



Sennheiser Product & Price Catalogue

Effective July 2023

SENNHEISER



A brand licensed by Sonova

Table of contents

Sennheiser RS 195 3

Sennheiser TVS 200 4

Sennheiser ConC 400 5

Sennheiser Set 860 6

Sennheiser Flex 5000 7

Sennheiser RS 5200 8

Feature comparison 9

Frequently asked questions 10

Policies and purchase conditions 11

Sennheiser RS 195

Don't miss a detail with the wireless RS 195.

High-quality headphones produce rich, detailed sound to please the most demanding music lovers. The ergonomically designed over-the-ear headphones are ideal for enjoying hours and comfortable listening while reducing ambient distractions. With 7 hearing profiles to choose from, as well as “Speech Mode” and “Music Mode”, RS-195 delivers a personalized hearing experience. The listener is in control with easy access to volume and mode control buttons on the headphones.



- Range of 100 m
- 18 hrs battery life
- 7 hearing profiles
- Easy to use, intelligently designed controls
- Use rechargeable or non-rechargeable AAA batteries
- Speech clarity
- TV noise suppression
- Music boost
- Left/right Balance control

What's in the box?

HDR 195 Headphones, TR 195 transmitter & docking station, TV optical cable, power supply with country adapter, 3.5mm audio cable, NiMH rechargeable AAA batteries, Instruction manual, Quick Guide

Model	Order reference	HSP code	Category	Price
Sennheiser RS 195	119-0004	N0303AD	NS	\$384.50*

Accessories	Order reference	Details	Price
Ear Pads RS 195	120-0026	Ear Pads (Pair) RS 195	\$33.17*
SE Adapter set (EU-UK-US-AU)	120-0024	EU-UK-US-AU	\$7.98*



Sennheiser
RS 195



SE Adapter set
(EU-UK-US-AU)



Ear Pads
RS 195

* GST will be added to invoice

Sennheiser TVS 200

TV will never be the same.



Lightweight earbuds provide high definition sound without interfering with glasses, and with the freedom to walk around, sit back, or lie down.

- 5 Speech Clarity modes with up to 20 dB of amplification
- Ambient Awareness Mode to hear surroundings
- Compact, lightweight design with a selection of ear adapters for a personalized fit
- Connect to any TV via the TV Clear Transmitter 2
- Connect to any mobile device via Bluetooth
- Ear-level volume control
- TV Clear app for personalized adjustments
- 15h battery life*
- Charging case holds additional 22h battery life

What's in the box?

Left & right earbuds, charging case, TV Clear Transmitter 2, ear adapters in 3 sizes, USB-C charging cable, Optical Toslink audio cable, 3.5mm jack audio cable, quick guide & safety guide

*15h with the TV Clear Transmitter 2, 12h music via Bluetooth streaming

Model	Order reference	HSP code	Category	Price
Sennheiser TVS 200 Set	119-3017-P610	N0306AD	NS	\$440*
Sennheiser TVS 200 Earbuds	119-3018-P610	N0307AD	NS	\$330*

Accessories	Order reference	Details	Price
TVC2 ear adapters S/M/L	054-3019-06	Blister package with 6 ear adapters - 3 sizes Left - 3 sizes Right	\$11.68
TV Clear Transmitter 2	120-3001-0610	TV Transmitter. USB-C charging cable, analog & optical audio cables. Quick guide & safety guide.	\$107.10*



Sennheiser TVS 200 Set



Sennheiser TVS 200 Earbuds



TVC2 ear adapters S/M/L



TV Clear Transmitter 2

* GST will be added to invoice

Sennheiser ConC 400

Let your conversation take centre stage.



Enhance your conversations with this elegant, wireless hearing solution. For users who are looking for improvement in conversational hearing ability – just put them in whenever they are needed and take them out when they’re not.

- Automatic scene detection adjusts speech enhancement settings to match environment
- Active noise cancellation to block noise and focus
- Ambient awareness to hear what’s happening in the surroundings
- Easy set up and personalization via the Conversation Clear app
- Connect to any Bluetooth-enabled device, including smartphones, laptops, tablets and smart TVs
- Hear clearer during mobile phone calls with speech enhancement and active noise cancellation
- 5 hrs battery life

What’s in the box?

Left & right earbuds, charging case, ear adapters in 3 sizes, ear fins in 3 sizes, USB-C charging cable, quick guide & safety guide

Optional Accessories:

TV Connector – enable streaming from any TV with analog or Dolby optical output

Model	Order reference	HSP code	Category	Price
Sennheiser ConC 400 Earbuds	119-3007-P610	NA	NA	\$840*

Accessories	Order reference	Details	Price
Ear Adapter S ConCPlus1	054-3021	Includes 4 ear adapters	\$2.72
Ear Adapter M ConCPlus1	054-3022	Includes 4 ear adapters	\$2.72
Ear Adapter L ConCPlus1	054-3023	Includes 4 ear adapters	\$2.72
Ear Fin S ConCPlus1	054-3031	Includes 2 left ear fins & 2 right ear fins	\$2.20
Ear Fin M ConCPlus1	054-3032	Includes 2 left ear fins & 2 right ear fins	\$2.34
Ear Fin L ConCPlus1	054-3033	Includes 2 left ear fins & 2 right ear fins	\$2.40



Sennheiser ConC 400 Earbuds

* GST will be added to invoice

Sennheiser Set 860

The + in sound
experience at home.

Set 860 assistive listening
device delivers crystal
clear, enhanced sound to
users with changing
hearing needs.

- Range of 70m
- 18 hrs battery life
- Passive noise reduction
- Left/Right balance control
- Speech intelligibility
function
- Large, easy to use controls
- 3 hearing profiles



What's in the box?

RR 800 Stethoset receiver, TR 860 transmitter,
power supply with country adapters, spare earpads,
TV optical cable, 3.5 mm audio cable, RCA adapter,
quick guide, instruction manual

Model	Order reference	HSP code	Category	Price
Sennheiser Set 860 TV	119-0000	N0305AD	NS	\$260*

Accessories	Order reference	Details	Price
SE RR 800 Receiver	120-0004	Receiver	\$177.24*
SE TR 860 Transmitter	120-0007	Transmitter	\$126.49*
SE Slim memory foam Ear Tip, black	120-0023	Slim memory foam	\$4.91*
SE Open Foam Ear tip, black	120-0022	Open Foam	\$5.50*
SE Earpads small	120-0018	For small ears	\$2.76*
SE Earpads medium	120-0017	For bigger ears	\$2.76*
SE Audio Cable Analogue blue	120-0013	Analogue blue	\$8.84*
SE Audio Cable Optical rose	120-0014	Optical rose	\$10.00*
SE Power Supply NT5-10AW	120-0015	NT 5-10AW	\$12.17*
SE BAP 800 Battery	120-0019	Battery	\$9.51*
SE Adapter set (EU-UK-US-AU)	120-0024	EU-UK-US-AU	\$7.98*



* GST will be added to invoice

Sennheiser Flex 5000

Intensify your listening with the sleek & elegant FLEX 5000.

Tailor TV listening needs with this innovative product. Adjust volume, left/right balance control and speech intelligibility while using any set of wired headphones. Three different hearing profiles personalize the sound quality. Flex 5000 provides the freedom to move within a range of up to 30 m & battery life that provides up to 12 hours of playing time.



- Range of 30 m
- 12 hrs battery life
- 3 hearing profiles
- Flexibility to use any wired headphones
- Speech intelligibility function dynamically reduces background noise as part of TV audio
- Left/right balance control

What's in the box?

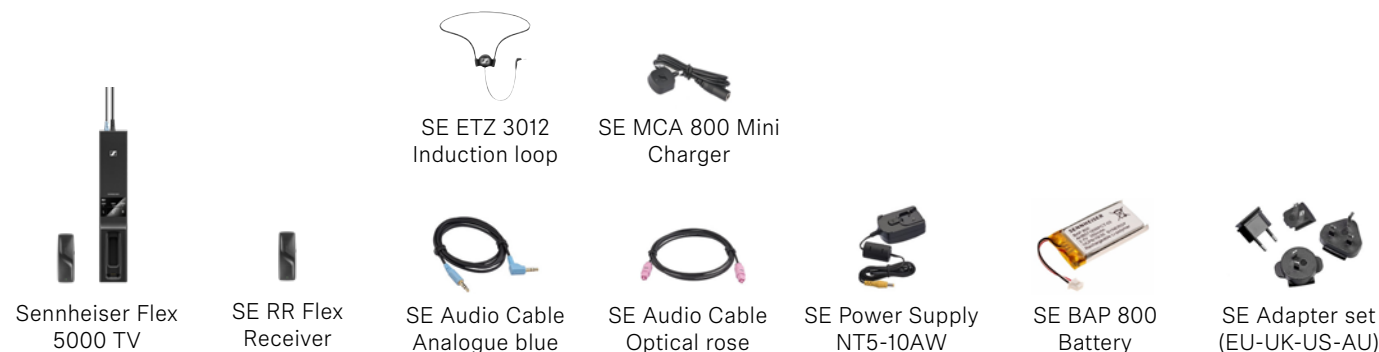
Clip on receiver with built-in Li-Pol rechargeable battery; docking station; power supply with country adapters, TV optical cable; 3.5 mm audio cable; MX 475 earphones; instruction manual

Optional Accessories:

EZT 3012 Induction Loop – enables the Flex 5000 to work with any telecoil-enabled hearing aids

Model	Order reference	HSP code	Category	Price
Sennheiser Flex 5000 TV	119-0002	N0301AD	NS	\$198*

Accessories	Order reference	HSP Code	Details	Price
SE RR Flex Receiver	120-0005	HDSH006	CLIP-ON RECEIVER 2,4GHz. Spare Receiver for Flex 5000	\$185.50*
SE ETZ 3012 Induction loop	120-0006	NA	INDUCTION LOOP	\$68.46*
SE MCA 800 Mini Charger	120-0021	NA	Sennheiser MCA 800	\$46.72*
SE Audio Cable Analogue blue	120-0013	NA	Analogue blue	\$8.84*
SE Audio Cable Optical rose	120-0014	NA	Optical rose	\$10.00*
SE Power Supply NT5-10AW	120-0015	NA	NT 5-10AW	\$12.17*
SE BAP 800 Battery	120-0019	NA	Battery	\$9.51*
SE Adapter set (EU-UK-US-AU)	120-0024	NA	EU-UK-US-AU	\$7.98*



* GST will be added to invoice

Sennheiser RS 5200

Experience the best TV sound, your way.

- Comfortable wireless headset with switchable ear tip adapters
- Speech intelligibility mode
- 12 hrs battery life
- Range of 70 m

What's in the box?

RR 5200 headphones; TR 5000 transmitter & docking station; power supply unit with country adapters; 3.5mm analog cable; TV optical cable; TV RCA adapter; Silicone ear pads (S/L), memory foam ear pads, open foam ear pads









Model	Order reference	HSP code	Category	Price
Sennheiser RS 5200	119-0021	N0302AD	NS	\$425*

Accessories	Order reference	Details	Price
SE RR 5200 Receiver	120-0025	Receiver	\$163.51*
SE TR 5000 Transmitter	120-0009	Transmitter	\$72.56*
SE Slim memory foam Ear Tip, black	120-0023	Slim memory foam	\$4.91*
SE Open Foam Ear tip, black	120-0022	Open Foam	\$5.50*
SE Earpads small	120-0018	For small ears	\$2.76*
SE Earpads medium	120-0017	For bigger ears	\$2.76*
SE Audio Cable Analogue blue	120-0013	Analogue blue	\$8.84*
SE Audio Cable Optical rose	120-0014	Optical rose	\$10.00*
SE Power Supply NT5-10AW	120-0015	NT 5-10AW	\$12.17*
SE BAP 800 Battery	120-0019	Battery	\$9.51*
SE Adapter set (EU-UK-US-AU)	120-0024	EU-UK-US-AU	\$7.98*



* GST will be added to invoice

Feature comparison

	TV Listening					Situational Hearing
						
	Set 860	Flex 5000	RS 195	RS 5200	TVS 200	ConC 400
Headphone style	Stethoset	Any wired headphones	Over-the-ear	Stethoset	In-the-ear	In-the-ear
Speech Intelligibility mode	Yes	Yes	n/a*	No	Yes	n/a*
Ambient Awareness	No	Headphone dependent	-	Yes (Foam eartips)	Yes	Yes
L/R Balance Control	Yes	Yes	Yes	Yes	No	No
Hearing Profiles	3	3	7	3	5	3 sound modes (Communication, Relax, Stream) with several adjustable features to optimize performance
Operating time	18hrs	12hrs	18hrs	12 hrs	12 hrs***	9 hrs
Range**	70m	30m	100m	70m	15m – Airstream 10m – Bluetooth	15m – Airstream 10m – Bluetooth
Charging time	3 hrs	3 hrs	8h30m	3 hrs	2 hrs	5 hrs
Frequency response	15 – 16000Hz	15 - 15000Hz	17 - 22,000Hz	15 - 16000 Hz	20 – 20000Hz	20 – 20000Hz
Max. no. of connected receivers	4	4	2	4	Unlimited	Unlimited (with optional TV Connector)
TV Connection: optical (digital)	Yes	Yes	Yes	Yes	Yes	n/a
TV Connection: 3.5 mm (analog)	Yes	Yes	Yes	Yes	Yes	n/a
Bluetooth	No	No	No	No	Yes	Yes
Companion App	No	No	No	No	Yes	Yes
Hands-free calls	n/a	n/a	n/a	n/a	Yes	Yes

*RS-195 & ConC 400 include other speech boosting features; see relevant product specifications for more detail

**Optimal line-of-sight range without physical barriers

***15h with TV Transmitter; 12h via Bluetooth; charging case holds 22h of additional charge

Frequently asked questions

1. Battery life health – is it necessary to completely drain the battery before you recharge it?

You do NOT need to completely drain the battery before recharging. We recommend leaving the unit plugged in and charging when not in use.

2. Is it possible to pair multiple receivers with one transmitter? How is it paired, and how will additional receivers be charged?

Yes, additional receivers are available to purchase with the products listed (please see Sennheiser Product & Price Catalogue for part numbers and prices of compatible receivers).

The transmitter cannot charge more than one receiver at a time; therefore, additional receivers must be swapped to charge each one separately. For some models, a charging accessory can be used instead of the transmitter for charging.

Pairing the receiver is typically done by placing the additional receiver on the transmitter. See the Product Comparison chart for more details on how many additional receivers can pair to a particular product.

3. What can reduce the wireless range or cause interference?

Wireless range is measured line of sight with no obstacles in the way (i.e., clear air space). When you put an obstacle (i.e., wall) between the transmitter and receiver, the wireless range is affected. The density of an obstacle will determine to what degree the wireless range is affected.

4. If someone else in the house is using Phonak hearing aids with a TV Connector, can a Sennheiser system also be used?

Yes, in theory both a Phonak system and a Sennheiser system should be able to be used in the same house. Functionality of the systems will depend on where

the transmitters are placed, the wireless signal environment, etc. In general if two (2) transmitters are being used, it is recommended having at least one meter (3 feet) between the transmitters to help prevent interference.

5. Do Sennheiser TV listening products support Dolby?

Sennheiser stethosets (i.e., Set 880, 860, Flex 2000, etc.) that are connected with an optical cable support PCM only. If the TV or other source is providing a Dolby or other sound format, the transmitter cannot convert the signal. Please ensure that the TV's digital audio output format is set to PCM. Sennheiser wireless headsets (TVS 200 and ConC 400) support Dolby when used with Sennheiser TV Clear Transmitter 2 or Sonova TV Connector.

6. Can any of the Sennheiser products work with telecoils in hearing aids (through induction loops)?

The Flex 5000 has a headphone jack that will support an induction loop such as the EZT 3012, which will allow audio transmission to telecoil-enabled hearing aids.

7. What are the hearing profiles and how does the user choose the right one?

The hearing profiles provide more or less low and high frequency gain to the audio output. Depending on the product, there may be 3, 5, or 7 profiles to choose from. Which profile is correct for a given user is dependent on personal preference, and the user should experiment until they find their preferred setting. More details on the hearing profiles can be found within the Instruction Manual for the relevant product.

8. Where can I find more information about common troubleshooting problems and solutions?

Please refer to the Instruction Manual of the relevant product for a troubleshooting guide and additional product details.

9. Do the TVS 200 and Sonova hearing instruments use the same TV transmitter?

No – the TVS 200 uses the TV Clear Transmitter 2, which is not compatible with Sonova hearing instruments.

10. Do the ConC 400 and Sonova hearing instruments use the same TV transmitter?

Yes, both the ConC 400 and Sonova hearing instruments use the same Sonova TV Connector, with AirStream technology. The TV Connector can pair to both types of devices simultaneously, allowing multiple users with Sennheiser ConC devices and Sonova hearing instruments to easily watch and listen to TV together.

*Sonova TV Connector is an additional optional accessory for ConC400 and not included with the earbuds.

11. Can the TVS 200 earbuds be purchased separately from the TV Transmitter (i.e., for other listeners in the household)?

Yes, the TVS 200 earbuds are available as a standalone purchase, and multiple sets of earbuds can be paired to one TV Transmitter.

Policies and purchase conditions

Terms and Conditions of Sale

These Terms and Conditions of Sale (the “Terms”) govern all product transactions between the business organisation (“you”) and Sonova Australia Pty Ltd (“We” or “us”) in relation to consumer hearable products (Sennheiser branded). By seeking to carry out the transactions of certain Products and obtain an account with us for this purpose, you agree to be bound by and responsible for complying with the Terms.

We may change the Terms from time to time. To the greatest extent permitted by applicable laws, your continued product transactions in relation to the Products following any such change to the Terms will irrevocably represent and confirm your acceptance of these changes.

Price

The List Price of the Products will be published by us from time to time and will have effect 30 days from the date of our notification to you. We reserve the right to vary our List Price at our absolute discretion, subject to the provision of 30 days prior notice.

All consumer hearable devices is subject to GST in Australia.

A Tax Invoice will be emailed to the designated account email address.

Orders

All orders can be emailed to orders@phonak.com.au or orders.au@unitron.com using a current Sennheiser order form.

Product order forms can be requested via the above email address or by visiting the Phonak or Unitron Australia website. Sonova Wholesale takes all reasonable endeavours to meet your requested time frame for the delivery of orders once the order form is processed. The delivery time may be impacted if you do not complete the mandatory fields on the order form, including but not limited to the ‘Required By’ section. Sonova Wholesale will endeavour to deliver your orders to you by the times stipulated below. Note, these times exclude transit time.

Orders not accompanied by a current order form may experience delays in processing.

The Order shall be considered as being formally accepted by us when it has been successfully communicated to Sonova using an accurately completed Order Form without any account blocking for the customer’s account with us.

Warranty

International 2-Year Warranty

Sennheiser products purchased from us come with an international 2-year manufacturers’ warranty, covering manufacturing and material defects, commencing on the date of the original Tax Invoice. This warranty does not cover damage caused by improper handling, wax or moisture damage. Repairs made by unauthorised parties are not covered and will void the warranty.

Loss and damage

Please note that we do not provide any coverage for loss or damage for Sennheiser products.

Service and repair

Please note: warranty and repair enquiries will still need to go through our Sennheiser Consumer division.

Sennheiser Consumer – Customer Service

Email: CustomerService-ANZ@sennheiser-hearing.com

Web-service : www.sennheiser.com/service-support

Service and support

Information: <https://en-au.sennheiser.com/service-support>

Return for credit

Only exchanges will be granted for returns of faulty or damaged products.

Under no circumstances are returns for service and repair to be sent to Sonova Wholesale.

To qualify for an exchange, all products must be returned in their original unopened, undamaged Sennheiser packaging and must be accompanied by a completed Credit Return Request Form.

Please return your device/s to Sonova Australia 12 Inglewood PI Norwest NSW 2153

For credit and return questions please feel free to email credits.au@sonova.com

Payment terms

Our credit terms are strictly thirty (30) days from the date of the statement of accounts (“Statements”). Acceptable forms of payment include Direct Deposit (preferred), Visa and MasterCard.

Delivery

Products will be delivered to you by courier at the expense of us. Bulk orders may take longer to arrive and, at our discretion, may incur a delivery charge which will be at your expense

An authorised signatory of you must sign on the delivery receipt provided by the courier service provider entrusted by us (“Delivery Receipt”) to confirm the Products’ delivery within the same day upon the delivery to your registered business address. Your signature on the Delivery Receipt shall be deemed as your formal confirmation on the conformity of the Products delivered by us with the corresponding Order Form (including but not limited to model and quantity therein) and completion of delivery of the Products under the corresponding Order Form (hereinafter the “Completion of Delivery”), unless there is any mandatory provisions to the contrary under applicable laws and regulations. The Completion of Delivery shall nevertheless take place upon the expiry of three (3) days from the date of delivery as shown on the courier service provider’s or our internal record, in the event that you fail to sign on the Delivery Receipt within such period of time

To the greatest extent permitted by applicable laws, we shall have the right to suspend, partially or wholly, on a temporary or permanent basis, the delivery of any Products without bearing any liabilities under any of the following circumstances:

- (a) if any amounts due and payable by you remain overdue for payment after thirty (30) days from the date of the Statements;
- (b) there is any suspension of the manufacturing, upgrading, change in the packaging or a difficulty in delivering of such Products on time for reason whatsoever (provided that we shall inform you as soon as practicable);
- (c) we exercise our right to terminate the Terms in accordance the Terms or applicable laws; or
- (d) you fail to observe any other terms of any contract with us;

- (e) you reach arrangement with creditors, become bankrupt, or any administrative or judicial proceeding is initiated for your bankruptcy, or you have a receiver appointed to all or any part of your assets or business;
- (f) a resolution is passed for your business' winding up;
- (g) you fail to satisfy any judgment against you within fourteen (14) days of the date of the judgment; or
- (h) we, in our opinion, consider you being unable to pay your debts.

Force majeure. A party will not be liable for any failure to perform, or delay in performing, an obligation under this agreement if the failure or delay arose from a cause beyond its reasonable control. That party must give the other party notice of the cause as soon as possible after becoming aware of it and must take all reasonable steps to mitigate the consequences of the failure or the duration of the delay.

For the purposes of this clause, a 'cause beyond the reasonable control of a party' includes an act of God, war, terrorism, act of public enemy, blockade, revolution, riot, insurrection, civil commotion, lightning, storm, flood, fire, earthquake, explosion, embargo, strike, trade dispute, pandemic or industrial action.

All orders, including accessories, under \$50 will incur a \$10.50 (plus GST) shipping fee.

Bulk orders may take longer to arrive and, at our discretion, may incur a delivery charge which will be at your expense.

An authorised signatory must sign for the products upon delivery. The products will only be delivered to your registered business address.

Termination

We reserve the right to suspend or deny, in our sole discretion, your access to all or any portion of the Account, and you agree that (i) any termination of your access to the Account may be effected with or without prior notice, and (ii) we may immediately deactivate or delete your Account and all related Account information, files in your Account and restrict or prohibit any further access to the Account; (iii) we shall not be liable to you or any third-party for any termination of your access to the Account.

If you no longer wish to be our customer, a written notification to us ninety (90) days in advance is required.

You acknowledge and agree that we are the sole and exclusive owner of all intellectual property rights related to any and all Products and other works, developed, made, written, created, discovered or designed by us, our employees or agents. On termination our brand-related marketing and promotional material must be removed from publication immediately, or destroyed upon our request.

Limitation of liability

Notwithstanding anything to the contrary hereunder, our liability in relation to warranties and conditions hereunder is limited to the extent of our mandatory obligations under the applicable laws.

To the greatest extent permitted by law, our liability for consequential loss or damage caused by or arising out of the use of the Products, loss or damage due to wear and tear, negligence, improper use, storage or handling, or loss, injury or damage arising from fire, accidents, industrial disputes, civil disturbances or any other act of accidental default as and from the date of delivery of the Products is hereby excluded.

We shall not be responsible to third parties for any claim arising out of your activities and our liability for any monetary amount as a result of such a claim is hereby excluded.

Applicable laws and Jurisdiction

The Terms are governed by the laws of New South Wales. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of New South Wales.

If any provision of the Terms is found to be invalid or unenforceable by a court of law, such invalidity or unenforceability will not affect the remainder of the Terms which will continue in full force and effect.

In performing its obligations under the Terms, each Party will comply with all applicable laws and regulations, including but not limited to antibribery and anticorruption laws, as well export control and trade regulations, and the Annex B of the Terms.

Privacy

We are committed to protect the privacy and security of the personal information which you may provide for the purpose of performance hereof. If you have any questions/concerns about our Privacy Policy please contact us at privacy@sonova.com.

Contact

If you have any questions or concerns regarding the Terms please contact us on [1800 809 321].