

First and foremost, **thank-you very much for supporting NRG Custom Cables.**

While I am always available for questions, I would like to cover a few key items in an effort to save some time.

### **Flexibility** (applies to both power and speaker cables):

There are 2-3 layers of finishing sleeves used in the construction of the cable(s), and any lack of flexibility is due to this fact. However, the unfinished cable is quite flexible underneath the sleeves, and of course the sleeves themselves are extremely flexible on their own (see below for the bend(s) that are possible).

The cables are made with extra sleeve length, so simply grip the cable and push/pull some excess sleeve to where you need added flexibility, then bend as needed – similar to shirt sleeve at the elbow.

**I promise you will not damage the cable or affect its performance.**

### **Power plugs** (installation):

The male/wall plugs should be a tight fit in any outlet, particularly in high-quality outlets, and especially when they are new. That said, if you need to apply a little extra pressure/force during installation, try to keep the ground pin as straight as possible while doing so. If you are really having trouble, try to “loosen” outlets by plugging and unplugging a different 3-pin cable (extension cord, etc.) a few times.

When it comes to the IEC C15 plugs however, they are actually a bit smaller than a typical IEC C14 inlet (see picture below with everything to scale), so they may fit a bit loose. Rest assured the pins inside are providing a firm grip and solid contact with the inlet, but if you want to eliminate the loose fit (if applicable), simply wrap some electrical or Teflon tape around the housing (black part). This is completely safe and quite common, as IEC C14 inlets are usually made a bit large to ensure fit with C13 plugs, which can vary quite a bit in size due to lower manufacturing standards (it's why you don't/shouldn't see C13 plugs on high-quality cables).

### **Burn-in** (and expectations during the process):

All cables are shipped new and unused (unless you have purchased a demo/trade-in), but even “out of the box” you will likely notice increased bass performance with a wider and deeper sound stage immediately.

However, it takes around **50-80 hours** of burn-in time for the cable(s) to balance out and/or become more focused (pinpoint voice/instrument placement, etc.).

This of course is only a guideline, as clients have reported continued system gains across the spectrum after 100+ hours, and as we all know, no two systems are exactly alike.

### **Feedback:**

Once you have evaluated the cable(s) (and/or myself), please take a moment to leave feedback on my **Google** listing, **Canuck/US/UK/Aussie Audio Mart**, or directly/privately by email.

Cheers, and enjoy your purchase!

P.S. The protective pouches are actually **eyeglass/sunglass cases**, so hopefully you can use them

