



- EN** Instructions in English are available at the link below.
- ES** Las instrucciones de instalación en el español se encuentran disponibles en el enlace que se indica a continuación.
- FR** Les instructions d'installation en français sont disponibles au lien suivant.
- DE** Eine Anleitung in englischer Sprache ist unter dem unten stehenden Link verfügbar.
- NL** Instructies in het Nederlands zijn beschikbaar via onderstaande link.
- ZH** 安裝說明請詳見下列網址連結.
- JA** 日本語 のインストールガイドは下記リンク先でご覧いただけます。
- KO** 한국어로 작성된 설치 지침은 아래 링크에서 볼 수 있습니다.
- RU** Инструкции по установке на русском языке можно найти по ссылке ниже.
- IT** Le istruzioni per l'installazione in italiano sono disponibili nel link indicato in basso.
- PT** Pode encontrar as instruções de instalação em português através do link em baixo.
- PL** Instrukcja w języku polskim są dostępne w linku poniżej.
- TH** คำแนะนำในการติดตั้งไทยมีจัดไว้ให้ผ่านลิงค์ต่อไปนี้

 www.audioquest.com/DragonFlyRed/flight

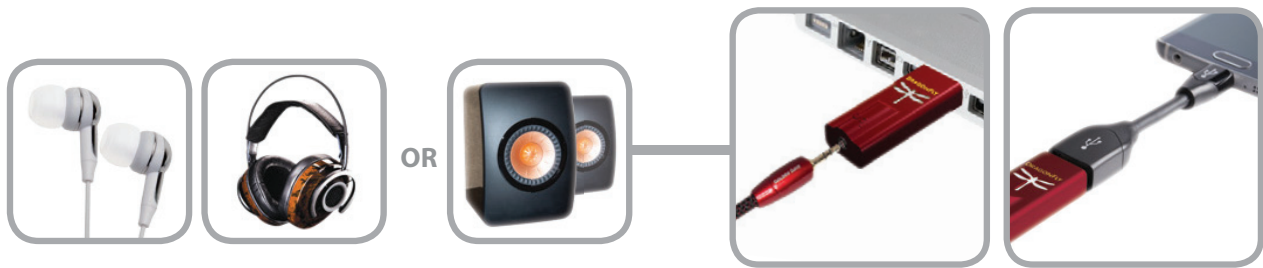


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DragonFly Red v1.0 – Flight Manual

DragonFly Red is a USB digital-to-analog converter (DAC) designed to deliver cleaner, clearer, more naturally beautiful sound from any computer, smartphone, or tablet. DragonFly Red's unique design allows for playback of any file type regardless of resolution. Natively, DragonFly Red is capable of decoding 24-bit/96kHz data. *(For files with higher sample rates, your computer or mobile device, in conjunction with its playback software, will resample the data to a compatible resolution. For more details, see "Why is 'Format' Important.")*

DragonFly Red represents the culmination of several new and exciting achievements.

Over the better part of three years, AudioQuest and acclaimed engineer Gordon Rankin have been tirelessly developing sophisticated software solutions that have allowed us to implement a new, high-performance class of USB microcontroller. We have chosen to work with Microchip®, a leading provider of microcontroller and analog semiconductors. With exceedingly low power consumption and extremely low-noise power supplies, the Microchip microcontrollers achieve unprecedented levels of efficiency and signal-to-noise ratio, regardless of bit- or sample-rate.

While DragonFly versions 1.0 and 1.2 achieved new standards of performance and portability in the high-fidelity audio world, many of our customers have longed for a similar product that could be reliably used with their handheld mobile devices. Previously, DragonFly's power consumption limited its compatibility to Mac and Windows laptops and PCs. Now, with our developments in the field of microcontrollers, we are able to improve DragonFly's performance while also offering compatibility with handheld Apple Mobile and Android devices. Improved performance and greater versatility!

DragonFly Red employs a unique clock system called a Hybrid-PLL. While not discrete, the Hybrid-PLL performs equal to, or better than, many discrete clock systems, at a fraction of their cost. This has allowed us to devote resources to more sophisticated components elsewhere.

Additionally, DragonFly Red is software upgradable. Our collaboration with Gordon Rankin and Microchip has now resulted in products that allow consumers to download new software if and when it ever becomes necessary. While we can't reliably predict any necessary software changes, AudioQuest feels that it is important to provide long-term support for our customers and their investments in audio.

Finally, we simply cannot overstate the significance of Gordon Rankin's contributions to AudioQuest. DragonFly Red represents many of Gordon's most innovative, creative, and elegant solutions to date.

We encourage you to spend a few minutes reading through the Flight Manual and then sit back, relax, and get high on your favorite music!

AudioQuest

What's Included?

- DragonFly Red v1.0 Asynchronous USB DAC
- Travel Pouch
- Flight Manual

Supported Operating Systems

- Apple OS X®
- Apple iOS®
- Microsoft Windows® (7, 8.1, 10)
- Android™

Setting Up DragonFly

DragonFly Red is designed to be “plug and play” with all major desktop and mobile devices and operating systems, such as Android, Apple, and Microsoft. No additional drivers are required for DragonFly Red to operate with any of these systems.

Additionally, DragonFly Red is equipped with a 64-step, 64-bit, bit-perfect digital volume control. With DragonFly Red connected to a PC or mobile device, adjusting the host’s system volume control will, through proxy, control the DragonFly Red’s onboard volume. This ensures maximum resolution and the highest sound quality, regardless of volume setting.

For Use with Apple OS X[®]

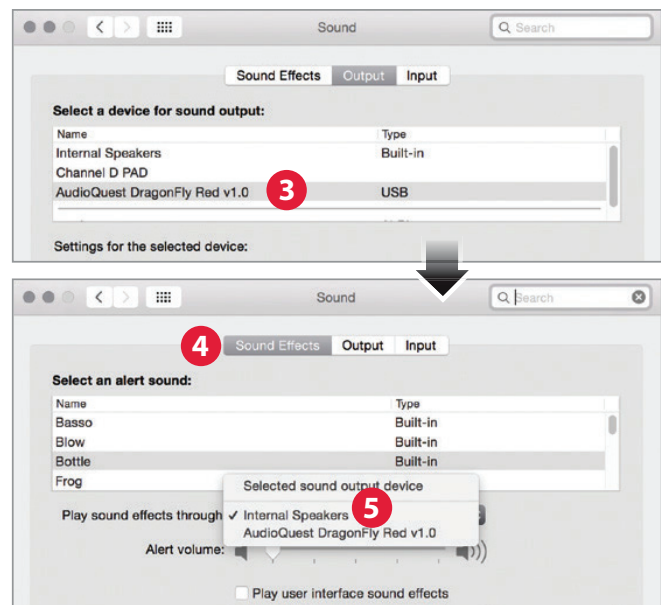
(For Windows setup, skip to page 13; for Apple Mobile device setup, skip to page 17, for Android setup, skip to page 18.)

DragonFly Red is compatible with Mac OS X, versions 10.6.8 and later. OS X menus may appear slightly different from the screenshots shown below. Some have changed over the life of OS X, but their functionality has remained the same.

Setup for USB

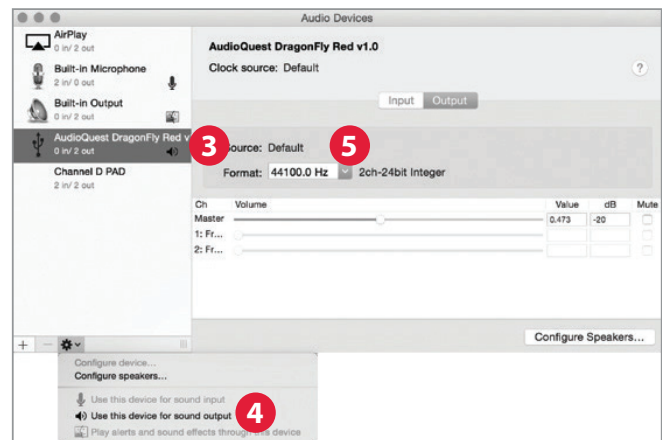
Using “System Preferences” to send audio to DragonFly Red, while keeping alerts and sound effects on the computer’s speakers:

1. Insert DragonFly Red into your computer’s USB port.
2. Open “System Preferences” from the Dock or from the Apple® dropdown menu (top left).
3. Click on the “Sound” icon.
4. In the Sound panel, click on the “Output” tab. Select “AudioQuest DragonFly Red 1.0.”
5. Click on the Sound panel’s “Sound Effects” tab.
6. In the “Play sound effects through” menu, select “Internal Speakers.”
7. Close the window.



Setting up the “Audio MIDI Setup” so computer audio plays through DragonFly Red:

1. Open the “Applications” folder, and then the “Utilities” folder.
2. Within Utilities, double-click to open “Audio MIDI Setup.”
3. Within the “Audio Devices” panel, click on “AudioQuest DragonFly Red 1.0.”
4. Select, “Use this device for sound output”
5. Use the “Format” dropdown menu to choose a sample rate—most likely 44100.0 Hz. (See “Why is ‘Format’ important,” right.)



Why is “Format” Important?

CDs operate at a sampling frequency of 44100.0 Hz. Compressed MP3 and AAC music files and audio streams are typically encoded at three different quality levels—128kbps, 256kbps (iTunes Plus), and 320kbps—and are most often reconstructed as 44100.0 Hz files. Similarly, many music downloads and CDs ripped as Apple Lossless or FLAC files are reconstructed to 44100.0 Hz. If you have higher resolution files, it is important to choose the correct higher sample rate in order to maximize the benefit of those files. For the best performance with sampling rates above DragonFly Red’s 96kHz ceiling, files should be played at a rate mathematically related to their native resolution. For instance, a 192kHz file should be played at 96kHz (i.e., $2 \times 96000.0 = 192000.0$).

Some programs (such as NPR) use 48000.0 Hz. These 24-bit/48000.0 Hz files can sound amazingly close to higher sample-rate files. Some “high-res” files use 88200.0 Hz because it is a multiple of the CD standard sample rate (i.e., $2 \times 44100.0 = 88200.0$). Some “high-res” files use 96000.0 Hz because it is a multiple of the sample rates used on DVDs, Blu-rays, and in the computer world (i.e., $2 \times 48000.0 = 96000.0$).


DragonFly Red’s LED lights up in different colors to indicate status or sample rate:

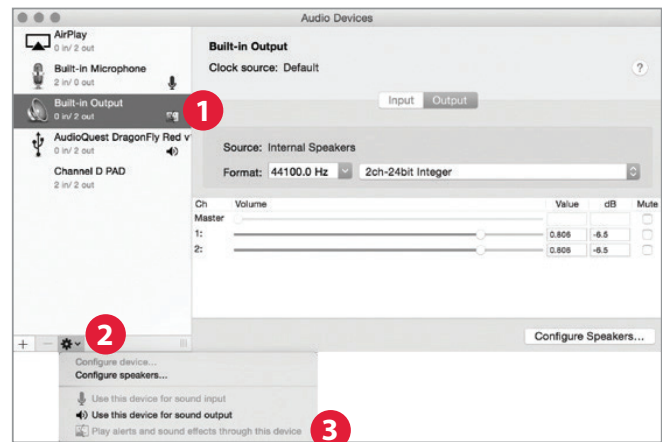
Red: Standby **Green:** 44100.0 Hz **Blue:** 48000.0 Hz

Amber: 88200.0 Hz **Magenta:** 96000.0 Hz

Apple OS X – continued

Making certain that sound effects are routed to the computer’s speakers and not to DragonFly Red:

1. In the already open “Audio Devices” window, click first to highlight “Built-In Output.”
2. Click on the gear icon drop-down menu.
3. Check that “Play alerts and sound effects through this device” is grayed out.
4. If it is not, click to select it so the  now appears next to “Built-In Output.”



Plug in earbuds, headphones, or use a cable to connect DragonFly Red to your powered speakers or amplifier, and you are ready to listen!

For Use with Windows® 7, 8.1, and 10

Setup for USB

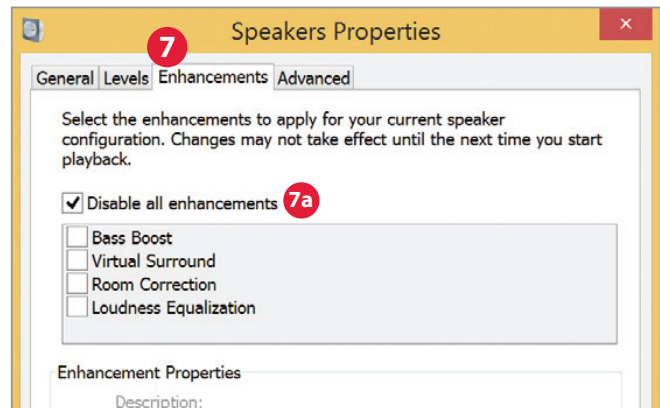
Using “Control Panel” “Sound” settings to send audio to DragonFly Red, while keeping alerts and sound effects on the computer’s speakers:

1. Insert DragonFly Red into your computer’s USB port.
2. Go to Start menu and launch “Control Panel.”
3. Open “Hardware and Sound” panel.
4. Select “Sound.”
5. For USB: The AudioQuest DragonFly Red is added as “Speakers.” Ensure it is the “Default Device.” Select “Speakers.”
 - a. Click “Advanced” tab. Use the dropdown menu to choose the sample rate—most likely 24-bit/44100.0 Hz.
6. Click “Properties” button for more setup options.
 - a. Click “Advanced” tab. Use the dropdown menu to choose the sample rate—most likely 24-bit/44100.0 Hz.



(See “Why is ‘Format’ Important,” right.)

- b.** For “Exclusive Mode,” check both options, then click “OK.”
- 7.** For Windows 8.1: Click “Enhancements” button.
 - a.** Select “Disable All Enhancements.”
- 8.** For Windows 7: Setting chimes and alerts to play through the computer’s speakers and not DragonFly Red:
 - a.** Select “Sounds” tab.
 - b.** For “Sounds Scheme,” select “No Sounds.” This prevents chimes and computer alerts from playing back through DragonFly Red.
 - c.** Enter “DragonFly Red 1.0” as your “Sound Scheme” (optional). Click “OK.” Close window.



Why is “Format” Important?

CDs operate at a sample frequency of 44100 Hz. Compressed MP3 and AAC music files and audio streams are typically encoded at three different quality levels—128kbps, 256kbps (iTunes Plus), and 320kbps—and are most often reconstructed as 44100.0 Hz files. Similarly, many music downloads and CDs ripped as Apple Lossless or FLAC files are reconstructed to 44100 Hz. If you have higher resolution files, it is important to choose the correct higher sample rate in order to maximize the benefit of those files. For the best performance with sampling rates above DragonFly Red 1.0’s 96kHz ceiling, files should be played at a rate mathematically related to their native resolution. For instance, a 192kHz file should be played at 96kHz (i.e., $2 \times 96000.0 = 192000.0$).

Some programs (such as NPR) use 48000 Hz. These 24-bit/48000 Hz files can sound amazingly close to higher sample-rate files. Some “high-res” files use 88200 Hz, but Windows 7 is not currently compatible with this sample rate. To play 88200 Hz music files, Windows 7 users must select 44100 Hz, 48000 Hz, or 96000 Hz, with 44100 recommended as optimal because it is a direct multiple of the native sample rate (i.e., $2 \times 44100.0 = 88200.0$). Windows 8 will play all sample rates. Windows-compatible third-party music players, such as JRiver and foobar2000 will play 88200 Hz files at their native sample rate. For support or more information about these music players, please visit jriver.com or foobar2000.org. Some “high-res” files use 96000 Hz because it is a multiple of the sample rates used on DVDs, Blu-rays and in the computer world (i.e., $2 \times 48000.0 = 96000.0$).

DragonFly Red 1.0's LED lights up in different colors to indicate status or sample rate:

Red: Standby **Green:** 44100 Hz **Blue:** 48000 Hz

Amber: 88200 Hz **Magenta:** 96000 Hz

Plug in earbuds, headphones, or use a cable to connect DragonFly Red to your powered speakers or amplifier, and you are ready to listen!

For use with Apple Mobile devices

DragonFly Red will work with Apple's mobile handheld devices. In order to connect DragonFly Red to an iPhone or iPad and play music, an Apple Lightning-to-USB Camera Adapter or Camera Connection Kit is required. For more info, visit <http://www.apple.com/shop>.

1. Plug the Camera Adapter/Connector into your Apple mobile device.
2. Plug DragonFly Red into the Camera Adaptor/Connector's USB port.
3. Turn down the volume on your mobile device to at least 50%.
4. Select your desired music/media app, and then select your desired song or stream.
5. Adjust volume to desired level.

For Use with Android™ Devices

DragonFly Red will work with most Android devices running on Lollipop OS (and some Android devices running on KitKat), provided that the device manufacturer has adhered to the USB specification and implementation, and supports audio over USB. To verify that your Android device complies with isochronous USB audio, download and run USB Host Check: <https://play.google.com/store/apps/details?id=org.tauruslabs.usbhostcheck>.

In our early pre-production testing, we found that some Android devices (4.1 OS and newer) do not provide native support for audio over USB. If you find that your Android device (4.1 or newer) does not support audio over USB, we ask that you please contact the manufacturer of your device. To determine whether your device supports audio over USB, consult the user manual or visit the manufacturer's website.

For a reliable media player that has its own built-in USB device driver, ensuring reliable connectivity to all USB DACs, we suggest the following application: <http://www.extreamsd.com/index.php/2015-07-22-12-01-14/usb-audio-driver>. This application is compatible with various audio formats and will manage music on both the Android's internal memory and inserted SD cards. Additionally, with the phone connected to the Wi-Fi network, this application can find and connect to DLNA servers/libraries. Version 2.2.5 USB Pro Player now supports playback for Tidal Streaming.

In order to connect your Android device to DragonFly Red:

1. Android devices use a USB format known as "OTG" (On the Go). OTG USB ports

require a unique 5-pin USB Micro to 4-pin USB A (Female) adaptor. In order to connect an Android device in USB Host Mode to a DAC, an OTG adaptor must be used. See www.audioquest.com/dragontailOTG

2. Select the appropriate cable for your Android device. AudioQuest offers a wide range of high-performance USB cables, with connectors suitable for Android devices (such as USB Micro and USB Mini). For more information, go to the USB Cables section at <http://www.audioquest.com/digital-interconnects/>. In some rare cases, a proprietary connection or adaptor will be required to transmit audio over USB. (Consult your device's user manual or visit the manufacturer's website.)
3. Turn down the volume on your Android device to at least 50%.
4. Select your desired music/media app, and then select your desired song or stream.
5. Adjust volume to desired level.

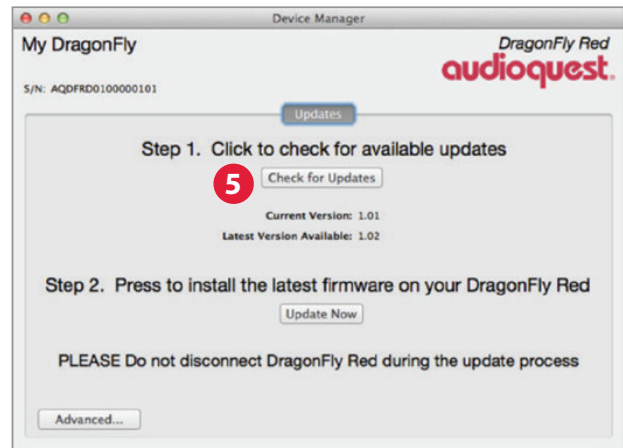
Desktop Device Manager Application

Available for Mac OS X and Windows 7, 8.1, and 10

The AudioQuest Desktop Device Manager Application allows you to identify your DragonFly's serial number and software version to ensure that the device is up to date.

In Order to install the AudioQuest Desktop Device Manager Application:

1. Go to: <http://www.audioquest.com/dragonfly/app> and download the latest Device Manager available for your operating system.
2. Double-click the installer icon and follow the onscreen instructions until complete. The application's icon will appear on your desktop.
3. To run the Device Manager Application, double-click the application's icon.
4. A window will appear, asking you to connect a DragonFly Red device to your computer.
5. The Device Manager Application will automatically check for available software updates. However, if you'd like to manually check for updates, you can do so whenever you wish by clicking the "Check for Updates" button. If an update is available, the "Update Now" button will be enabled. Click this button to start the update process.



- PLEASE DO NOT DISCONNECT YOUR DRAGONFLY RED DURING THE UPDATE PROCESS. Doing so can leave the DragonFly Red in a non-functional state. If, for any reason, your DragonFly Red is disconnected during the update process, or your computer unexpectedly shuts down during the update process, your DragonFly Red may be rendered unusable. To reset your DragonFly Red, click the Advanced button. (See below.)
- RESETTING YOUR DRAGONFLY RED: With your DragonFly Red inserted in your computer's USB port, click the Advanced button, located in the lower left hand corner of the Device Manager window. Select "Reset Now." You will be asked to "Confirm" or "Cancel" this action. Select "Confirm" and wait for the application to finish the reset process. Again, please do not disconnect your DragonFly Red during the reset process. If, for any reason, your DragonFly Red is disconnected during the reset process, simply reinsert DragonFly Red and perform the reset process again.
- Once the update/reset process is complete, the Device Manager Application will display the following message: *The update is complete and it is safe to disconnect your device.*
- Once you have checked for updates and/or made your desired changes, disconnect the DragonFly Red and quit the Device Manager Application. Your DragonFly Red is ready to use.

Visit <http://www.audioquest.com/computer-audio> for advanced computer audio setup guides that include tips, tweaks, and techniques for getting the best sound from various music applications such as iTunes, Roon, JRiver, foobar2000, Pure Music, Decibel, and Bit Perfect.

Take DragonFly Higher



JitterBug USB Filter

Our JitterBug USB filter employs dual discrete noise-dissipation circuits to reduce the noise and ringing that plague both the power and data lines of USB ports throughout your audio system. It can be used with USB DACs, hard drives, NAS devices, routers, streamers, computer peripherals, and even with mobile devices into a car stereo! For those who already own DragonFly, JitterBug should be a fun, easy, and affordable upgrade: Simply plug JitterBug into an available USB port, then plug DragonFly into it.



Bridges & Falls Analog Cables

Determining the correct connection for your device, and finding a cable that's commensurate in performance with your needs and desires, should be painless. Bridges & Falls cables honor the fact that today's components require more connectivity options than ever before, while taking full advantage of the efficiencies in making single-ended stereo cables in a single jacket. With the appropriate Bridges & Falls cable, you can connect DragonFly to powered loudspeakers or a complete high-performance audio system! AudioQuest offers a comprehensive selection with a wide variety of modern connector configurations, such as 3.5mm to:

- 3.5mm
- RCA
- DIN



DragonTail USB Extender Cable

DragonTail is a USB extender cable that allows a USB device (such as DragonFly or a flash drive) to more easily and safely fit next to other occupied computer ports. Most importantly, like all AudioQuest products, DragonTail is designed and manufactured for low distortion and maximum performance. Sharing design elements with our Carbon USB cable, DragonTail uses solid conductors with silver plating that comprises 5% of the total conductor metal, foamed-polyethylene insulation to maintain critical signal-pair geometry, and direct-silver-plated USB contacts. In addition, DragonTail's signal-carrying conductors are controlled for digital-audio directionality for more engaging and immersive sound.



DragonTail USB Adaptor For Android™ Devices

DragonTail for Android is a USB adaptor designed to activate USB Host Mode on any Android-enabled device, allowing the device to transmit audio over USB to an outboard digital-to-analog converter (DAC). Use DragonTail for Android to connect any Android-enabled device to a USB DAC, such as DragonFly Red or DragonFly Black, for improved audio performance. Like DragonTail, DragonTail for Android shares design elements with our Carbon USB cable, including solid conductors with silver plating that comprises 5% of the total conductor metal, foamed-polyethylene insulation, and signal-carrying conductors that have been controlled for low-noise directionality.



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www.audioquest.com

March 2016

audioquest®

Please read before using

For Android Users

Great news: Android devices that run Jelly Bean operating system (4.1 or newer) now support USB audio output, and your DragonFly Black or Red is pre-loaded with the latest firmware (1.03), which includes being optimized for use with Android devices.

If your DragonFly seems to have clearly too little output, then there's more to do:

Despite Android's support of USB audio output, there are still hardware manufacturers that do *not* completely adhere to the USB audio class specification. If you experience this, we recommend an app called USB Audio Player Pro (UAPP; currently \$7.99 US): <https://play.google.com/store/apps/details?id=com.extreamsd.usbaudioplayerpro>. UAPP includes its own USB audio device driver, which is compliant with the USB Organization's USB Audio Host Mode Class specification.

This application is compatible with various audio formats and will manage music on both the Android's internal memory and inserted SD cards. Additionally, with the phone connected to the Wi-Fi network, this application can find and connect to DLNA servers/libraries. Version 2.2.5 USB Pro Player now supports playback for Tidal Streaming. UAPP offers no support for other third-party applications.

If you are not satisfied with this solution, your dealer will gladly refund your DragonFly purchase price.

We **no longer** recommend users to download and install USB Host Check on an Android device. Please ignore this step of our Flight Manual (p.18).

For more information on Android and USB audio compatibility, visit <http://www.extreamsd.com/index.php/technology/usb-audio-driver>

For Apple iOS Users

To connect DragonFly Black or DragonFly Red to any Apple iOS device, we highly recommend Apple's Lightning-to-USB 3 Camera Adaptor. This device sounds better and is more reliable in this application than Apple's slightly less expensive Lightning-to-USB 2.0 Camera Adaptor, while it also adds the ability to charge your iOS device during playback. For more info, visit <http://www.apple.com/shop/product/MK0W2AM/A/lightning-to-usb-3-camera-adapter>.

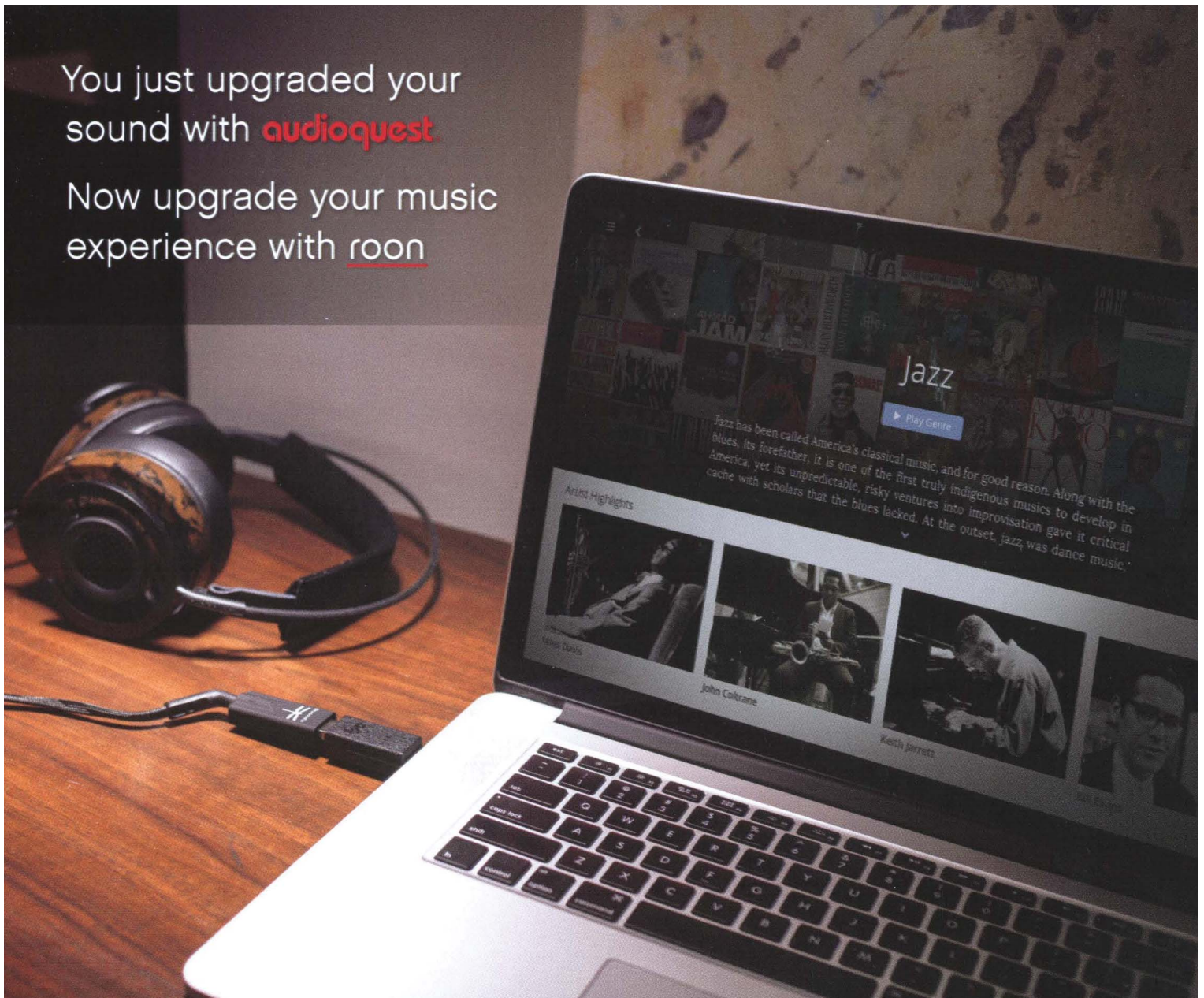


Please disregard our previous recommendations for Apple's Lightning-to-USB Camera Adaptor and 30-pin Camera Connection Kit (now discontinued), found on page 17 of the included Flight Manual. The latest firmware revision has no effect on iOS devices.

audioquest

You just upgraded your sound with **audioquest**.

Now upgrade your music experience with roon



roon

“The hottest thing in HiFi for 2015 and beyond.”

- CHRIS CONNAKER, COMPUTER AUDIOPHILE

“Roon is light years beyond any current app. It’s not just the clean and intuitive user interface that’s so compelling, but the additional content about the music that makes Roon unique.”

- ROBERT HARLEY, THE ABSOLUTE SOUND

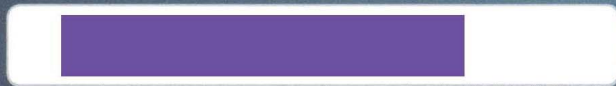
“Roon will solicit an ‘oh-my-god-that’s-awesome’ response from anyone that uses it... A long overdue evolutionary leap in digital audio delivery and library interaction.”

- JOHN DARKO, DIGITAL AUDIO REVIEW

“Makes everything else look and feel ancient.”

- CHRISTIAAN PUNTER, HIFI-ADVICE.COM

Visit roonlabs.com to redeem this code for a complimentary 60-day Roon membership!



Redeem Code



Roon & AudioQuest...
Joint winners of
Stereophile's Product
of the Year 2015!



For Mac & Windows
computers, with iOS and
Android remote control



Receive 15% Off Your First Order Using Code
HDQUEST15

* Offer expires 3/30/2017. One use per customer

HDtracks

The World's Greatest-Sounding Music Downloads

Bring Your Music Back To Life.



HDtracks

The World's Greatest-Sounding Music Downloads

Warranty Registration

Please complete and mail this warranty card off today!

Model Name: **DragonFly** USB DAC (Digital-Audio Converter): **Black** **Red**

Dealer Name:

Date Purchased:

Your Name:

Your Address:

Your Email Address:

Limited Warranty

Your new DragonFly is warranted to be free from defects in materials and workmanship for one year from the date of purchase, subject to the limitations and conditions contained in this warranty. This warranty covers the cost of both labor and materials on any repair deemed necessary by our service department. Your proof of purchase or a copy of your sales receipt must accompany all requests for warranty coverage.

Refer to the enclosed AudioQuest DragonFly Limited Warranty Statement for details.

Place
Stamp
Here

audioquest®

2621 White Road, Irvine, CA 92614 USA

AudioQuest DragonFly Limited Warranty Statement

La garantía y la información de registro en español están disponibles en : www.audioquest.com/DragonFly/Warranty

Les informations relatives à la garantie et à l'enregistrement en français sont disponibles à l'adresse :

www.audioquest.com/DragonFly/Warranty

Informationen zu Gewährleistung und Registrierung in deutscher Sprache unter : www.audioquest.com/DragonFly/Warranty

Informatie over garantie en registratie in het Nederlands beschikbaar op : www.audioquest.com/DragonFly/Warranty

中文的保修及注册信息 : www.audioquest.com/DragonFly/Warranty

日本語 の保証および登録情報は : www.audioquest.com/DragonFly/Warranty

한국어로 보증 및 등록 정보 보기 : www.audioquest.com/DragonFly/Warranty

Гарантия и регистрационная информация на русском языке имеются на сайте :

www.audioquest.com/DragonFly/Warranty

Le informazioni in italiano relative alla garanzia e registrazione sono disponibili nel sito :

www.audioquest.com/DragonFly/Warranty

Garantia e informações de registo em português disponíveis em : www.audioquest.com/DragonFly/Warranty

Informacje dotyczące gwarancji i rejestracji w języku polskim są dostępne pod adresem:

www.audioquest.com/DragonFly/Warranty

สามารถอ่านข้อมูลการรับประกันและการลงทะเบียนเป็นภาษาไทยได้ที่ www.audioquest.com/DragonFly/Warranty

Limited Warranty

Your new DragonFly is warranted to be free from defects in materials and workmanship for one year from the date of purchase, subject to the limitations and conditions contained in this warranty. This warranty covers the cost of both labor and materials on any repair deemed necessary by our service department. Your proof of purchase or a copy of your sales receipt must accompany all requests for warranty coverage.

If at any time your DragonFly malfunctions as a result of faulty materials or workmanship, we will repair the defect(s) or replace the unit as deemed appropriate at our sole discretion. AudioQuest reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available. If replacement of your DragonFly is deemed appropriate by our service department, we will replace it with one of the same or most similar style, of a value not in excess of the original purchase price of your product.

Warranty Registration

Please complete and mail this warranty card today, or **go online and register at www.audioquest.com/dacs**.

When a software update is available, AudioQuest will send an email, so that you can be sure your product has the latest features.

Limitations and Conditions

This warranty is subject to the following limitations and conditions:

A) The unit will not be covered under the warranty if:

1. It has been altered or modified in any way.
2. It has been damaged due to misuse, negligence, accident or improper operation.

3. It has been subjected to water damage, or extremes of humidity or temperature.
4. It has been purchased from an unauthorized dealer, or unauthorized repair or service has been performed.

B) For repairs and returns:

1. A request for a Return Merchandise Authorization (RMA) number must be made in writing or via phone to AudioQuest.
2. A return address and phone number must be included.
3. Returned product must be accompanied by the RMA number, a written description of the defect or issue, and a photocopy of the original purchase receipt.
4. Customer is responsible for paying shipping charges to AudioQuest.
5. If the product is found to be out of warranty, as a condition found in A) above, the customer will be given the option to pay for the repairs or replacement, or to have the unit returned to them.

C) Limited to original purchaser

1. This Warranty is for the sole benefit of the original purchaser of the DragonFly and shall not be transferred to a subsequent purchaser of the product.

Warrantor and Contact

Inquiries regarding the Limited Warranty, or a request for an RMA may be sent to the following address:

USA

AudioQuest
Attn: Customer Service
2621 White Rd
Irvine, CA 92614
United States
Email: rma@audioquest.com
Phone: (949) 585-0111

Netherlands, Germany, UK

AudioQuest
Attn: Customer Service
Hoge Bergen 10
4704 RH Roosendaal
The Netherlands
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