



User Guide
In-The-Ear Hearing Aid

Dear Customer

Thank you for choosing our Hearing Aids. All illustrations in this booklet are applicable to our Hearing Aid. To thank you for your trust and support, we will wholeheartedly provide you with first-class after-sale service. You can get free repair of non-human causes of failure during the warranty period. For any question, please be free to contact the local service center. Our customer service center consists of professional technical personnel and audiologist and you will find a satisfactory solution there.

This manual will introduce you some basic use method of hearing aids and the solutions of common problems to help you use hearing aids better. Please read it carefully and regard it as a user guide.

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1. Overview

First class components from Europe and America, strict production control and accurate test ensure the excellent quality of each hearing aid.

a) Product Features

The shape of hearing aid matches the ear canal which ensures the comfort. It is adaptable for mild to profound hearing loss. Its clear sound and big power can compensate users' hearing loss.

b) Main Application and Scope

Used for compensation of the patient's hearing loss.

c) Product Model

(name, model No. on label)

d) Operating Condition

Working conditions: Temperature: $0^{\circ}\text{C} \sim +40^{\circ}\text{C}$, Humidity : $0\%RH \sim 80\%RH$

Rated Voltage: **DC1.4V**

Normal Atmospheric Pressure Range: 86Kpa \sim 106Kpa

Storage and Transportation Condition:

Temperature: $-20^{\circ}\text{C} \sim +50^{\circ}\text{C}$, Humidity : $0\%RH \sim 93\%RH$

At least 30 min required of device to warm from the minimum storage temperature before wear hearing aid. At least 30 min required of device to cool from the maximum storage temperature before wear hearing aid.

e) Impact on the Environment

Please dispose of the used batteries according to local regulations to protect the environment.

f) Safety

- **Warning: This product will not restore normal hearing and will not prevent or improve hearing impairment resulting from organic conditions. This product is designed to help you make greater use of your remaining hearing. You should keep in mind that it can take time to become accustomed to hear new sounds.**
- **For best results, using the hearing aids as much as possible. In most of time, infrequent use of the hearing aids doesn't permit you to attain full benefit from**

them.

- *The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lipreading.*
- *Warning: It is good practice for a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear). Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of a medical evaluation assure that all medically treatable conditions that may affect hearing are identified and treated.*
- *Children with hearing loss : In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation. Because hearing loss may cause problems in language, educational and social development of a child. An audiologist is qualified to assist the evaluation and rehabilitation of a child with hearing loss.*
- *Warning: Hearing aids are able to provide more than 132 dB SPL. The hearing aids should be fitted by the professional operator otherwise there may be a risk of impairing the remaining hearing of the patient.*
- Avoid being swallowed by children, keep small parts out of children's reach.
- Biocompatibility and Electromagnetic Compatibility safety instruction: Our products meet the requirements of biocompatibility and electromagnetic compatibility relevant. Should stay away from X-ray, MR scans, CT scans, short-wave diathermy, or similar radiation treatments, which have an EMC impact on product.
- Warning: The hearing aids should be fitted by the professional operator otherwise there may be a risk of impairing the remaining hearing of the patient; The hearing aid should be only used for the hearing impaired, not for other applications.

Special User:

- (1) Children can't wear the hearing aid without the guidance of adult.
- (2) Mental patients should consult a physician before wearing a hearing aid.
- (3) The hearing aid is not applicable for children under age 36 months.

g) Life of Product

The life of hearing aids is 3 years.

For the ear plug, suggest replacing it once per year at the normal situation.

For the battery, suggest replacing it per 60 hours at the working situation.

2. Structural Characteristics and Operating Principle

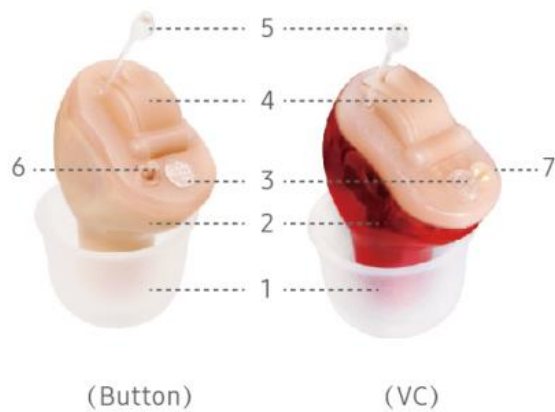
● **Operating Principle**

Accessory List <i>(Optional)</i>		
Name	Quantity	Unit
Battery	1	Piece
User Guide	1	Set
Warranty Card	1	Piece
Ear Plug	1	Set
Accessory List	1	Piece
Eligibility Certification	1	Piece

The audible signal is converted into electrical signal through the microphone and is magnified via IC. Then the electrical signal is converted into the audible signal through the receiver. There are analog and digital circuits to amplify the signal through IC. Then the receiver will accept the amplified electrical signal and restore to sound, to achieve the sound amplification purpose and make the compensation for the hearing loss patient. Help the hearing loss patients work and live like normal people.

Warning: Please use the provided accessories matching with our hearing aids and don't use others'.

● **Configuration Chart**



- | | |
|-----------------|-----------------|
| 1. Ear dome | 1. Ear dome |
| 2. Shell | 2. Shell |
| 3. Microphone | 3. Microphone |
| 4. Battery door | 4. Battery door |
| 5. Pull wire | 5. Pull wire |
| 6. Button | 7. VC |

Note: The above pictures are for reference only. The parts maybe changed according to the actual requirements of the customers and the product.

3. Technical Specification

(see label)

4. Contraindications and Undesirable Side-effect

a) Contraindications

- Visible congenital or traumatic deformity of the ear
- History of active drainage from the ear within the previous 90 days
- History of sudden or rapidly progressive hearing loss within the previous 90 days
- Acute or chronic dizziness
- Unilateral hearing loss of sudden or recent onset
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal
- Pain or discomfort in the ear

b) Undesirable Side-effect

currently undiscovered

5. Steps for Wearing Hearing Aids

a) Installing Battery

Correct battery type should be chosen. Please see battery model figure as below. If you are not sure about it, please consult an audiologist. Open the battery door gently with your fingers, use the brush's magnet to hold the battery positive and then insert the battery. Should avoid touching battery by hand directly. Brush flat move to the direction of the battery door to separate the battery and brush, then close the battery door. Do not forcibly insert the battery. Close the battery door gently after new battery is installed. Do not close the battery door with force as it may be damaged. If you cannot close the battery door, please check if the battery is installed correctly, especially for the positive and negative pole. "+" sign on the battery should be at the same side of "+" on the battery door.

Battery Model Figure

Battery Model	Product Model
10A	D-C-C2B、D-C-C1B、D-L-C1B D-L-C2B、D-L-C1L、D-L-C2L

b) Replacing Earplug

Disassembly: Pinch the earplug with hand to separate the earplug from the connector as shown in below picture.



Assembly: Select the appropriate size of earplug; hold the earplug and put it into the connector correctly.



Judge if the earplug is correctly assembled, please check the bottom of earplug reaches the bottom of the connector or earplug will not drop off when slightly pulling it.



Tips: Kindly recommend to choose M size ear dome at the first time. If ear dome is small, that will make hearing aid whistle when you wear it in the ear canal. Please choose bigger size ear dome, when hearing aid is whistle.

Kindly suggest that you can put hearing aid volume lower before you wear it into ear canal, that will avoid hearing aid whistle in the ear canal.

If ear dome is too big, you can not wear it, please choose smaller size.

c) **Power On/Off**

The battery door also functions as the on/off switch;

ON: The battery door is fully closed.

If you turn off the hearing aids, please wait at least three seconds before turning it on again.

OFF: The battery door is open.

Please turn the hearing aids off to reduce battery consumption while not use.

Some hearing aids are programmed to have a Power-On delay. Your hearing professional will place a check in the box below if your hearing aids have this feature.

<input type="checkbox"/> My hearing aid has a Power-On delay	
--	--

The Power -On delay means that your hearing aids will take several seconds to power

up once they have been turned on. This feature allows you to fit the hearing aids in your ear before they start to amplify sound.

d) Placing the Hearing Aid on the Ear

Turn **on** the hearing aids before placing them on the ear.

Hold your hearing aids with your thumb and forefinger on the outer edges of the case or the pull wire on the device faceplate.

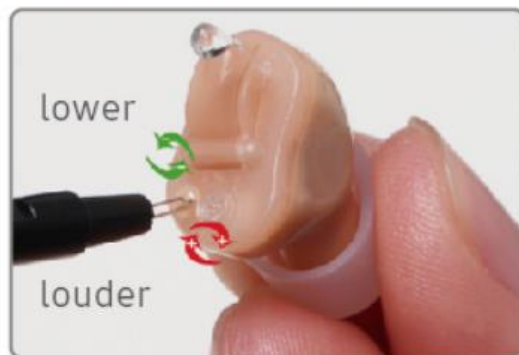
Gently insert the canal tip of the instrument into your ear canal until you feel resistance.

Use tip of your forefinger to softly move the hearing aid forward or backward to place the device in an appropriate position so as to fit it in the ear canal.

To help position the hearing aids properly you can pull the outer ear backwards and upwards with the other hand.

e) Volume Control (Optional)

The clockwise rotation is gradually increased and the counterclockwise is gradually decreased.



f) Button Control (Optional)

- The application method of button with the ordinary program switch: By pressing the program switch, program can be switched circularly among different programs. Every press is for one program switch. When the battery door is closed and the power is on, the hearing aid will automatically go to “Program 1”.

For those which have the program memory feature, hearing aids can return to the same program when turned back on.

- The application method of button with three in all function:

Short press (1 second) : Cycle to change the volume: the volume drops 3dB by every

press the button. When it is dropped to the lowest volume, press the button again, the volume will reach the maximum value of the setting range.

Long press (2 seconds) : Cycle to switch program: Press and hold for 2 seconds to hear different program mode.

If hearing aids have program memory and continuously works for 10 minutes or more, then it is turned off. It will return to the same setting when turned back on.

Extra-long press (5 seconds) : Press the program button for 5 seconds to enter the sleep mode, and the hearing aid saves power in standby mode ; Press the program button again for 5 seconds to release the sleep mode and wake up the hearing aid to working status.

g) Removing the Hearing Aid

Grasp the device with your thumb and forefinger; gently rotate it as you pull outward. For devices with pull wire: Grasp the pull wire and gently take the hearing aids out of ear. Never use the battery door to pull the hearing aid out! Damage may occur as it is not designed to withstand the pressure of pulling.

6. Simple Failure Analysis and Troubleshooting

Failure	Cause	Solution
Whistling	hearing aid is not worn correctly The volume is too loud Cracked hearing aid Your hands or other objects are very close to the hearing aid Too much earwax	Correct and wear it again Turn down the volume Contact with the audiologist Move your hands or other objects away from ears or confirm the object a sufficient distance from the ear Clean earwax or contact with the audiologist
No sound	Power off Hearing aid battery is not installed Low battery or no power Dirt blocks the earplug or tube	Turn on Install the battery Replace it with new battery Clean earwax or contact with the audiologist
Small voice Not clear Distortion	Low battery Hearing loss change Hearing aid is damped Dirt blocks the sound tube	Replace it with new battery Consult the audiologist Dry it with dry box or contact with audiologist Clean the sound tube or contact with audiologist

Can't adjust the volume	Volume has been placed on the maximum or minimum level Dirt blocks the sound tube or earplug	Rotate the volume knob in the opposite direction Clean or contact with audiologist
High power consumption	Hearing aid is still on when not in use The battery is expired Hearing aid is damped Poor battery quality Local leakage	Please turn it off when hearing aid is not in use Check the validity of the battery Dry it with a dry box or contact with audiologist Replace it with new battery Send it to local service center for maintenance
Intermittent sound	Battery failure Poor contact between battery and battery pole	Replace it with new battery Contact with audiologist

If the failure still can't be solved by the above methods, please contact with the audiologist for help. if repair is necessary, you can contact the staff from customer service center .

7. Maintenance and Repair

When use hearing aids, earwax will accumulate in the ear canal and ear plugs loud mouth. Large accumulation of earwax may affect the sound quality of hearing aids, So please regularly clean your ear canal and hearing aids earplug.

a) Cleaning Hearing Aid

- Clean and wipe your hearing aid with a dry soft cloth.



- Use the brush to clear the earwax in the sound hole of hearing aid.



Clean or wipe hearing aid on the soft surface (such as: place the soft cloth or towel on the desk) to avoid hearing aid being damaged when fall down accidentally.

Never use any liquid like water to clean hearing aid since it may lead to permanently damage the circuitry.

8. Precautions for Hearing Aids

- **Periodic Inspection:** Periodic Inspection is necessary. Bring your hearing aid regularly to your hearing aid specialist, who will recommend to have the accessories changed or the device checked.
- **Moisture-proof:** Moisture-proof is the core issue of the normal use of hearing aids and the key to extend the life of hearing aids. Place it in a special drying box at night to remove moisture out of it, to extend the life of hearing aid.
- **Waterproof:** Please do not wear the hearing aid when swimming. Remove the hearing aid when it is raining. If hearing aid accidentally falls into the water, do not use dryer to dry it. You can dry it with a soft, clean cotton cloth and put it in a ventilated environment. If a failure occurs, please contact with your local audiologist or contact with the staff from customer service center .
- **Anti-high temperature:** Avoid high temperatures or long exposure to sunlight.
- **Anti-vibration:** Do not drop your hearing aids or knock them against hard surfaces.
- **Others**

Please use correct battery for hearing aids.

Please taking out the battery to avoid battery leakage if you don't use for a long time.

Batteries should be out of reach from infants or children to avoid being swallowed.

Once find that children swallow the battery, please immediately send him/her to hospital.

You should see a hearing care professional if you:

Visible congenital or traumatic deformity of the ear.

History of ear infection or continuous drainage from the ear within the previous 90 days.

Sudden unilateral or bilateral hearing loss onset within the previous 90 days.

Have acute or chronic dizziness, poor dexterity, poor vision, or significant dementia.

Suspect that you have significant ear wax accumulation or a foreign object in the ear canal. Symptoms of significant ear wax accumulation can may lead itching in your ear, a feeling of fullness in your ear, and/or reduced hearing.

Experience pain or discomfort in the ear.

Have a noticeable difference in hearing between ears.

Have sudden onset or rapid worsening of tinnitus (ringing in the ear) in one or both ears within previous 90 days.

9. Unpacking and Check

- Check if the actual parts are in accordance with the accessory list.
- Check if the model marked on the warranty card is consistent with the hearing aid model.
- Check if the serial number marked on the warranty card is consistent with hearing aid serial number.

10. Hearing Aid Warranty

a) Range for Free Warranty

For any device, failures caused by non-human factors will enjoy free warranty from the date of purchase.

b) The Warranty Period

Please check the warranty period on the warranty card.












c) Exception from Free Warranty


- The damage caused by incorrect use or improper operation.
- Disassemble, assemble parts and other human caused damage.
- The damage caused by irresistible reason (Floods, fires, earthquakes, etc.)
- Change the hearing aid model, serial number on the warranty card without authorization.
- No warranty card

11. Product Model List

ITE Model List					
D-C-C2B	D-C-C1B	D-L-C1B	D-L-C2B	D-L-C1L	D-L-C2L

12. Symbol Information

	Symbol for "User Guide must be read"		Symbol for "Consult instructions for use"
	Symbol for "Manufacturer"		Symbol for "Fragile, handle with care"
	Symbol for "Keep dry"		Symbol for "Caution"
	Symbol for "Date of manufacture"		Symbol for "Serial number"
	Symbol for "Use-by date"		Type B Applied Part
	This marking shown on the product or its literature, indicates that it should not be disposed of, with other household wastes at the end of its working life. To prevent possible harm to the environment or human health	IP22	IP22: The first number 2: Protected against solid foreign objects of 12,5 mm Φ and greater. The second number: Protected against vertically falling water drops when enclosure tilted up to 15°.

	<p>from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.</p>		
	<p>The harmful substances in the product meet the limited requirements.</p>		