

# ALL MODELS

## General Information About Your Hearing Instruments



### GENERAL INSTRUMENT CARE

Your instruments are delicate, precision electronic devices and as such, require the special care and handling that would be afforded to any fine piece of equipment. Please read and follow the listed precautions to ensure quality performance and long instrument life:

Remove batteries when hearing instruments will not be in use for prolonged periods of time.

Do not throw or drop your instruments.

Do not immerse hearing instruments in liquid or water.

Do not wear during bathing, showering, or swimming.

Store out of the reach of children and pets.

Do not expose instruments to excessive heat,

such as a stove top, microwave, wash board or a hot car, or a hair dryer.

Do not expose the instruments to chemicals, such as hair spray, insect repellent, perfume, or cosmetics.

**Special Note:** Your hearing instruments are built with the finest quality materials. However, in rare instances, an individual may experience sensitivity to the materials used. Please consult with your physician if you exhibit any signs of skin irritation, allergic reaction, or accelerated accumulation of cerumen (wax).

Should you have a sensitivity problem, please see your hearing care provider to inquire about special hypoallergenic coatings available to assist with these situations.

### COMMON PROBLEMS & SOLUTIONS

#### GETTING STARTED

Helpful hints:

Keep a positive, realistic attitude.

Start in quiet places with simple communication and then progress as you feel comfortable.

Communicate any issues with your hearing care professional who can make adjustments as necessary.

Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading.

If you experience any problems with your instruments that you are unable to resolve, contact America Hears (contact information on back) for assistance. Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties still in effect.

Problem	Possible Cause	Possible Solution
Feedback Whistling Chirping Whirring	Ear Wax accumulation in ear canal and/or sound port. Aid improperly inserted	Clean sound port and/or have ears checked and cleaned by physician Insert aid properly
"Dead" or No Sound	Microphone opening and/or sound port clogged with wax, moisture or debris Dead battery Aid improperly inserted	Clean microphone opening and/or sound port Replace battery Insert aid properly
Intermittent Beeping	Weak battery	Replace battery
Fades or Intermittent	Moisture clogged microphone opening and/or accumulated in tubing (if applicable)	Purchase and use a hearing aid drying kit and/or tube blower to remove moisture



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## BATTERY SAFETY INFORMATION

### Hearing Aid Batteries Are Dangerous If Swallowed -

Keep out of the reach of children or anyone who may accidentally swallow them. Never put batteries in your mouth for any reason. Do not store batteries in pill containers where they may be mistaken for medication and swallowed. Use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm. Never attempt to recharge your batteries. They may explode and cause serious injury. Do not expose your batteries to heat, such as an open flame, microwave, or oven. There is a risk that they will explode and cause serious injury. Please discard old batteries in a safe place.

Visit <http://www.poison.org/prevent/battery.asp> to learn more important information about battery safety.

If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Poison Center, 202-625-3333.

## IMPORTANT NOTICE

Prospective Hearing Aid Users: Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

## WARNING TO INSTRUMENT DISPENSERS

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical

(v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.

(vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.

(vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

(viii) Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.