



Innovating the Art of Listening



# SHANGRI-LA

Electrostatic Headphone System

User Guide



TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

Warning: Non-insulated dangerous voltage within the product's enclosure may be of sufficient magnitude to constitute a risk of electric shock.



Important operating and maintenance instructions in this user guide accompanying the product.

Warning: To avoid fire or shock hazard, this product should not be exposed to rain or other moisture.

### **Note:**

To completely cut off the power, the electrical plug should be unplugged.



HEATED  
HOT SURFACE

DO NOT TOUCH the vacuum tubes once turned off as they will remain hot for some time. The radiator on the amplifier may also get very hot in use, do not touch when operating, cover or obstruct the air flow around it. The high-temperature area should not be touched, especially the top panel and areas surrounding the "Hot Surface" symbol.

## Warning:

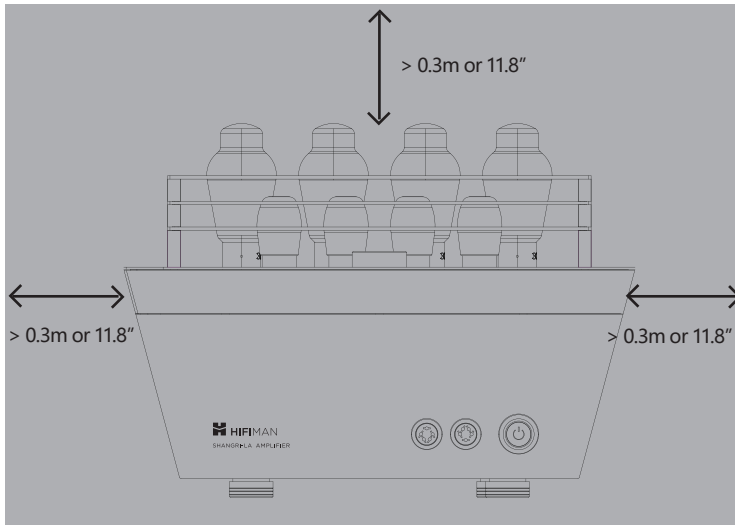
- Please read instructions carefully. Store and retain the operations guide for future reference. Pay attention to all warning information and operate in accordance with the instructions.
- Avoid high ambient temperature use. Do not operate the amplifier in a room temperature over 40°C or 104°F. Please allow the heat to fully dissipate after use.
- Grasp the plug firmly when the power cable is being unplugged. Do not pull the cable to unplug.
- This product should not be placed in a dusty, dirty environment or be exposed to very high humidity (sauna, bathroom etc.)
- The plug should be unplugged if the product will not be used for a long time.
- Air ventilation should not be blocked or obstructed.
- Nothing should be dropped into the amplifier. This could cause damage, especially to the fragile tubes on top.
- Do not expose the product to chemicals such as pesticides, benzene, acids or alkaline.
- This product should not be disassembled or refitted by anyone other than HIFIMAN.
- To avoid fire, while the amplifier is working, vacuum tubes and air vents should not be obstructed with papers, tablecloth, curtains or any other items.
- Open flames such as candles should not be placed on or near the amplifier.
- Highly flammable, liquids should not be dropped or sprayed on the amplifier.
- To avoid fire hazard, items containing liquids such as vases or glasses should not be placed on the amplifier.
- Do not operate with wet or oily hands.
- There is high output on the output terminal of front panel of the amplifier. To avoid shock hazard, nothing should be inserted in the output port of the amplifier except a suitable headphone jack.
- The power cable should not be trampled on or be a trip hazard.
- Accessories and spare parts used should be specified by HIFIMAN only.
- Please Note: The cases that carry the product are very heavy. Care must be taken when moving so no damage nor injury occurs.



TRANSPORT  
CASES WARNING

- In case of electrical storms please remove the plug from the power socket.
- To avoid risk of electric shock and to protect the diaphragm from being damaged, nothing should be inserted into the grill on the headphone.
- As with the amplifier, the headphone should be kept away from a high temperature environment ( ambient temperature should not exceed 40°C or 104°F. )
- Keep the headphone away from substances such as alcohol, gasoline, acetone, other solvents, sulfuric acid, sodium hydroxide or any other corrosive substances.
- Do not treat the headphone violently as this may cause permanent damage to the internal structure and invalidate the warranty.
- If the headphone should get wet, do not use a heat gun or hairdryer on the product as this could permanently damage the headphone's diaphragm. Allow to dry naturally in a warm but dry environment such as an airing cupboard.
- Do not use the headphone with wet hair.
- If the product is to be left unused for a long time, please keep in the storage box and seal with a moisture-proofing agent to prevent mold or corrosion.

- In the following situations, please disconnect the power supply from the amplifier and contact HIFIMAN customer service:
  - A. The power cable or plug is damaged.
  - B. The amplifier has fallen on ground or liquid has spilled into or on the equipment.
  - C. The amplifier has been exposed to an extreme humid environment.
  - D. The amplifier will not power up.
  - E. The amplifier or headphone outer covering has been damaged.
  - F. The amplifier does not seem to operate properly, or it has a noticeable change in performance.



- Due to the vacuum tube used inside, the amplifier generates heat. Do not cover the venting holes on the top and bottom plates. When installing it on a rack or a shelf, keep 30cm or more free space from the amplifier ( see above graphics. )

Thank you for your purchase of the SHANGRI-LA Electrostatic Headphone System. To ensure the correct operation, please read the operating instructions carefully. After reading, please retain for reference in the future.

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\* Please be advised that illustrations may be different from the real system for the purpose of explanation.

## Specifications

Headphone

Frequency Response: 7Hz -120kHz

Bias Voltage: 550V-650V

Weight: 13.2oz (374g)

Amplifier

Weight: 35lb (16kg)

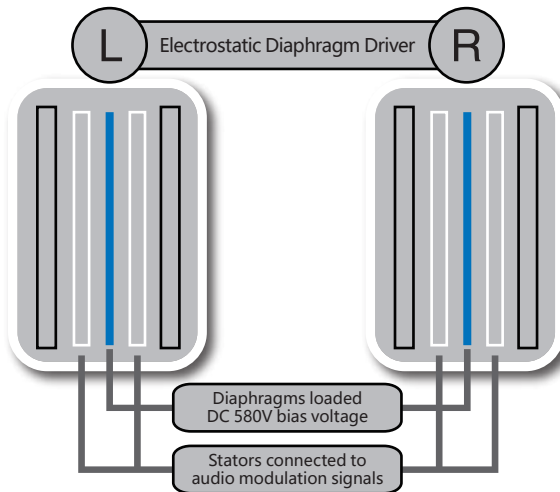
Dimensions: 17.32" x 18.11" x 13.39" (437.8\*458.9\*335.8mm)

## Accessories

No.	Items	Quantity
1	Power Cable	1pc
2	Electrostatic Headphone (in a box)	1pc
3	Headphone Stand	1pc
4	300B Vacuum Tube	4pcs
5	6SN7N Vacuum Tube	4pcs
6	User Guide	1pc
7	Tube Guard Protector	1sets

## SHANGRI-LA Electrostatic Headphone

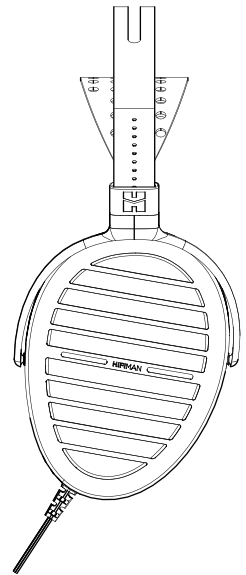
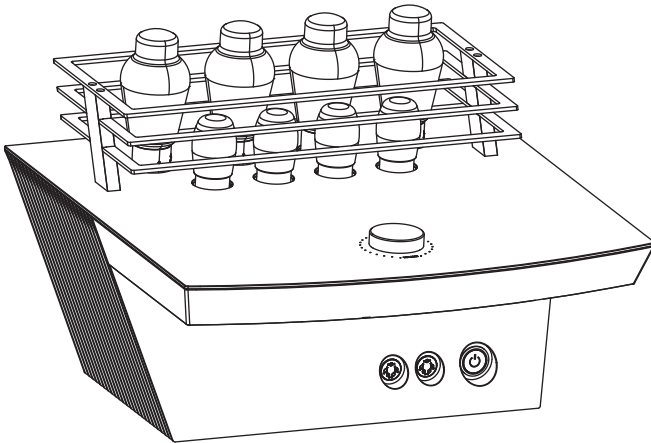
- Nano-particle coated sub-micrometer thickness diaphragm provides unsurpassed high frequency response.
- The highly resolving audio and extremely high frequency range allows the soundstage to be dramatically open and expansive compared to a traditional “moving coil” type headphone.
- Metal mesh stators working in proximity to the ultra-thin diaphragm provide superior openness and less distortion than other headphones.
- Nanometer grade dust cover helps prevent dust and other pollutants settling and avoiding ensuing distortion caused by electrostatic dust.
- Lightweight (only 13.2oz or 374g) and ergonomic design provides superb comfort for extending listening.
- Sturdy and durable, the outer covering is made of 6-series aluminum alloy with an anodized finish.





## SHANGRI-LA Electrostatic Amplifier

- Four pairs of custom designed 300B and 6SN7N vacuum tubes, acknowledged to be the finest available
- The 300B tubes work as the direct driving stage. There are no capacitors nor transformers between the tubes and headphones. This design allows you to listen directly to the sound of the tubes.
- Relay-based attenuator with a 24-step level of volume control and a total of 23 separate resistors for a more pure listening experience
- Made of aviation grade aluminum alloy, the advanced industrial design was inspired by the landing strip of an aircraft carrier and carried out by the HIFIMAN US design team in Boston.
- Tempered glass top panel
- XLR balanced audio input and AUX source input port
- Equipped with two headphone output ports
- AC 115V / 230V power selector



## 1. AC Fuse

Do not open the panels to repair the fuse. Please contact your distributor or HIFIMAN customer service if any malfunction occurs.

## 2. Caution

Front and rear panels should be wiped clean with a dry soft cloth.

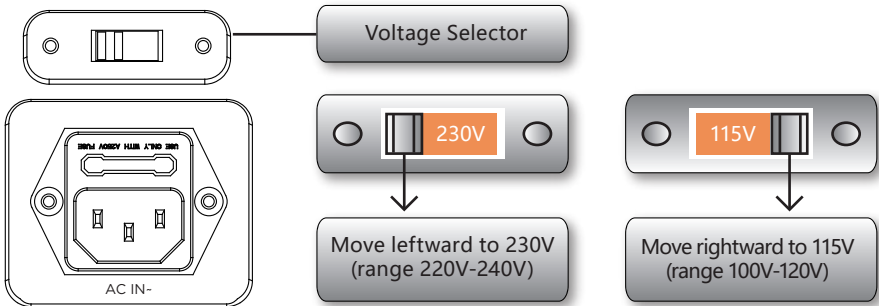
To remove stubborn dirt, use a soft cloth with mild detergent solution and dried to wipe. Continue to wipe dry with a clean cloth. A rough cloth with ethyl alcohol or other chemical solvent must not be used, as they may cause damage to the surface coating.

## 3. Power Source

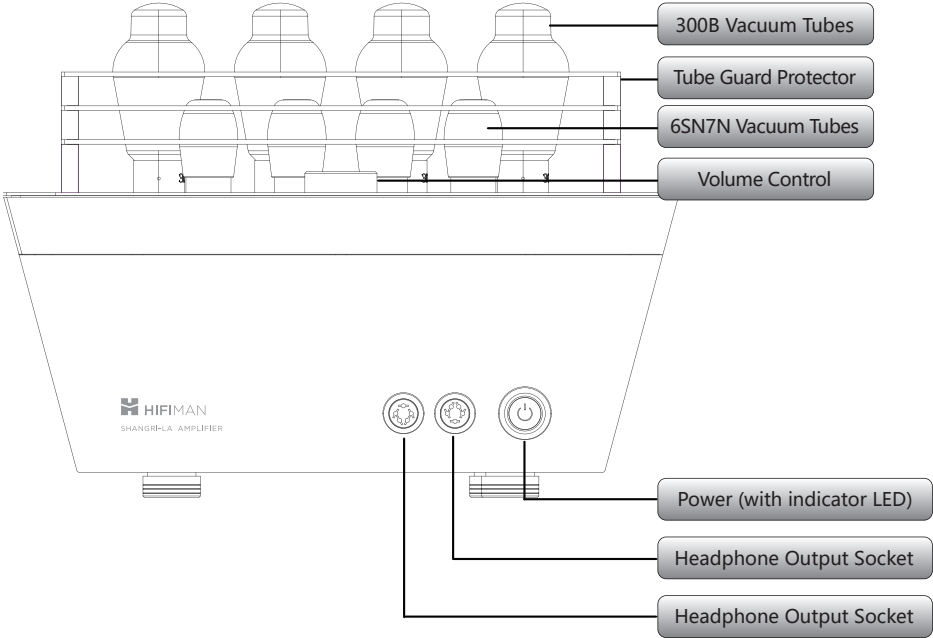
### Warning:

Please read the following instructions before connecting this product to a power source for the first time. Power voltage might vary in different countries and areas.

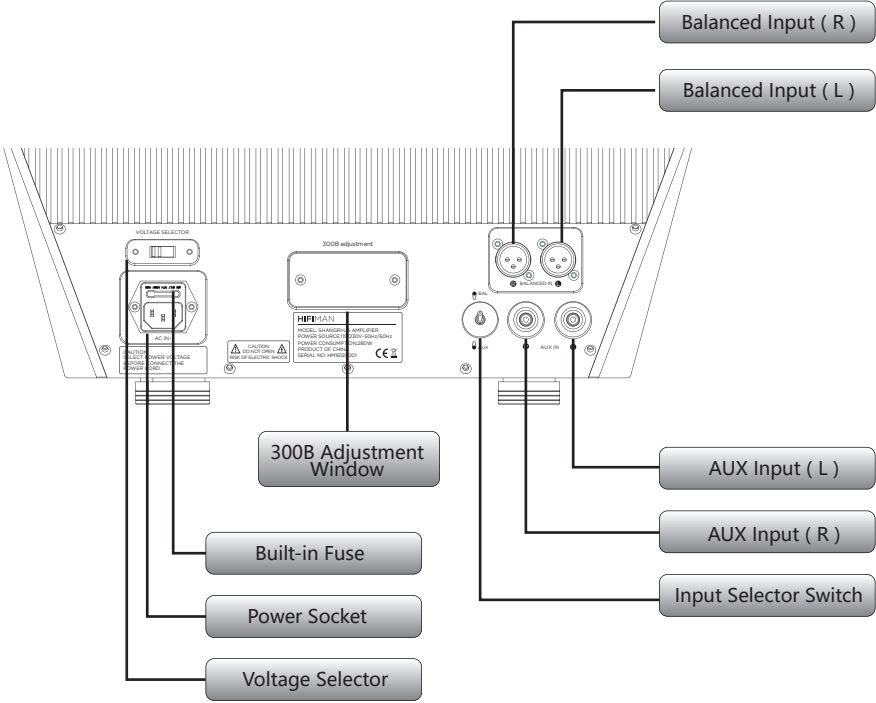
Please make sure the rated voltage ( for instance, alternating current AC 230V 50Hz or alternating current AC 115V 60Hz ) on the panel corresponds to local mains voltage. If not, the power supply should be turned off and the power cable should be disconnected, adjust the voltage selector with a flat head screwdriver. Make sure the power supply corresponds to the local mains voltage before reconnecting.



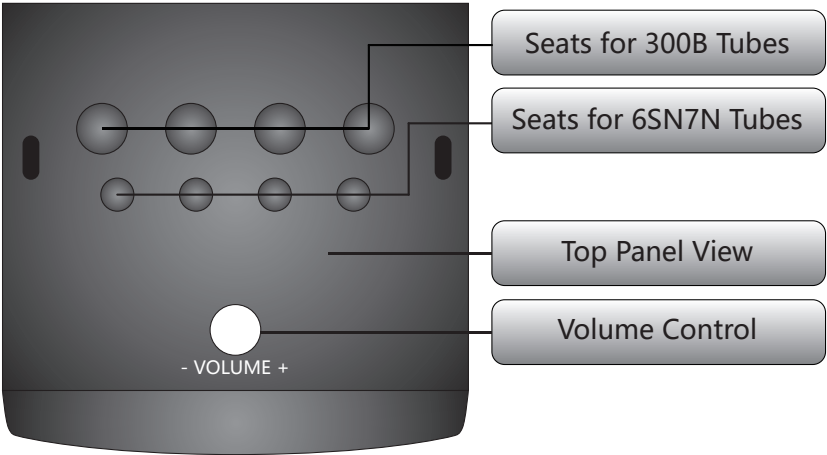
Front Panel



Rear Panel



Top Panel

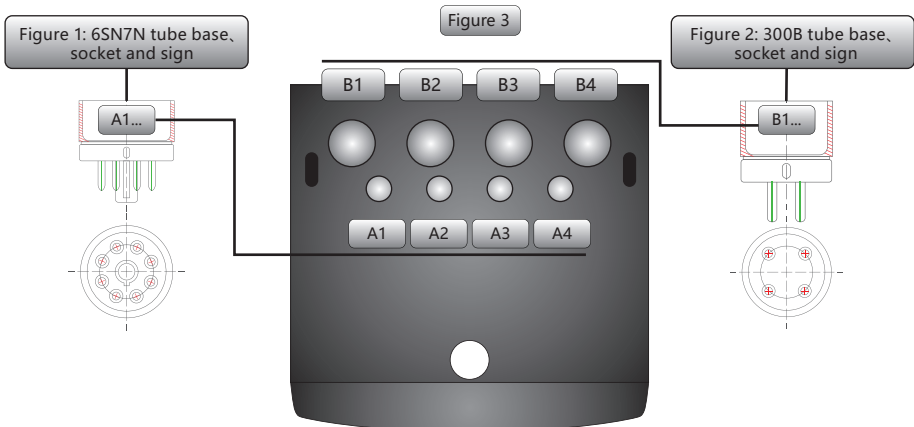


## Preparatory Work

- Open the main package box, remove the amplifier and power cable carefully.
- Put the device on a stable surface, then remove the protective film from the top panel.
- Open the small box, remove the vacuum tubes, headphone stand, headphone (separately packed) and tube guard protector carefully.
- Take out the tubes carefully. Arrange the tubes in order according to the markings on them.

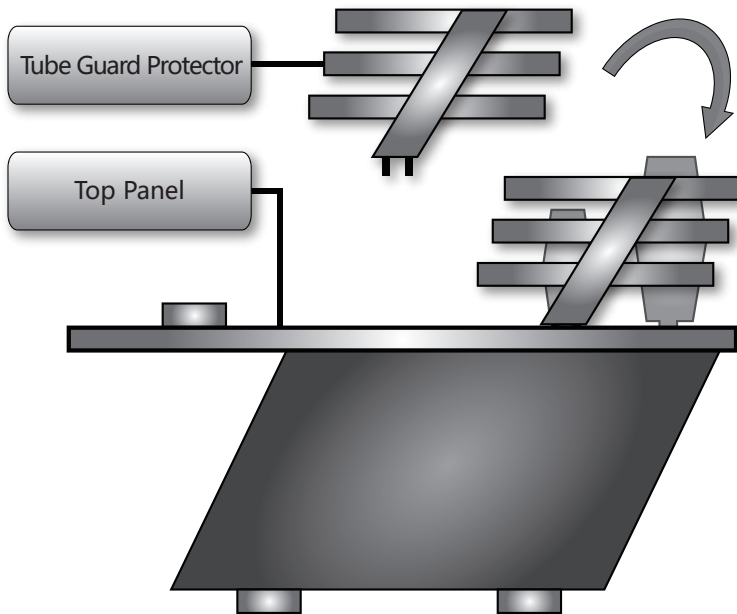
## Installation of Vacuum Tubes

- Vacuum tube matching has been carried out when manufactured for optimum working status. For convenience during installation, please use the tubes in accordance with their numbers.
- The tubes have been marked A1~A4(6SN7N), B1~B4(300B). Please insert according to Figure 3 as below.
- Note: The base on the 6SN7N should be inserted precisely into the tube socket. (Figure 1) The 4 base pins in 300B, two thicker and two thinner, should be inserted into the corresponding sockets. (Figure 2)
- To install: Grasp the tube base, insert gently into the tube socket until it reaches the bottom of the socket.

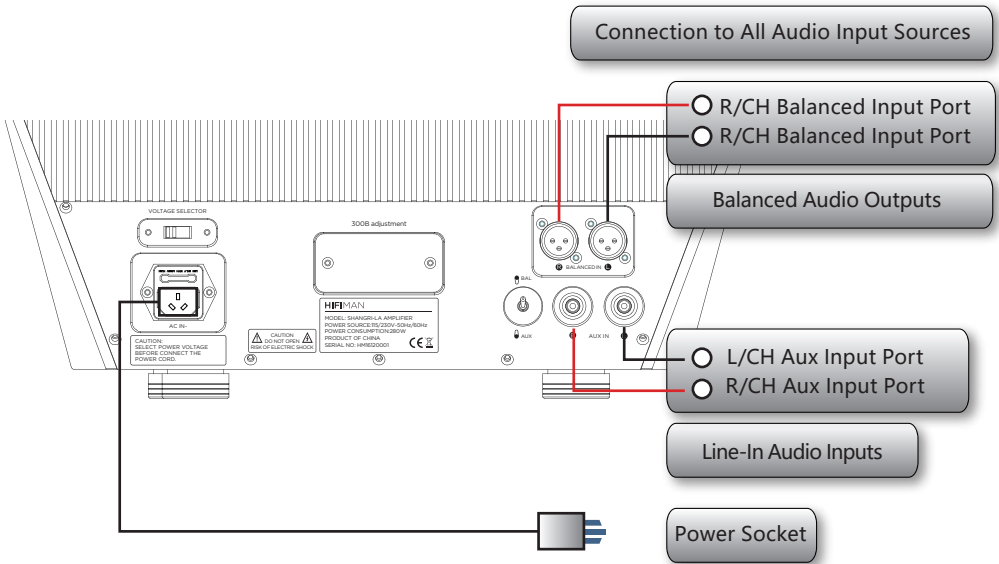


## Installation of Tube Guard Protector

Gently insert the connection pins of the tube guard protector into the two holes on the two sides of the panel. See graphics below.



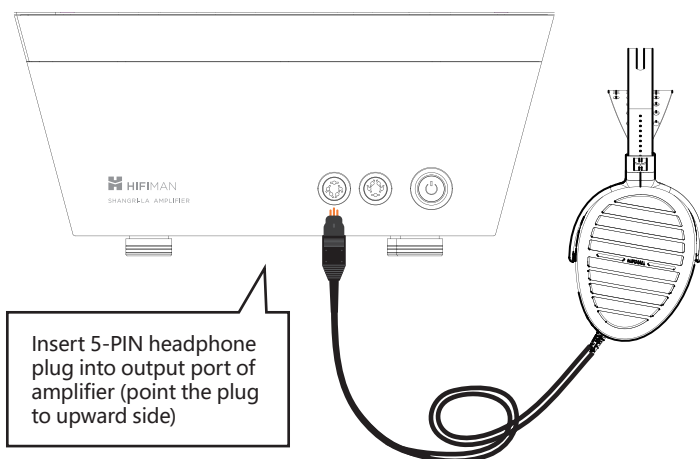
## Connection to Audio Input Source and Power Source



\* Make sure the power supply switch corresponds to local mains voltage before connecting to power socket.



**Two pairs of electrostatic headphones can be connected to the amplifier and operated at the same time.**



## Initial Use

When the "POWER" switch on the front panel is pushed on, the red LED on the front panel blinks for 30 seconds. When the LED lights up continuously, the unit is ready to operate.

Plug the headphone into one of the sockets on the front panel.

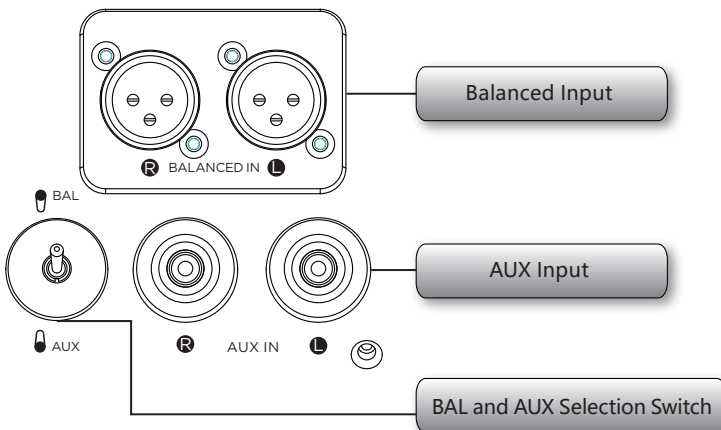
Select the connected input signal using the "INPUT" selector switch beside the input connector.

Turn the volume potentiometer clockwise to set optimal volume level. Output sound level can be read from indicators around the knob.

## Balanced Input and AUX Input

Set the switch to "BAL" to select the Balanced In source.

Set the switch to "AUX" to select the Auxiliary Input source.



## Before the Bias Adjustment

Please replace the old vacuum tubes regularly to ensure optimum audio quality.  
Adjust the bias of the amplifier after each replacement.

- Equipment required:

1. Multimeter
2. Flat-head screwdriver
3. 2mm Hex socket screwdriver

- Removing the tubes:

Turn off the power and take out the old 300B.

When the old tubes are being taken out, the amplifier should be held with one hand, the tube in the other hand, slowly pull upward, gently rocking from side to side.

For the installation of the new tube, please refer to page 13.

- Prepare for use:

Remove the cover called "300B Adjustment" on the rear of the amplifier.

Turn the power on and pre-heat the amplifier for no less than 60 minutes.

## The Bias Adjustment

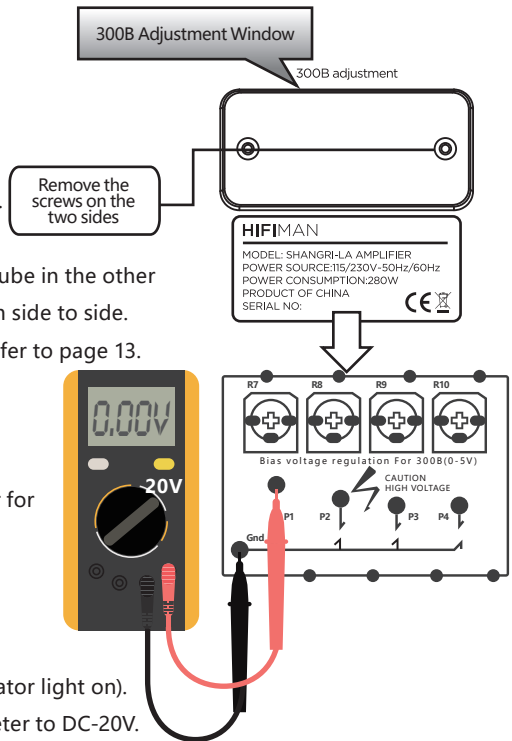
300B DC voltage standard:  $0V \pm 0.5V$

Turn the volume to minimum (Only one indicator light on).

Turn the measurement switch on the multimeter to DC-20V.

The black probe on the multimeter should connect to the "Ground" terminal on the amplifier. The red probe can connect to any testing point on the R7 to R10 potentiometers. R7 to R10 potentiometer.

Adjust each in run until the multimeter reads "0" volts on each channel. "0" volt of four channels.



- Note:

The bias measurement should be as close to "0" as possible. Try to match TP1 as close as possible to TP2 and TP3 as close to TP4.

Try to match each channel as close as possible, R7 to R8, and R9 to R10.

After adjustment, wait for 10 minutes and test each channel again to ensure that it is stable.

Repeat the procedure until the desired measurement is obtained.

- Finish:

Place the cover back onto the amplifier and close.

- Adjustment complete:

Turn off the power.

Replace the cover plate for the adjusting panel and affix with screws.

Turn the amplifier back on and enjoy the music you love.

\* Should you find anything unusual or are not able to replace/adjust the 300B tubes, please contact your local distributor or HIFIMAN customer service.

### Please check the following possible issues:

Are the connections correct?

Has the device been operated in accordance with the manual?

Are the connecting devices working properly?

If the product is not operating properly, please check for the following problems.

If you require assistance please contact the distributor from whom this product has been purchased or contact HIFIMAN customer service.

Problems	Possible Causes	Solutions	page
Power indicator will not come on	Power plug not inserted properly or fully	Check the power plug has been inserted into the socket properly and fully	15
Power indicator is on but there is no sound	Input cable not properly or fully inserted	Correct the input cable connection	15
	Headphone cable not properly or fully inserted	Correct the headphone cable connection	16
	Incorrect input selection	Set the input selector switch correctly	11
	The volume is set very low	Slowly increase the volume output with the volume dial	17
Left and right channel are reversed	The left and right input cables are reversed	Correct the left and right channel connection	15
No sound from one channel	The left or right input cable is not properly or fully inserted	Correct the left and right channel connection	15

HIFIMAN provides a five-year warranty on the SHANGRI-LA system.

However, both the tubes and the cable are warranted for one year only.

HIFIMAN SHANGRI-LA is a high-performance headphone system requiring professional demonstration, setup and support. Therefore, it is only available for sale through select authorized dealers who will have the system on display. HIFIMAN SHANGRI-LA will not be offered for sale online.

Upon purchase, a HIFIMAN representative will help to install and setup SHANGRI-LA on-site within continental North America, Europe and Asia Pacific region. For further support and service if needed, please contact HIFIMAN at [customerservice@hifiman.com](mailto:customerservice@hifiman.com)

## 1. Correct disposing of waste electrical and electronic equipment (WEEE) and symbol of the “crossed-out wheeled bin”

The crossed-out wheeled bin on WEEE means that you are obliged by law to dispose of this equipment separately from the unsorted municipal waste collection system. Disposing of it in the residual waste bin, the yellow bin or yellow bag for recyclable materials is legally prohibited. If the equipment contains portable batteries, accumulators or lamps that are not permanently installed, these must be removed before disposing of the product and be disposed of separately as waste portable batteries.

## 2. Ways of returning waste electrical and electronic equipment

Owners of waste electrical and electronic equipment can return them to those facilities for returning or collecting waste electrical and electronic equipment set up and provided by the public-sector waste disposal authorities or alternatively with collection points installed by producers, retailers or distant sellers to ensure that the waste electrical and electronic equipment is disposed of correctly. The following link leads to an online registry of the available collection and take-back sites: <https://e-schrott-entsorgen.org/>

## 3. Data privacy

We should point out to all end-users of waste electrical and electronic equipment that they themselves are responsible for deleting all personal data from the waste electrical and electronic equipment to be disposed of.

**WEEE Reg. No. DE 73830605**

**WEEE Reg. No. DE 48150071**





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