of the product but not limited to scratches on the body parts.

As defects caused by the fact that the battery has been short circuited or by the fact that the seals of the casing or any evidence of tampering or the product is used for equipment other than for which it is certified.

INTENDED USE / LIABILITY - Nu Republic does not accept any liability from any damage arising out of misuse of the product as prescribed by this User Manual.

Process To be Followed to Claim Warranty

The customer will raise an escalation by mailing hello@nurepublic.co, or call our helpline +91 88262 57630.

The customer will ship the product, the accessories, the original box, and the original sales invoice.

The After Sales Service Centre will receive the product and check the product for any abuse, damage, scratches, breakages wear and tear.

Once approved, the Authorized Service Centre will send a repaired/ replacement product Free of Cost to the customer.

In absence of same product, a similar product may be offered to the customer.

General Terms

FOR ANY CLAIM UNDER THE WARRANTY IS SUBJECT TO NOTIFICATION TO NU REPUBLIC FOR THE ALLEGED DEFECT WITHIN A REASONABLE TIME OF IT OCCURRENCE AND IN NO EVENT NOT LATER THAN EXPIRY OF WARRANTY PERIOD.

NU REPUBLIC / AUTHORIZED PARTNER WILL NOT BE RESPONSIBLE FOR ANY KIND OF LOSSES - DIRECT OR INDIRECT RESULTING DUE TO ANY LOSS OF CUSTOMER DUE TO NON-FUNCTIONING. NU REPUBLIC'S OBLIGATION UNDER THIS WARRANTY SHALL BE LIMITED TO REPAIR OR PROVIDING REPLACEMENT OF PARTS ONLY THE MAXIMUM CLAIM ENTERTAINED BY NU REPUBLIC WILL BE SUBJECT TO MAXIMUM RETAIL PRICE OF THE PRODUCT OR PURCHASE PRICE (AS PER INVOICE) WHICH EVER ONE IS LOWER

For detailed terms and conditions please visit our website www.nurepublic.co or mail us at hello@nurepublic.co. We are also reachable on our Helpline Number: +91 88262 57630.

Working Hours: Monday to Friday 10:00 AM- 5:30 PM
(Except national and public holidays)

In event of any unforeseen circumstances, there is unavailability of certain spare parts, prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs



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