

jam SHD in-the-ear (ITE) hearing aid guide



This user guide applies to the following models:

Hearing aid

jam SHD 3-10



Wireless model:

jam SHD 3-312 Dir W

Your hearing aid details

- ① If no box is checked and you do not know the model of your hearing aid, please ask your hearing care professional.

Hearing aid models

- jam SHD 3-312 Dir W
- jam SHD 3-10

Battery size

- 312
- 10



Thank you

Thank you for choosing these hearing aids.

Please read the User guide carefully to make sure that you understand and get the best out of your hearing aids. Training is not required for handling of this device. A hearing care professional will help set up the hearing aids to your individual preferences during the fitting / sales consultation.

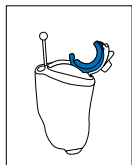
For more information regarding features, benefits, setup, use and maintenance or repairs of your hearing aid and accessories – contact your hearing care professional or manufacturer representative. Additional information can be found in the specification sheet of your product.

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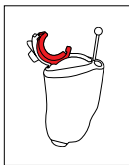
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1. Quick guide

Left and right hearing aid markings



Left

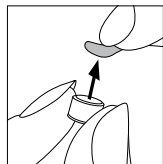


Right

Blue marking for left hearing aid.

Red marking for right hearing aid.

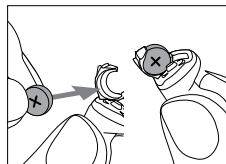
Changing batteries



1. Remove the sticker from the new battery and wait two minutes.



2. Open the battery door.

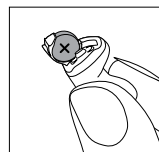


3. Place battery in the battery door with the “+” symbol facing upwards.

On/Off

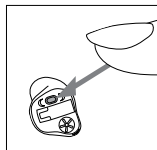


On



Off

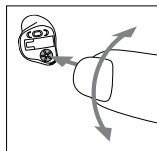
Push button



The push button on your hearing aid can have various functions.


- switching programs
- volume control

Volume control






Models with this option only:
To increase the volume, turn the volume control forwards. To decrease the volume, turn the volume control backwards.

Low battery warning

 2 beeps every 30 minutes

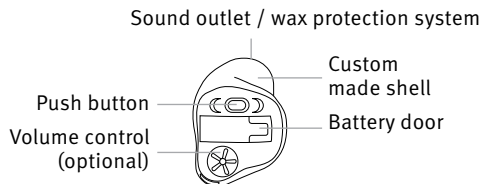
Battery size

 10A  312  312

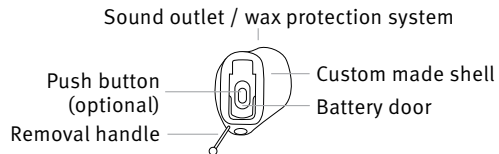
2. Parts of the hearing aid

The following pictures show the models described in this user guide. You can identify your personal model by comparing your hearing aid with the following shown models. Pay attention to the shape of the hearing aid and if a volume control dial is present.

jam SHD 3-312 Dir W



jam SHD 3-10



3. Left and right hearing aid markings

There is a red or blue marking to tell you if it is a left or a right hearing aid. The color mark is located on the battery door, on the shell (text printed in red or blue) or the shell is colored red or blue.

Blue marking for left hearing aid.



Red marking for right hearing aid.



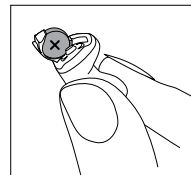
4. Turning your hearing aids on and off

The battery door is also the on/off switch.

1. Closed battery door
= hearing aid is **on**



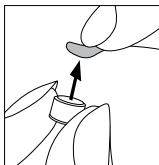
2. Opened battery door
= hearing aid is **off**



- ① When you turn your hearing aids on you may hear a start-up melody.
- ① Note: When you first turn your hearing aid on, the push button functionality may have a delay before it is active to prevent pressing it unintentionally during insertion

5. Batteries

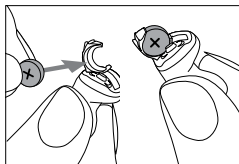
1. Remove the sticker from the new battery and wait two minutes




2. Open the battery door.



3. Place battery in the battery door with the “+” symbol facing upwards.



- ① If it is difficult to close the battery door: Check that the battery is inserted correctly and the “+” symbol is facing upwards. If the battery is not inserted correctly, the hearing aid will not work and the battery door can be damaged

 Low power: You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery (this can vary, depending on the hearing aid settings and battery). We recommend that you always have a new battery on hand.

Replacement battery

This hearing aid requires zinc-air batteries. To identify the correct battery size (312 or 10) :

- Check the front of this guide.
- Check the marking on the inner side of the battery door.



Battery symbol

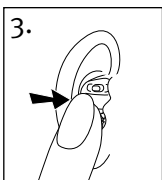
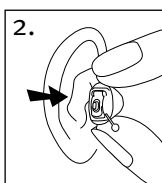
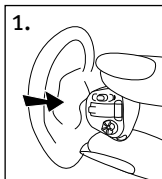


Battery symbol

6. Putting on your hearing aids

Inserting your hearing aid

1. Hold the hearing aid between your thumb and index finger with the battery door facing away from your ear.
2. If your hearing aid has a removal handle, insert by holding the hearing aid with the removal handle at the bottom.
3. Gently insert the canal portion of the hearing aid into your ear using your index finger to push back and tuck the hearing aid completely into place. It should fit snugly and comfortably. Gently pull down and back on your earlobe to help you insert the hearing aid into your ear canal more easily.



7. Removing your hearing aid

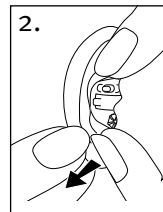
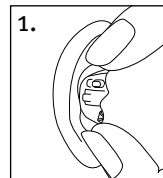
With a removal handle

1. Hold the removal handle and carefully pull the hearing aid up and out of the ear.

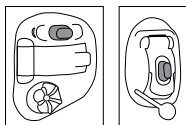
Without a removal handle

1. Put your thumb behind your lobe and gently press your ear upward to push the hearing aid out of the canal. Or move your jaw up and down or apply pressure to the back of your ear to help loosen the hearing aid.
2. To remove your hearing aid, grasp it with your thumb and index finger.

- ⓘ Do not use the controls or the battery door to remove your hearing aids.



8. Push button



The push button on your hearing aids can be either a program control, a volume control or a combination of both.

□ Program control

If the push button has been configured as a program control, each time you push the button, you will move to a different hearing aid program.

Your hearing aids beep to indicate which program you are in.

Program setting	Beeps
Program 1 (e.g. automatic program)	♪ 1 beep
Program 2 (e.g. speech in noise)	♪♪ 2 beeps
Program 3 (e.g. easy telephone/telephone)	♪♪♪ 3 beeps
Program 4 (e.g. music)	♪♪♪♪ 4 beeps
Easy telephone/telephone	♪♪♪ short melody
Wireless synchronization (if enabled)	Opposite ear beeps the same as side being adjusted

□ Volume control

If your push button has been configured as a volume control, either:

- Push the button on your right hearing aid to increase the volume, and
- Push the button on your left hearing aid to decrease the volume

or:

- Push the button to step through your volume levels

As you change the volume control, your hearing aids will beep.

Volume setting	Beeps
Suggested volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

Program/volume control push button

If your hearing healthcare professional has configured one hearing aid to be a program control and the other hearing aid to be a volume control:

- Push the button on your right / left hearing aid to access your different programs, and
- Push the button on your right / left hearing aid to step through your volume levels

9. Volume control rotary dial

Your hearing aids may come with two controls that allow you to further adjust them – a rotary dial and a push button.

Rotary dial



The rotary dial on your hearing aids can be set up as a volume control.

Volume control

If the rotary dial has been configured as a volume control:

- Rotate dial slowly forward towards your nose to increase the volume
- Rotate the dial slowly backward away from your nose to decrease the volume

The optional remote control also allows you to adjust your volume levels; please refer to the remote control user guide for more information.

As you change the volume level, your hearing aids will beep.

Volume setting	Beeps
Suggested volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

10. Tinnitus masker

If your hearing healthcare professional has configured both a tinnitus masker program and a volume control, you can adjust the tinnitus masker level while you are in the tinnitus masker program. To adjust the noise level, either:

- Rotary dial
 - Rotate dial slowly forward towards your nose to increase tinnitus masker, and
 - Rotate the dial slowly backward away from your nose to decrease the tinnitus masker
- Push button (right/left)
 - Push the button on your right hearing aid to increase the tinnitus masker, and
 - Push the button on your left hearing aid to decrease the tinnitus masker
- Push button (steps)
 - Push the button to step through your tinnitus masker volume levels

As you change the level, your hearing aids will beep.

Wireless synchronization

If wireless synchronization is enabled, when you change the volume or program settings on one hearing aid, the other one changes as well. Wireless synchronization works for both the push button and the rotary dial.

For example, if your push button is configured as a program control and wireless synchronization is enabled, when you push the button on one hearing aid, the program will change on both hearing aids.

11. Using the telephone

Push button

Your hearing healthcare professional may have set up a phone program on your hearing aids that you can access using the push button or optional remote control.

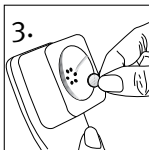
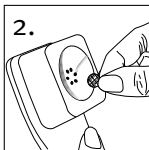
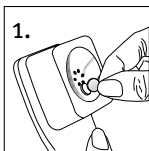
Easy telephone

Your hearing aids may also have a telephone feature, which automatically switches to a dedicated telephone program when a receiver is brought close to one of your hearing aids. You will hear a short melody when you switch to the easy telephone program. When the receiver is moved away from the hearing aid it will automatically return to the previous listening program.

If your hearing aid doesn't automatically switch to the easy telephone program when a receiver is held to your ear, you may need to attach an easy telephone magnet to your telephone. The magnet is designed to strengthen the magnetic field at the earpiece of the telephone.

To attach the optional magnet:

1. Clean the telephone receiver. Hold the magnet near the “listening end” of your telephone receiver and release it. The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
2. Place the double-sided tape in this optimal position on the telephone receiver.
3. Attach the magnet to the tape.



- ① Your hearing healthcare professional may also have set up a phone program that you can access through your optional remote control.

Binaural Phone

The Binaural Phone feature allows you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.

Binaural Phone is available in your hearing aids through:

- Push button
- Easy telephone

If your hearing aids are configured to work with the wireless uDirect™ streamer, you might benefit from a Bluetooth® hands-free option. Refer to the uDirect user guide for more information.

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

12. Assistive listening devices

Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aids may have a telecoil option that can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system.



When you see this symbol, a loop system is present and may be compatible with your hearing aids. Please contact your hearing healthcare professional for more information on loop systems.

How to use your telecoil function

Direct access to the telecoil program is possible via a press of the push button on your hearing aid.

Connecting to external audio sources

You can connect to external audio sources by using the uDirect optional wireless accessory. Ask your hearing healthcare professional for information about uDirect.

13. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the respective hearing aid. Please use the following specifications as a guideline. For further information regarding product safety, see "Important safety information".

General information

Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

Daily

Daily cleaning and the use of a drying system is highly recommended. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing aid.

If your hearing aid is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing aid fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice.

Weekly

For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

14. Operating, transport and storage conditions

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.

Please ensure to use, transport and store the hearing aids according to the following conditions:

	Use	Transport	Storage
Temperature	0° to +40°C (32° to 104°F)	-20° to +60°C (-4° to 140°F)	-20° to +60°C (-4° to 140°F)
Humidity	0% to 85% (non condensing)	0% to 70% (non condensing)	0% to 70% (non condensing)
Atmospheric pressure	500 to 1060 hPa	500 to 1060 hPa	500 to 1060 hPa

15. Service and warranty

Local warranty

Please ask the hearing care professional where you purchased your hearing aid about the terms of the local warranty.

International warranty

Sonova AG offers a one year limited international warranty, valid starting from the date of purchase.

This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number (left side): _____

Serial number(right side): _____

Date of purchase: _____

Authorized hearing care professional
(stamp/signature):

16. Compliance information

Declaration of conformity

Hereby, Sonova AG declares that this product meets the requirements of the Medical Devices Regulation MDR 2017/745 and complies with Radio Equipment Directive 2014/53/EU. The full text of the EU Declarations of Conformity can be obtained from the manufacturer via the following web address:

www.sonova.com/en/certificates.

Radio information of your wireless hearing aid (Vista 312 W Dir)

Antenna type	Integrated ferrite coil antenna (inductive)
Operation frequency	10.6 GHz
Occupied bandwidth (99% BW)	approx. 500 kHz
Modulation	DQPSK
Channel	Single channel radio
Operating range	18 cm (7")
Use case	Streaming of audio or command signal to receiving hearing aid on the other ear
Magnetic field strength @ 10 m	-25 dBuA/m

Compliance with emission and immunity standards

Emission standards	EN 60601-1-2
	IEC 60601-1-2
	EN 55011
	CISPR11
	CISPR32
	CISPR25
	EN 55025
	CISPR25
	EN 55025

Immunity standards	EN 60601-1-2
	IEC 60601-1-2
	EN 61000-4-2
	IEC 61000-4-2
	EN IEC 61000-4-3
	IEC 61000-4-3
	EN 61000-4-4
	IEC 61000-4-4
	EN 61000-4-5
	IEC 61000-4-5
	EN 61000-4-6
	IEC 61000-4-6
	EN 61000-4-8
	IEC 61000-4-8
	EN 61000-4-11
	IEC 61000-4-11
	IEC 60601-1
	ISO 7637-2

17. Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Regulation MDR 2017/745 as well as the Radio Equipment Directive 2014/53/EU.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and effective use of the product.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.



Copyright symbol



Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



Indicates that the device is a medical device.



Indicates the manufacturer's catalogue number so that the medical device can be identified



Indicates the medical device manufacturer, as defined in Medical Devices Regulation (EU) 2017/745.



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.



Indicates the date when the medical device was manufactured



Indicates the manufacturer's serial number so that a specific medical device can be identified



Transportation and storage temperature limitation



Transportation and storage humidity limitation



Transportation and storage atmospheric pressure limitation



Keep dry



This symbol indicates that it is important for the user to pay attention to the relevant warning notices related to batteries in these user guides.

Symbols applicable to the European power supply only



Power supply with double isolation



Device designed for indoor use only.



Safety isolating transformer, short circuit proof

18. Troubleshooting guide

Cause	Possible remedy
Issue: No sound, hearing aid not functioning	
Not turned on	Turn on
Low/dead battery	Replace battery
Poor battery contact	Consult your hearing healthcare professional
Battery upside down	Insert battery plus (+) side up
Hearing aids blocked with ear wax	See “Care and maintenance.” Consult your hearing healthcare professional

Cause	Possible remedy
Issue: Not loud	
Low volume	Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists
Low battery	Replace battery
Hearing aids not inserted properly	See “Putting on your hearing aids.” Remove and reinsert carefully
Change in hearing	Consult your hearing healthcare professional
Hearing aids blocked with ear wax	See “Care and maintenance.” Consult your hearing healthcare professional

Cause	Possible remedy
Issue: Intermittent	
Low battery	Replace battery
Dirty battery contact	Consult your hearing healthcare professional
Issue: Two long beeps	
Low battery	Replace battery
Issue: Whistling	
Hearing aids not inserted properly	See “Putting on your hearing aids.” Remove and reinsert carefully
Hand/clothing near ear	Move hand/clothing away from your ear
Poorly fitting hearing aids	Consult your hearing healthcare professional

Cause	Possible remedy
Issue: Not clear, distorted	
Poorly fitting hearing aids	Consult your hearing healthcare professional
Hearing aids blocked with ear wax	See “Care and maintenance” Consult your hearing healthcare professional
Low battery	Replace battery
Issue: low volume on landline telephone	
Low volume	Turn up volume
Telephone not positioned properly	Move telephone receiver around ear for clearer signal.
Hearing aid requires adjustment	Consult your hearing healthcare professional

For any problems not listed in the guide, contact your hearing care professional.

19. Important safety information

Please read the information and limitations-of-use information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. 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 lipreading.

Hearing aids are suitable for the home healthcare environment and due to their portability it may happen that they are used in professional healthcare facility environments like physician offices, dental offices etc.

Feedback, poor sound quality, too loud or too soft sounds, inadequate fitting or problems when chewing or swallowing, can be resolved or improved during the fine-tuning process at the fitting procedure by your hearing care professional.

Any serious incident that has occurred in relation to the hearing aid, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

- the death of a patient, user or other person
- the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

Intended use:

The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing.

The Tinnitus feature is intended for use by people with tinnitus who also desire amplification. It provides supplementary noise stimulation which can help defocus the user's attention from their tinnitus.

Intended patient population:

This device is intended for patients with unilateral and bilateral, mild to profound hearing loss from 18 years of age. The Tinnitus feature is intended for patients with chronic tinnitus from 18 years of age.

Intended user:

Intended for people with hearing loss using a hearing aid and their caregivers. A hearing care professional is responsible for adjusting the hearing aid.

Indications:

General clinical indications for the use of hearing aids and Tinnitus feature are:

- Presence of hearing loss
- Uni- or bilateral
- Conductive, sensorineural or mixed
- Mild to profound
- Presence of a chronic tinnitus (only applicable for devices which provide the Tinnitus feature)

Contraindications:

General clinical contra-indications for the use of hearing aids and Tinnitus feature are:

- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)

The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days;
- Acute or chronic dizziness;
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz;
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- Pain or discomfort in the ear;
- Abnormal appearance of the eardrum and ear canal such as:
 - Inflammation of the external auditory canal
 - Perforated eardrum
 - Other abnormalities which the hearing care professional believes are of medical concern

The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided;
- The condition has not worsened or changed significantly since the previous investigation and / or treatment.
- If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:
- The recommendation will not have any adverse effects on the patients health or general well being;
- The records confirm that all necessary considerations about the patient's best interests have been made If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Clinical benefit:

Hearing aid: Improvement of speech understanding









Tinnitus feature: Tinnitus feature provides supplementary noise stimulation which can help defocus the user's attention from their tinnitus.

Side effects:

Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/ or ear pain, may be resolved or reduced by your hearing care professional.

Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.

Warnings

-  **WARNING:** Device batteries are hazardous and  can cause serious injuries if they are swallowed or placed inside any part of the body, whether the battery is used or new! Keep out of the reach of children, individuals with cognitive impairment, or pets. If you suspect that a battery was swallowed or placed inside any part of the body, immediately consult your physician without any delay!
-  Changes or modifications to the hearing aid that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing aid
-  If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.
-  In very rare cases if not securely attached, a cerumen stop can remain in your ear canal when removing the hearing aid from the ear. In the unlikely case that such part gets stuck in your ear canal, it is strongly recommended to see a physician for safe removal.
-  Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
-  Hearing aids and their parts should be kept out of reach of children and anyone who might swallow, choke on or otherwise cause injury to themselves with them. If swallowed consult a physician or hospital immediately as the hearing aid or its parts can be poisonous. In the event of choking immediately administer treatment or contact emergency services.
-  The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.)
- Keep the wireless device at least 15 cm (6 inches) away from the active implant. If you experience any interference do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that the interference can also be caused by powerlines, electrostatic discharge, airport metal detectors etc.
 - Keep magnets at least 15 cm (6 inches) away from the active implant.

- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the hearing aids, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- ⚠ Avoid strong physical impacts to the ear when wearing in-the-ear hearing aids. The stability of in-the-ear shells is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the in-the-ear shell to break. This may lead to perforation of the ear canal or ear drum.
- ⚠ After mechanical stress or shock to the hearing aid, please ensure that the hearing aid shell is intact before placing it in the ear.

- ⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ Patients implanted with magnetic externally programmable CSF shunt valves may have a risk of experiencing an unintended change in their valve setting when exposed to strong magnetic fields. The receiver (loudspeaker) of hearing aids contain static magnets. Keep a distance of 2 inches (approx. 5 cm) or more between the magnets and the site of the implanted shunt valve.

- ⚠ The majority of hearing aid users have a hearing loss for which a deterioration in hearing is not to be expected with regular use of a hearing aid in everyday situations. Only a small group of hearing aid wearers with hearing loss, may be at risk of deterioration in hearing after a long period of use.
- ⚠ Do not use your hearing aid in areas where electronic equipment is prohibited.

Important information

- ① Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.
- ① Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ① Protect your hearing aid from heat and sunlight (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.
- ① When you are not using your hearing aid, leave the battery door open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.
- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.
- ① Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.

- ① The batteries used in these hearing aids should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing aids.
- ① Remove the battery if you are not using your hearing aid for a long period of time.
- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
 - Medical or dental examination with X-ray (also CT scan).
 - Medical examinations with MRI/NMRI scans, generating magnetic fields.
 - Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.
- ① Do not kink or buckle the removal handle. Repeated stress to the removal handle may cause it to break. In case of a broken removal handle the battery door may exceptionally be used to carefully pull the hearing aid out of the ear canal.

Labeling

The serial number and year of manufacture are located on the outside of the hearing aid.

Tinnitus masker

The Tinnitus masker noise generator is a broadband sound Generator which may have been enabled in your hearing aid. It provides a means of sound enrichment that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus. It should always be used as prescribed by your audiologist. The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.

Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure medically treatable conditions that may be causing tinnitus are identified and treated prior to using a sound generator.

Should you develop any side effects whilst using the noise generator such as headaches, nausea,

dizziness or heart palpitations or experience a decrease in auditory function, you should discontinue use and seek a medical evaluation.

According to OSHA (Occupational Safety & Health Administration, U.S. Department of Labor) regulations, the volume of the noise generator can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the noise generator be set to such a level in your hearing aid, your hearing healthcare professional will advise you of the maximum amount of time per day you should use the noise generator. The noise generator should never be used at uncomfortable levels.

⚠ Air conduction hearing aids with the tinnitus masker are to be fitted by a hearing care professional familiar with the diagnosis and management of tinnitus.

Your feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing healthcare professional to address your needs.



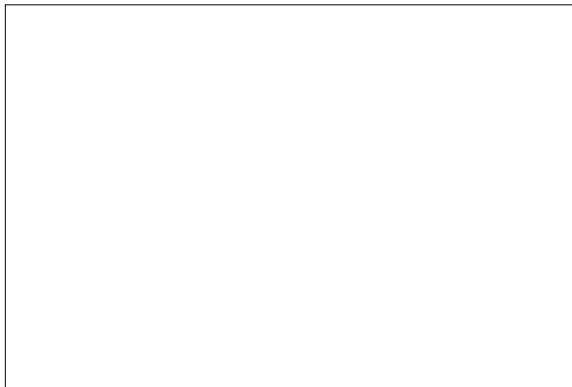
And importer for European Union :

Sonova Deutschland GmbH

Max-Eyth-Str. 20

70736 Fellbach-Oeffingen, Germany

Pat. www.sonova.com/en/intellectualproperty



Manufacturer:

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

www.hansaton.com



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