WSA

SHOEBOX Consult

Return Instructions and Hardware Assembly

Thank you for taking advantage of the SHOEBOX Advanced Replacement process. These instructions include directions for returning the expired equipment and assembling the new hardware. **Please read and follow all the instructions below.**

Return Instructions:

- You will have **30 days to return** the old headphones and/or microphone to SHOEBOX.
- Please note that if you do not return the headphones and microphone, **there will be a charge for the unreturned items**.
- When returning the items, please complete and include the QRS form that is provided below with this shipment.
- Once sent, please email your contact with the return tracking number and the manufacturer's serial numbers of the returned items. Examples pictured on next page. You can avoid being charged for outstanding items if we are informed of the return.
- As a reminder, your organization is responsible for any return shipping costs.

WSA Diagnostics

QRS FORM

Customer Number			
Serial Number(s)			
Product			

☐ **Recalibration Return (QRS)** ☐ **Warranty Repair (QRS)**

1. Print this slip and place it in the package with product(s) being returned
2. Send everything via the carrier of your choice as **a tracked parcel**:

Attention: WSA Diagnostics
185 Commerce Drive
Hauppauge, NY 11788
Phone: +1 516-313-9309

Note: *If your items are not returned within 30 days a fee will be charged for the unreturned items*

Assembling the New Transducers Guide

New transducers (air conduction headphones, bone oscillators, and insert headphones) will arrive packaged with a paired DAC (3.5mm audio jack to USB adaptor). It is recommended that each paired package be assembled individually. **You MUST assemble the headphones with the included DAC.**

To assemble each paired transducer and DAC, simply plug the transducer 3.5mm male audio jack in the 3.5mm female audio jack, ensuring a snug fit.

Double-check that the DAC label matches the manufacturer's serial number on the corresponding transducer. Examples are pictured on the next page.



MicW - USB-C Mic



Conduction osseuse B71



Inserts IP30



Casques DD450 & DD65

You're ready to begin testing with the new equipment!

Once the transducer is connected to your system, the 1-year expiry date will commence. You have the option to postpone the countdown for up to 6 months, after which the 1-year countdown will start automatically.

Thanks for your ongoing business with SHOEBOX, and best wishes for the upcoming year of testing.