Nubert nuControl X-c

User Manual: Connection Instructions



Quick Start
General settings – see page 13

Ambient Line

If you have any questions or problems setting up your Nubert system, please contact our service team.
Please have your customer number ready.
Telephone: +49 (0)7171 87120 · Email: info@nubert.de

nubert®

Thank you very much for choosing a Nubert product!

Before setting up your system, we recommend that you read this user manual first.

Here we explain the full range of functions, how to use the device and its connections in detail, so that you can achieve the best possible sound quality and functionality and get the most out of your device.

Please also follow the enclosed safety instructions!

The Nubert team wishes you lots of enjoyment!

Unpacking and Package Contents

Unpacking

When unpacking your nuControl X-c, do not use any sharp or pointed objects to avoid causing any damage to the casing. Please keep the packaging in a safe place in case you need to transport the device at a later date.

Contents of the package

The package should contain the following items::

- 1 nuControl X-c
- 1 remote control with battery
- 1 mains lead, 1.8 m
- 3 radio aerials

Cold, Sound and Safety

If electronic devices are moved from a cold environment into a warm room, condensation may form inside the device – posing a risk of malfunction or electric shock! Wait at least 6 hours before switching on the device, ensuring it has reached room temperature and is completely dry.

Positioning

Set up the nuControl X-c on a level, stable surface. Ensure there is sufficient space around it and that air can circulate freely.
Fit the aerials (supplied) to the threaded sockets on the back of the unit. Point the aerials upwards..

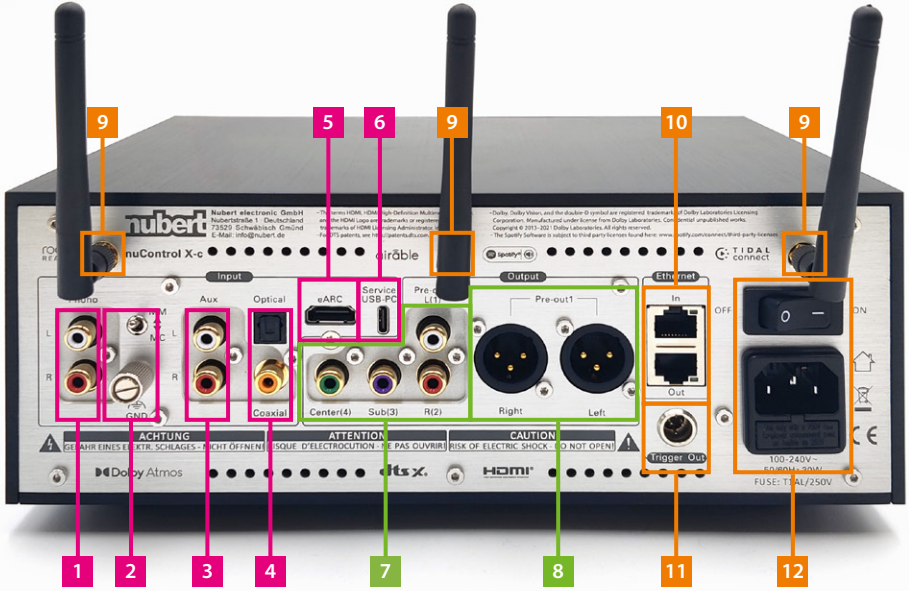


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Rear Panel, Connections

The nuControl X-c must be fully connected before it is switched on.
Please follow the remaining steps in this manual.



Inputs

1. **Phono input**

   ⚠ **Warning!** Do not connect any line-level devices here! Doing so may damage the unit!
2. **Ground connection and MM / MC toggle switch**
   Screw terminal for ground connection and selection of the MM / MC cartridge via toggle switch
3. **AUX inputs**
4. **SPDIF inputs**: 1 × optical, 1 × coaxial (max. 192kHz, 24-bit)
5. **HDMI eARC** HDMI port
6. **USB-C port** for storage devices up to 1 TB, USB audio (max. 384 kHz, 24 bit)

Outputs

7. **Analogue Out Line** Analogue line outputs, including tone and volume control
8. **Analogue Out XLR** Analogue XLR outputs, including tone and volume controls

Further

9. **Screw terminal for radio aerials,** 3-way
10. **Network connections:** In / Out
11. **Trigger sockets:** Mini-XLR
12. **Mains socket and switch**

⚠ Warning! Always connect equipment before switching on the mains power!

Front panel, controls



1. **On / Off** with operating LED
   Note: It may take up to 45 seconds for the device to start up. To speed up the start-up process,
   Select **'Auto Network Standby'** mode; see page 13.
2. **Headphone connection** : 6.3 mm jack socket
3. **Touchscreen display**
4. **Return key** – to go back to the previous menu or to confirm entries
5. **Rotary knob for adjusting the volume**

Display

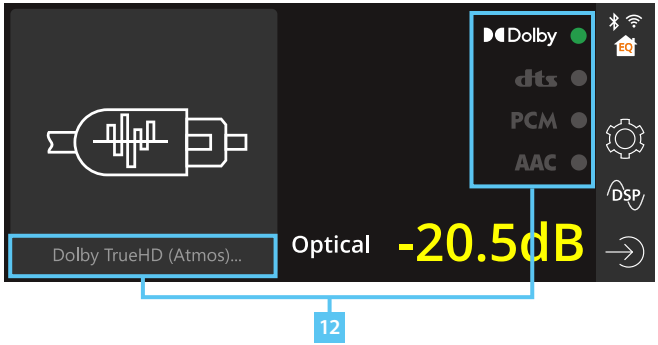
The display provides information on the current operating status.
As a touchscreen, it allows for simple, direct and intuitive operation.

Standard view / Main screen
Displayed depending on the selected input.

Streaming view



Digital input



Display area

1. **Cover art**
2. **Artist / Album / Track**
3. **Bluetooth** blue – active, grey – inactive
4. **Network** white – active, grey – inactive
5. **The equaliser** is not displayed when bypassed
6. **Active source**
12. **Current audio format**

Control panel

7. ⋈ **Skip Back**
   jumps to the previous track

   ▷ **Play / Pause**
   starts or pauses playback

   ⋈ **Skip Forward**
   skips to the next track
8. **The volume** can also be adjusted via the touchscreen
9. **For settings,** see page 13
10. **For sound settings,** see page 12
11. **For the input selection,** see page 18

Note:
The **Return** button, located below the display, takes you back one level in the menu. Pressing it several times takes you to the home screen. All controls can also be accessed via the supplied remote control and via the Nubert app (see the relevant sections in this manual).

Remote control

The remote control provides access to all the functions of the nuControl X-c. Just as you can on the front of the device via the touchscreen display, you can also use the remote control to navigate through the menu and adjust settings.

Battery

A CR-2025 button cell battery is required to operate the remote control; The battery is included. If the remote control's range decreases significantly, replace the battery immediately; ensure that the polarity is correct!

Please note: Used batteries must be recycled via a collection point and must not be disposed of with household waste.

⚠ **Warning!** Do not immerse the remote control in water or expose it to any other liquids! The remote control must not be used to pry open objects or as a tool in any other way!

Preset

These two buttons allow you to quickly access presets created in the sound settings. There, various sound parameters – particularly EQ settings – can be customised individually and saved together in a preset with a name of your choice.

Mode

The two 'mode' buttons are used to select the sound mode

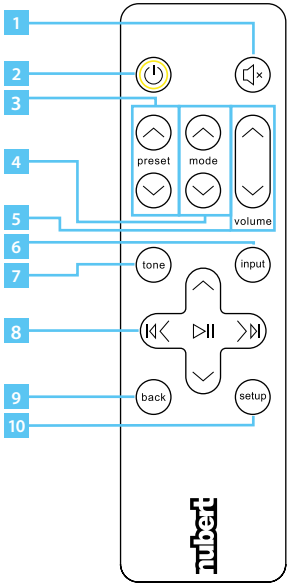
- **auto: If** 'auto' is selected, the audio format of the file being played is automatically detected and played back straight away.
- **music, movie:** Activates the appropriate upmixing mode for music or films and plays the content through all available speakers.
- **voice+:** In voice+ mode, the audio signal is also upmixed to all available speakers; however, the focus here is on achieving the best possible speech reproduction.
- **night:** In night mode, the volume of particularly low-frequency sounds is reduced during upmixing to allow for relaxed listening in quiet environments.

Standby

The standby button is used to switch the nuControl X-c on or put it into standby mode. If the device is put into standby mode using the remote control or app, the automatic switch-on function is deactivated.

Key legend

Key No.		Function
1	**Mute**	Mutes or unmutes the audio output
2	**Standby**	Switches the device on or puts it into standby mode
3	**Preset**	Switches between presets forwards or backwards
4	**Mode**	Switches the operating mode forwards or backwards
5	**Volume**	Adjusts the volume
6	**Input**	Opens the input selection menu
7	**Tone**	Opens the Tone menu to adjust the sound settings
8	**D-pad**	Used to navigate through the menus and select options. Alternatively, the D-pad buttons can be used for play/pause, skipping forwards and skipping backwards.
9	**Back**	Returns to the previous menu level or cancels an entry
10	**Setup**	Opens the main menu



Control

Once the device has been switched on, it takes approximately 45 seconds to start up, after which the display shows the start screen shown earlier.

The **settings** can be adjusted using either the touchscreen display on the front of the device or the buttons on the remote control.

The **directional pad** on the remote control is used to navigate the menu.

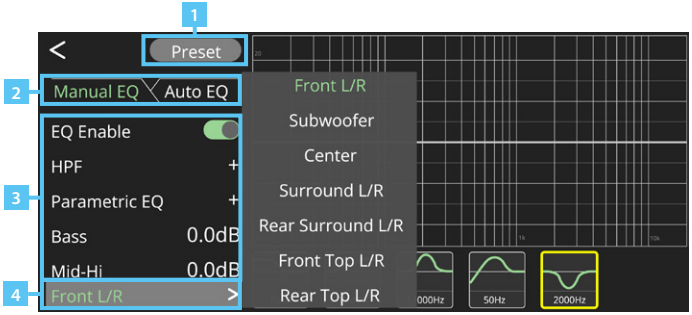
Pressing the **Play / or Pause** in the centre of the directional pad confirms an entry.

You can return to the previous menu level by pressing the **Back button**.

DSP Sound settings

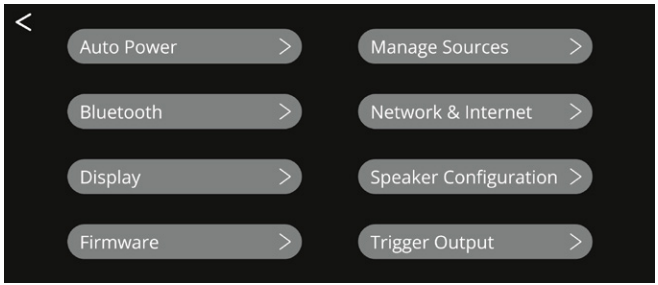
Allows you to adjust the sound of all speakers enabled in the sub-menu **> Settings > Speaker Setup**, either automatically or manually Loudspeaker.

The speakers to be configured are selected in the lower section (4).
Section (2) allows you to choose between automatic and manual equalisation.
If automatic equalisation is selected, the parameters must first be determined via the Connect X app and transferred to the nuControl X-c.
If you wish to set the equaliser parameters manually, you can do so in section (3).
The Preset button (1) allows you to save the settings as a preset with a name of your choice.



Settings (General)

Opens the device's configuration options, such as display settings, automatic switch-off, Bluetooth and network settings, connecting speakers and information about the installed firmware.



Auto Power

Allows you to choose from three options for automatic switch-off and standby mode:

- **Always On** Automatic switch-off is disabled.
- **Auto Standby** The nuControl switches to standby mode after 20 minutes at the latest if no audio signal is being played.
Network operation, X-connect and Bluetooth are disabled; the operating system is shut down. Standby power consumption is less than 0.5 watts; the power LED lights up red.
- **Auto Network Standby** As in Auto Standby mode, the device enters standby mode after a maximum of 20 minutes without an audio signal. Wi-Fi, X-connect and Bluetooth remain enabled; the operating system remains in power-saving mode and can be restarted very quickly. Standby power consumption is less than 7 watts; the power LED glows a faint blue.

Bluetooth

A Bluetooth device can be paired here. (Pairing)

Display

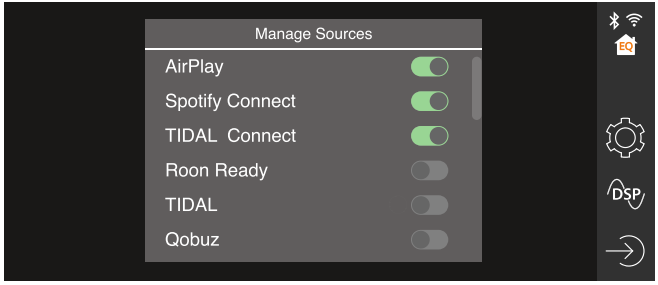
In this sub-menu, you can adjust the display brightness and set automatic dimming. You can also select the menu language and set up a device lock.

Firmware

Displays information about the installed firmware.
If the 'Automatic Updates' option is enabled, the nuControl X-c will automatically check for updates and install them provided there is an internet connection.
If there is no internet connection, the firmware can be updated via a USB stick. The nuControl X-c will automatically extract and install the file from this stick after a restart. You may need to confirm a security prompt before the update is carried out.

Manage Sources

The 'Manage Sources' menu is used to manage the available audio sources. Here, you can enable or disable inputs.
Enabled sources are then available in the input selection.
Disabled sources are hidden.



Network & Internet

The nuControl can be connected directly to a router via a LAN cable. Connect to a router. After tapping 'Edit', you can also enable the Wi-Fi function in this sub-menu and then connect to the desired network. Please have your network key to hand.
The nuControl is fully DLNA- and UPnP-compatible and is therefore automatically detected on the network.

Trigger Output

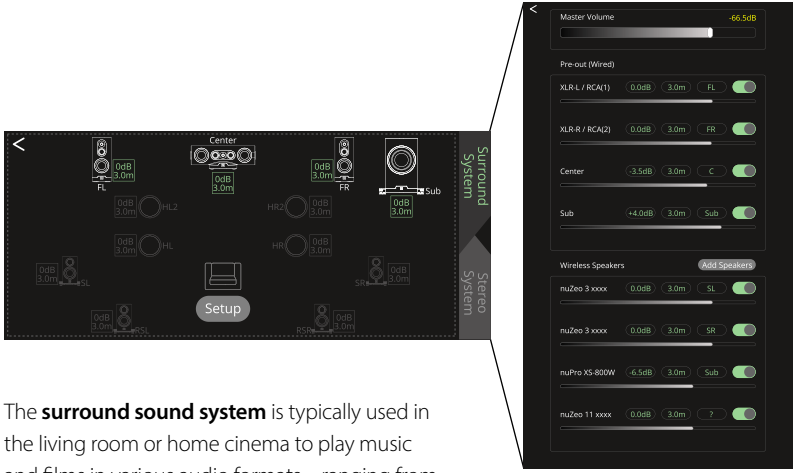
The trigger output can be enabled or disabled here.

Speaker Configuration

The **'Speaker Configuration'** menu option is used to configure the connected speaker system and to integrate wired and wireless speakers.

System selection

The nuControl X-c allows the connected speakers to be assigned to two differently configured systems, which can be used alternately.



The **surround sound system** is typically used in the living room or home cinema to play music and films in various audio formats – ranging from stereo PCM to various surround sound formats – either directly (automatically) or to achieve three-dimensional sound reproduction via an upmixer. The **stereo system** also allows for configurations in which stereo signals are played back through a larger number of speakers, such as in a party mode or as zone speakers in an open-plan living/dining area.

Speaker overview and configuration

Tap **'Setup' in** the centre of the screen to access the configuration menu for the relevant system.

The horizontal bar at the top indicates the system's overall volume (master volume). The individual outputs and speaker channels are displayed below this:

- The 'Pre-Out' section lists the nuControl X-c's wired outputs.
- In the Wireless section that follows, the wirelessly connected speakers are configured. (See the following pages)

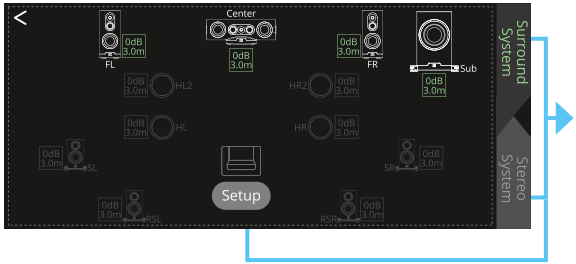
The following parameters can be adjusted for each speaker by tapping the values displayed in green:

- **Volume:** The level can be adjusted relative to the overall volume in decibels.
- **Distance:** The distance between the speaker and the listening position is set in metres.
- **Channel:** You can also select which channel of the system the speaker should reproduce. Confirm the change after entering the value to save it!

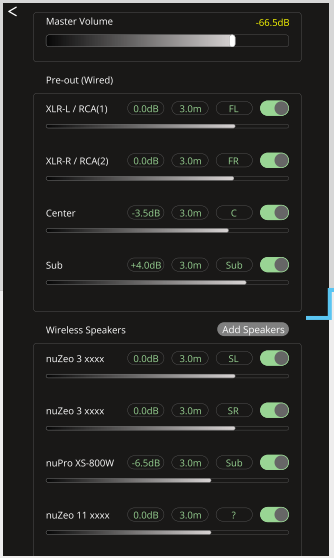
Setting up wireless speakers

First, choose between
a stereo system and **a surround sound system**.
If necessary, use **the Setup** menu to initialise your system's configuration.

X-Connect Surround-compatible speakers **can** now be integrated in the **'Wireless Speakers'** section.

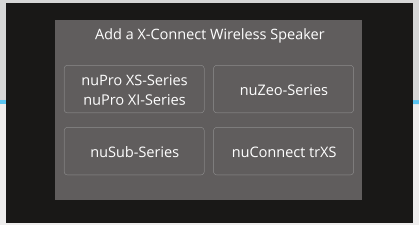


SURROUND SYSTEM



Select **'Add Speaker'** to add a new wireless speaker, then select the product series.

The nuControl X-c automatically starts searching for a compatible client.

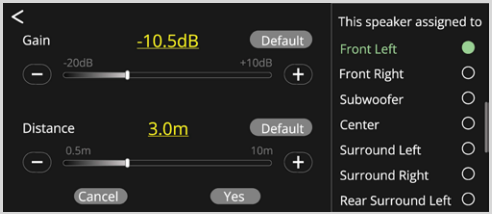


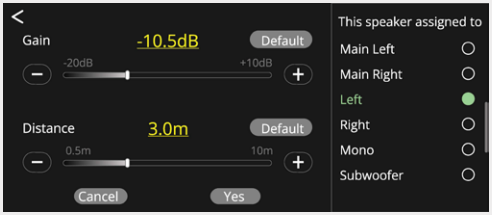
STEREO SYSTEM

Set the **X-Connect Surround-compatible** speaker to **WLS Slave** operating mode and start the **pairing process** (usually indicated by a rapidly flashing status LED).
Once the connection is established **(Connected)**, a menu for channel allocation will open. Confirm the settings by selecting **Save** to return to the overview menu. This process can be repeated for additional wireless speakers.



Now configure the speaker distance and volume level, as well as the assigned channel. Confirm the settings to return to the overview menu. This process can be repeated for additional wireless speakers.

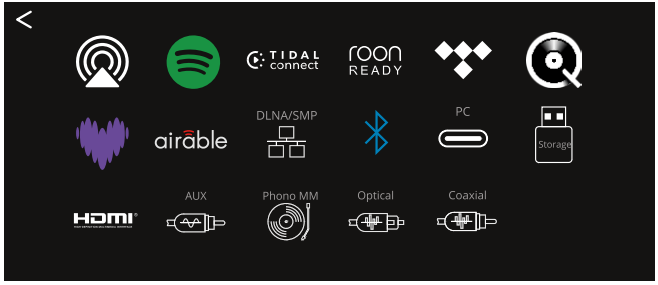




Note: These settings can be adjusted at any time.

Input selection, Setting up streaming services

Tapping the 'Input Selection' icon on the display or pressing the **Input** button on the remote control opens the input selection menu.



Double-tap the desired audio source on the display or use the arrow buttons on the remote control to select and configure it.

The following streaming services are supported:

- **Apple AirPlay**
- **Airable (digital radio, podcasts)**
- **Deezer**
- **Qobuz**
- **Spotify Connect**
- **Tidal Connect**
- **Tidal**
- **Roon Ready**

Airable

The **airable** service allows users to listen to radio stations and podcasts. It offers a range of sorting and filtering options, such as the ability to view popular or local stations.

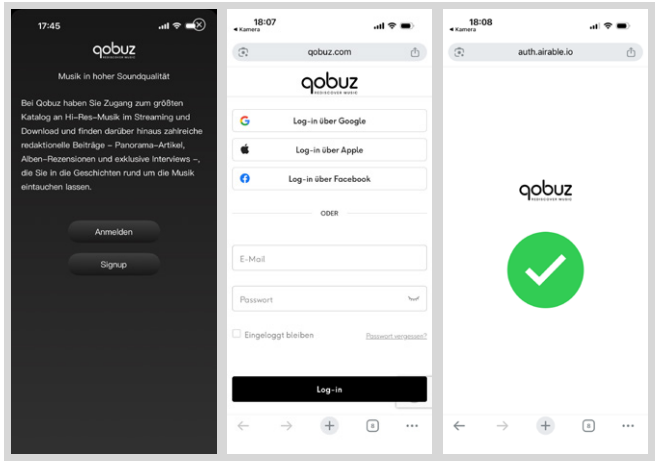
Sign up for Qobuz, Deezer and Tidal

To use the integrated streaming services, you must sign in with an existing user account.
When you select your preferred streaming service in the X-Connect smartphone app, a dialog box will appear and redirect you to the service's website to sign in.

If you select your preferred streaming service directly on the device, a QR code will be displayed.
Scan the QR code using your smartphone's camera and tap the link that appears to open the website.
Once you have successfully logged in, you can use the service as usual.

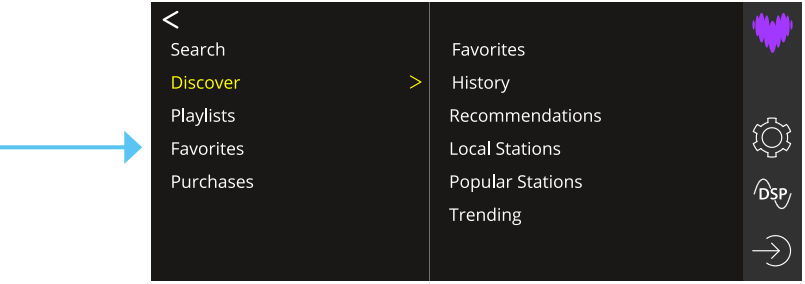
Example: The sign-up process on Qobuz:

Registration Website Login Logged in successfully



Once you have completed the sign-in process, you will be taken to the user interface of the relevant streaming service. There, you will find features such as search, favourites, playlists, history and recommendations, depending on the service you have chosen.

The track currently playing, the artist, the album and the volume are displayed on the main screen.





Control via the Nubert Control X app

The nuControl X-c can also be operated using the Nubert Control X app. The app is available free of charge from the Apple App Store or Google Play Store.

App installation

Download the **Nubert Control X app** from the Apple App Store or Google Play Store and install it on your smartphone or tablet. Grant the app the necessary permissions.

Please note: The Nubert Control X app only requires permissions for system-related functions, such as location access to discover and connect to devices on your local network. No additional permissions are required.

Connecting the nuControl X-c to the Control X app

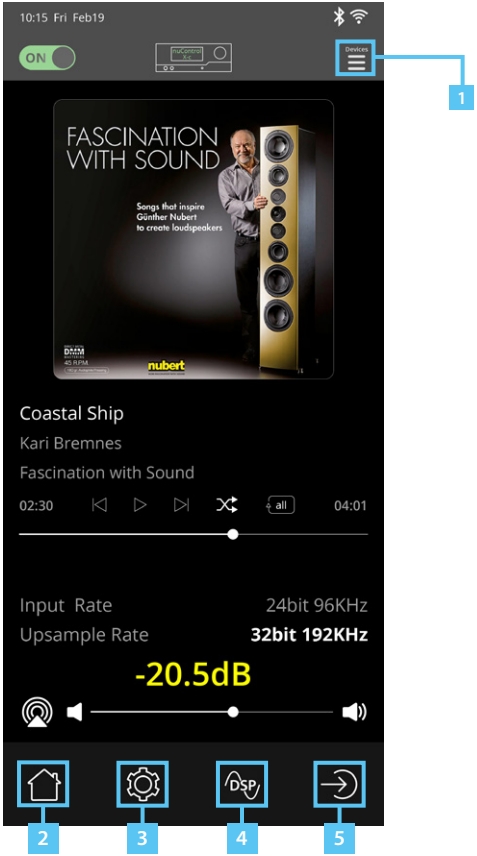
To use the Control X app, the nuControl X-c must be connected to the network directly via the device's touchscreen display. The network connection is set up in the **Settings > Network & Internet** menu on the device (see page 14).
It is not possible to set up the network for the first time via the app.

If the nuControl X-c and the mobile device are on the same network, the device will automatically appear in the device list (1) of the Control X app and can be selected there.
Once the connection has been successfully established, the same functions are available on the app's home screen (2) as on the device's home screen, in particular access to the three main menus:

- General settings (3)
- Sound settings (4)
- Input selection (5)

Further information:

- For initial setup, do not use the smartphone's settings menu.
- To ensure that the device can be switched on again via the app after it has been switched off, the '**Auto Network Standby'** option must be selected in the standby settings.
  See also page 13.



Network settings

You can choose whether to set up a wired or wireless network connection.
To set up a wired connection, it is usually sufficient to connect the nuControl X-c to your router using a network cable. Make sure you use the **'In'** socket on the back of the nuControl.

To set up a wireless connection, go to **> Settings > Network & Internet**. Select **EDIT** here. You can now enable **Wi-Fi**, select the correct network and then enter the password.

Note: The nuControl X-c contains a 3-port switch controller, SSRAM and 3 × 10 / 100 Ethernet transceivers. Supported specifications: IEEE802.3, IEEE802.3u, IEEE802.3x, WiFi

Automatic switch-off

The nuControl X-c has an automatic switch-off function. If one of the inputs – Bluetooth, AUX or Phono – is selected, the nuControl X-c will switch to standby mode after a maximum of 20 minutes without a signal.
The automatic switch-off function can be enabled or disabled via the main menu. Navigate to **> auto power** and select **'always on'** to disable the function.

Automatic switch-on

The nuControl X-c features an automatic switch-on function that automatically wakes it from standby mode as soon as an audio signal or a digital data stream is detected. The signal must be present at the input that was selected during the automatic switch-off process.

- This feature is not available for Bluetooth devices.
- On the other inputs, the automatic switch-on function is only active if the nuControl X-c has been put into standby mode by the automatic switch-off function. If standby mode has been activated manually by pressing the **On / Off** button on the remote control, the front of the device or in the app, the automatic switch-on function is deactivated.
- To enable automatic power-on via network devices, 'network standby' must be activated. See Standby mode.

Standby mode

You can select standby mode in the sub-menu **> Settings > Auto Power**.

> always on

The automatic switch-off function is disabled.

> Auto Standby

The nuControl switches to standby mode after 20 minutes at the latest if no audio signal is being fed to it. Network operation, X-connect and Bluetooth are deactivated, and the operating system is shut down. Power consumption in standby mode is less than 0.5 watts, and the power LED lights up red.

> Auto Network Standby

As in Auto Standby mode, the device switches to standby mode after a maximum of 20 minutes without an audio signal. Wi-Fi, X-connect and Bluetooth remain active; the operating system remains in power-saving mode and can be restarted very quickly. Standby power consumption is less than 7 watts; the power LED glows a faint blue.

Care and cleaning tips

Attention!

Improper use of the appliance may result in damage.

- Always unplug the appliance before cleaning it!
- Clean the appliance regularly with a soft cloth that is only slightly damp! Mild soapy water can also be used to remove stubborn stains.
- Under no circumstances should you use harsh cleaning agents or solvents such as petrol, methylated spirits or similar substances!
- Before putting the appliance back into operation, ensure that all connections are correct, that there are no short circuits and that the appliance is completely dry.

Troubleshooting

Symptom	Cause	Solution	see page
The unit does not switch on.	The mains lead is not connected correctly.	Connect the mains lead securely the unit's mains input socket and plug it into a wall socket.	4
	The power switch is set to '0'.	Set the power switch to '1'.	4
	The device has been exposed to a strong external electric shock (such as a lightning strike or strong static electricity).	Check the fuse and replace it if necessary with a working model.	4
The remote control is not working properly.	Battery low.	Replace the battery in the Remote control off.	10
	Incorrect distance or angle.	The remote control must be pointed directly at the front of the device. It only works within a range of up to 6 metres and at an angle of no more than 30 degrees from the front of the device.	_
	Direct sunlight or other location where no distracting light falls on the	Place the device in a other part of the device's sensor.	_
	The infrared receiver on the device is obscured.	Position the device so that the receiver is clearly visible.	_

Symptom	Cause	Solution	see page
No sound output	Source devices connected incorrectly.	Check the connection cables for the source devices.	4, 5
	Incorrect input selected.	Switch to the correct input.	11, 18
	The volume is set too low.	Increase the volume, if necessary, on the source device as well.	7, 11 Source device manual
	The source device (e.g. TV, Blu-ray player, game console) is outputting an incorrect audio format.	Check whether your source device is outputting PCM, Dolby or DTS.	Source device manual
	Mute is activated.	To deactivate the mute function press the 'Mute' button or adjust the volume.	11
Sound on only one channel can be heard	There is a faulty connection between your devices or the amplifier and the speakers.	Check the connection cables. Read the instructions for the additional devices. Refer to the usage examples.	4, 16 38 ff.
	Different volume levels for the speakers.	Adjust the base volume for both speakers.	15
Missing room data	Speaker distance set incorrectly.	Correct the values.	15
	Different volume levels on the speakers.	Adjust the volume on both speakers.	15
Not enough brilliance	Treble set too low.	Check the settings in the Sound menu.	12
	Incorrect equaliser settings.	Check the equaliser settings at for any significant attenuations.	12

Symptom	Cause	Solution	see page
A shrill sound	Treble set too high.	Check the settings in the Sound menu.	12
	Incorrect equaliser settings.	Check the EQs at for excessive boosts.	12
Bass reproduction Overemphasised	Bass set too loud.	Check the settings in the Sound menu.	12
	Equaliser set incorrectly.	Check the settings for the bass EQ and the other EQs.	12
	The speakers are positioned very close to a wall or if the room is very small.	Use the high-pass filter, to compensate for the otherwise too-low frequencies and the resulting rise in sound pressure.	12
		If you can identify individual booming frequencies (e.g. using sine tones), the equalizer allows you to reduce them precisely with a high Q factor.	12

Symptom	Cause	Solution	see page
Bass reproduction Too low	Speakers connected with the polarity reversed.	Check the speaker wiring.	–
	High-pass filter enabled or set too high.	Disable the high-pass filter or Set a lower value.	12
	Speaker distance set incorrectly.	Correct the distance values in the speaker configuration	15
	Equaliser set incorrectly.	Check the settings for the bass EQ and parametric EQs.	12
The nuControl X-c is not Internet connection.	The device is not connected to the network.	Enable the Wi-Fi connection on the nuControl X-c or connect the device to the router using a LAN cable.	4, 14
	Unable to establish a Wi-Fi connection.	Check that you have entered the network key for your Wi-Fi correctly.	14
	There is no internet connection available.	Check your router to see if it is connected to the internet. If necessary, contact your internet service provider at.	–
Connection to the Streaming service is not working	No connection to the internet.	Check whether the nuControl X-c has an active connection to the internet.	4, 14
	The login details are incorrect.	Please check the login details for the streaming service.	–
	The streaming service may be temporarily unavailable.	Use another device (e.g. a smartphone or smart TV) to check whether the service provider is accessible online. If necessary, contact the streaming service's support team.	–

Symptom	Cause	Solution	see page
No sound is coming through via Bluetooth.	The source volume is set too low.	Set the volume on the source device (e.g. your smartphone) to the maximum level.	–
	The sound on the source device may be set to "Mute".	Check whether the sound is enabled on the source device (e.g. the volume control in the browser).	–
	The Mute function may be activated on the nuControl X-c.	Disable this function.	11
	The Bluetooth devices are not properly connected.	Check whether the devices are properly paired via Bluetooth.	13

If you have any further questions about your device, please contact our team of advisers at info@nubert.de, or by telephone on +49 (0) 7171 8712-0.

Technical specifications: nuControl X-c	**High-End Preamp & Streamer**
Analogue inputs:	1 × unbalanced (RCA) 1 × Phono MM / MC, (RCA)
Digital inputs:	1 × S/PDIF optical, max. 192 kHz, 24-bit (TOSLINK) 1 × S/PDIF electrical, max. 192 kHz, 24-bit (RCA) 1 × USB Client, max. 384 kHz, 24-bit (USB-C) 1 × Bluetooth (SBC, AAC, aptX™HD, aptX™Low Latency) 1 × Ethernet (RJ45 / Wi-Fi)
Analogue outputs:	1 × balanced, regulated (XLR: Front L / R) 3 × unbalanced, regulated (RCA: Front L / R, Centre, Sub)
Digital outputs:	1 × Nubert X-Connect Surround (8 channels via wireless)
Headphone outputs:	1 × unbalanced (6.3 mm jack plug)
Trigger:	1 × 12 volts,100 mA (Mini-XLR)
Tone control:	Bass control / Mid-treble control, designed as a balance control
Loudness control:	Integrated
Equaliser:	Automatic room calibration XRC Advanced 7-band, fully parametric

Crossovers:	High-pass for main speakers, parametric High-pass and low-pass for subwoofers, parametric
Distance setting:	Separate for each speaker, max. 10 m
Signal-to-noise ratio:	122 dBA (SPDIF input) 117 dB (AUX input) 80 / 76 dBA (Phono MM input / MC)
Residual noise:	3.6 µVrms (A-weighted)
THD+N:	0.0006 % (A-weighted)
Frequency response:	10–22.000 Hz (+0 / –0.5 dB)
Power consumption:	Operation: 30 watts / Standby mode: < 0.5 watts / Network standby mode: < 7 watts
Bluetooth module: Radio frequency bands and transmission power	2402–2480 MHz: 9.5 dBm / 8.9 mW
Wireless network module (X-Connect Surround): Radio frequency bands and transmission power	5180 – 5240 MHz; 5736 – 5818 MHz 10.4 dBm / 11 mW; 10.4 dBm / 11 mW

Wi-Fi module:		
Radio frequency bands and transmission power		2380 – 2584 MHz; 5150 – 5350 MHz; 5470 – 5725 MHz; 5725 – 5875 MHz 17.8 dBm / 60.3 mW; 16.8 dBm / 47.9 mW; 16.9 dBm / 49.0 mW; 13.9 dBm / 24.5 mW
Dimensions:	Width Height (without / with feet) Depth (without / with aerial)	27 cm 10 / 11.2 cm 21 / 23.8 cm
Weight:		3.3 kg
Colour:		Black
Permissible operating temperature		: 0 °C – 40 °C

Country-specific restrictions and requirements:

Restriction	Countries
For indoor use only	BE, BG, CZ, DK, DE, EE, IE, EL, ES, FR, HR, IT, CY, LV, LT, LU, HU, MT, NL, AT, PL, PT, RO, SI, SK, FI, SE, UK

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Bluetooth®

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Roon Ready is an incredibly comprehensive and user-friendly way to browse and organise your music.
It runs on most Mac, Windows and Linux PCs, or on other products that include Roon Core. Being Roon Ready means that the Nubert nuControl X-c network player automatically recognises and connects to a Roon server without the need for any configuration, and that bit-perfect audio data is transmitted from Roon to the network player. Together, Roon and Nubert deliver the power, flexibility and performance of networked audio, with the simplest set-up and highest reliability available.

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EU:

	AT	BE	BG	CH	CY
	CZ	DE	DK	EE	EL
	ES	FI	FR	HR	HU
IE	IS	IT	LT	LI	LU
LV	MT	NL	NO	PL	PT
RO	SE	SK	TR	SI	UK(NI)

UK:

	UK

The frequency range from 5150 to 5350 MHz is intended exclusively for indoor use.

Key to symbols

This symbol illustrates the functional earth connection. It is used to connect the turntable in order to prevent malfunctions or interference.

Further symbols are explained in the enclosed document 'Safety Instructions'.

Warranty Terms and Conditions

Your supplier and contractual partner:
Nubert electronic GmbH · Nubertstr. 1 · 73529 Schwäbisch Gmünd · Germany
Court of registration: Ulm Local Court, HRB 700296
Telephone: +49 (0)7171 8712-0 · Email: info@nubert.de
VAT registration no.: DE 16758584 · WEEE registration no. DE 48888173

If you have any queries or require personalised advice, please call our expert helpline: +49 (0)7171 8712-0
The helpline team is available from:
Monday to Friday from 10 – 14.00 and 15 – 18.00.

1.1. Nubert (Nubert electronic GmbH, Nubertstr. 1, 73529 Schwäbisch Gmünd) grants the purchaser a special manufacturer's warranty in accordance with the following terms and conditions for certain Nubert-branded products, where we specify this in the quotations or in the relevant product documentation, or where these warranty terms are enclosed with the delivery.
Products from other manufacturers and brands that you purchase from Nubert are covered by statutory warranty rights. Where other manufacturers provide their own guarantees, claims arising from these guarantees may only be made against those manufacturers, and not against Nubert.

1.2. The buyer's statutory rights, in particular the statutory right of withdrawal and the statutory right to claim for defects, remain in full force and effect alongside the guarantee and are available to the buyer in their entirety. It goes without saying that the consumer may exercise their statutory rights free of charge, and these rights are not restricted by the guarantee.

1.3. The warranty period for Nubert passive speakers (without a built-in amplifier) is 5 years from the date of delivery to the original purchaser. During the first two years, this applies without restriction.
After the second year, the warranty is limited to the functionality of the chassis, together with the electrical connections and electronic components (crossover). In particular, visual changes to surfaces (e.g. on foiled, painted, veneered, anodised or plastic surfaces) are no longer covered by the warranty after the second year.

1.4. The warranty period for Nubert active speakers (with a built-in amplifier, e. e.g. active speakers and subwoofers), as well as electronic devices bearing the Nubert brand (e. e.g. amplifiers and active tuning modules), is 2 years from the date of delivery to the original purchaser.

1.5. The warranty period for Nubert accessories (e.g. cables, cable accessories, Speaker Stands, brackets, speaker castors, speaker covers) is 5 years from the date of delivery to the original purchaser. For the first two years, this applies without restriction

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After the end of the second year, the warranty is limited to the functionality of the accessories. In particular, visual changes to surfaces (e.g. painted, veneered, anodised or metal, fabric or plastic surfaces) are no longer covered by the warranty after the end of the second year.

1.6. The original purchaser's proof of purchase serves as proof of warranty in each case.

1.7. The warranty covers, and is limited to, the repair or replacement free of charge of the defective part in the event of a material defect in the goods (e.g. material or manufacturing faults) or a replacement delivery (on a like-for-like basis against return of the defective product), at our discretion. Nubert shall also bear the costs of sending the affected product to and from us, in each case from and to the kerbside, in the event of valid warranty claims, provided that the goods are located within the European Union and the dispatch has been agreed with Nubert in advance.

Any services going beyond this may be provided as a gesture of goodwill at Nubert's sole discretion. It is presumed that any material defect which becomes apparent within the warranty period was already present at the time of the transfer of risk. Replaced parts or products returned in connection with a replacement delivery become the property of Nubert. Warranty services neither extend the warranty period nor trigger the start of a new warranty period. The warranty period for fitted replacement parts ends when the warranty period for the entire appliance expires. The undertaking to provide or the performance of warranty services is made without acknowledging any obligation to provide services under statutory warranty law.

2. A warranty claim shall be void in the event of

- any attempts at repair of any kind that have not been agreed with Nubert in advance
- inappropriate operating conditions or improper storage (e.. damage caused by damp or
  particularly high or low temperatures)
- inappropriate transport packaging (the original transport packaging, used in its entirety, provides adequate protection)
- improper mechanical impact on the goods (e.g. damage caused by dropping, scratches and damage to housings, displays and remote controls, switches, sockets or aerials occurring after delivery), in particular to loudspeaker drivers (e.g. dented diaphragms/dome tweeters)
- improper operation or handling, incorrect installation (e.g. of switches, aerials, covers, feet or brackets) or incorrect connection (e.g. operation with faulty or unsuitable amplifiers or other source devices with DC voltage or an unusually high level of hum at the source device output), as well as the application of amplifier power to speakers outside their specifications (e.g. the amplifier's RMS power is far in excess of the speaker's rated power handling capacity)
- custom-made cables.

3. Do not remove any speaker drivers or other components from our equipment and speakers, and do not send in any such parts before you have contacted Nubert Service and agreed on this course of action.

4. In the event of a warranty claim, the faulty product must be packed – preferably in its original box – together with a copy of the proof of purchase and a detailed description of the fault, and sent to us (see below for our address). We recommend that you arrange the return with us in order to receive a free return label. Returning the goods within the warranty period is sufficient to meet the deadline.

5. Please address all correspondence, any returns and suggestions to:
Nubert electronic GmbH
Nubertstr. 1
73529 Schwäbisch Gmünd
Telephone: +49 (0)7171 8712-0

As of November 5, 2026

Subject to technical changes, errors and misprints