

DHC Guidelines

Thank you for being a DHC customer. These recommendations will help prevent repairs down the road.

- We don't believe in cable burn-in, so don't worry about it – just plug in and enjoy.
- Keep cables in a cool environment. Leaving them on a radiator or car dash is bad.
- Keep cables from dragging on the ground. This is how they get run over by office chairs.
- Keep cables away from sharp/abrasive objects. There is no way to repair cable sleeving or insulation gouges. If you see a fiber on a sleeve poking out, it's easy to deal with it. Just use a lighter and spark the flame on it (press the button and release it for a quick burst of fire) which will instantly vaporize it but will not harm your sleeving.
- If a cable stops working mysteriously, **it may be dirty**. Use Goof Off degreaser with a cotton pad or q-tip to clean the contacts and check the cable and the audio gear for debris. DHC cables are made by hand and sometimes there's a speck of glue we miss – use this procedure to clean any residue off of a cable. You can also use a cotton pad with Goof Off to clean dirt/grease buildup off of the cable's plastic insulation. Just saturate the pad, wrap it around the cable, and move it up and down the cable. This also works to spot clean stains on sleeving, in limited cases.
- If a cable stops working on one side, try trading sides to see if it's that side of the cable vs. just that side of the headphone. **We recommend not swapping cables back and forth constantly. This puts excessive wear on the earphone and the cable.**
- IEM cables have a red band on one plug to indicate right. The cables should loop behind your ear and the dot on one side of the plug tip should face up at the sky. The side with the dot represents the + pin.
- Do not wrap your IEM cable into an excessively small diameter. The size of your palm's diameter is as small as it should be. Use a larger case if necessary. Cable insulation materials will begin to hold a shape and rolling it tightly will make the cable wavy.
- Do not carry cables in your pocket **while plugged into IEMs**. This will lead to cracked pins and expensive repairs to remove the pins stuck in your IEM. We've tested every possible pin material -- no matter what, a 0.78mm pin can break if mishandled.
- Plug in your IEM cable slowly and gently, keeping it and the IEM stabilized. **Do not force it**. New IEMs will have tighter sockets. IEMs have a wide variance for socket tightness and each socket the IEM company uses will have variance too.
- **If you bend an IEM pin** a little bit, use small pliers to straighten it gently. If you bend it again, we suggest having us replace the pin. Again, proper handling will prevent bent pins.
- **Use special care when handling cables with 2.5mm Astell & Kern connectors**. The core of this plug can only withstand so much force and abuse before it will snap due to its narrow diameter. The cable is vulnerable when it is plugged into a player. If the jack is pressed on or the player falls on the ground while plugged in, all the force is going to the plug tip, and there is not much we can do to work with this particular design.
- Always pull a cable out by the plug barrel/handle, never by pulling on the cable itself. For locking plugs like XLR be sure the button is pressed down fully before pulling it out.
- Tragic accident? Go to the IEM tune-up section of the DHC site to schedule a repair. Repairs done by anyone but DHC voids the warranty. Our repairs are low-cost.