

# sound SHD RIC hearing aid guide



This user guide applies to the following models:

## Hearing aids

CE  
0459

sound SHD 3-S312

## 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

- sound SHD 3-S312

### Earpieces

- Dome  
 SlimTip  
 cShell

### Battery

- Size 312



## Your hearing aids

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Hearing care professional: \_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial number: \_\_\_\_\_

Warranty: \_\_\_\_\_

Program 1 is for: \_\_\_\_\_

Program 2 is for: \_\_\_\_\_

Program 3 is for: \_\_\_\_\_

Program 4 is for: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

## Quick reference

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### Battery indicator



### Battery size



### Low battery warning



2 beeps every  
30 minutes

### Pushbutton



switching  
programs

volume control

### Turning hearing aids on/off



On



Off

## Thank you

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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.

## Table of contents

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1. Your hearing aids at a glance .....	2
2. Turning your hearing aids on and off .....	4
3. Putting your hearing aids on your ears .....	5
4. Battery information .....	7
5. Operating instructions .....	10
Using the telephone .....	17
Assistive listening devices .....	20
6. Caring for your hearing aids .....	21
7. Accessories.....	24
8. Troubleshooting guide .....	26
9. Service and warranty .....	31
10. Important safety information .....	33
Tinnitus masker .....	50
11. Operating, transport and storage conditions .....	53
12. Information and explanation of symbols .....	54
13. Compliance information .....	57

## 1. Your hearing aids at a glance

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- 1 **Wire** - connects the speaker unit to your hearing aids
- 2 **Microphone** - sound enters your hearing aids through the microphones
- 3 **Push button** - switches between listening programs or changes the volume level, depending on your customized fitting
- 4 **Battery door (on & off)** - close the door to turn on your hearing aid, open the door all the way to turn off your hearing aid or to change the battery
- 5 **Dome** - holds the wire in place in your ear canal
- 6 **Retention piece** - helps prevent the dome and wire from moving out of the ear canal
- 7 **Speaker unit** - amplifies the sound and sends it directly into the ear canal
- 8 **Custom mold** - holds the hearing aids in place

## sound SHD 3-S312 hearing aids



## 2. Turning your hearing aids on and off

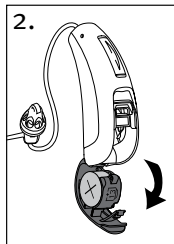
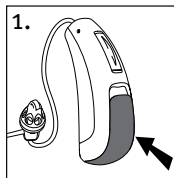
The battery door acts as an on and off switch.

1. **On:** Close the battery door fully.

① **Note:** It may take five seconds before the hearing aid turns on. Your hearing healthcare professional can increase the start up delay if required.

2. **Off:** Open the battery door.

① **Note:** When turning your hearing aid on and off while it is on the ear, grasp the top and bottom of the device with your index finger and thumb. Use your thumb to open and close the battery door.

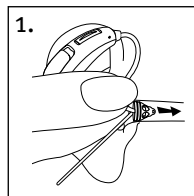


## 3. Putting your hearing aids on your ears

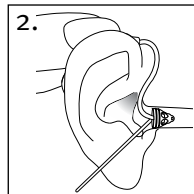
Your hearing aids may be color-coded with an indicator on the battery door: red = right ear; blue = left ear.

### Hearing aids with domes

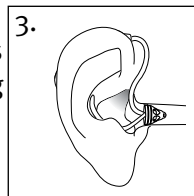
1. Hold the wire where it attaches to the dome and gently push the dome into your ear canal.



2. Place the hearing aid over the top of your ear. The wire should lie flush against your head and not stick out.

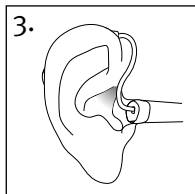
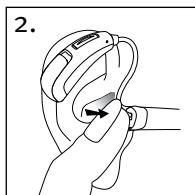
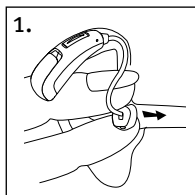


3. If there is a retention piece, place it in your ear so it rests at the bottom of the opening of your ear canal.



## Hearing aids with custom molds

1. Hold the custom mold between your thumb and index finger. The opening should be pointing in towards your ear canal with the hearing aid resting above your ear.
2. Carefully insert the custom mold into your ear. The mold should fit into your ear snugly and comfortably.
3. Place the hearing aid over the top of your ear.



## Labeling

The serial number and year of manufacture are located under the colored hearing aid marking.

## 4. Battery information

### Low battery warning

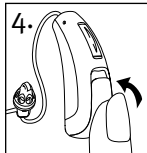
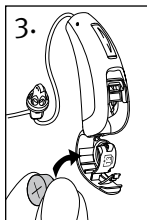
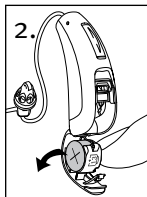
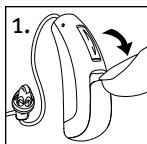
Two long beeps indicate the hearing aid battery is low. After the low battery warning, sounds may not be as clear. This is normal and can be fixed by changing the batteries.

If you can't hear the low battery warning, your hearing healthcare professional can change its pitch or loudness.

- ① Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.

## Replacing the battery

1. Gently swing out the battery door with your fingernail.
  2. Push the battery with your thumb and index finger towards the open side, and remove or pull the battery straight out, depending on your style of hearing aid.
  3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the battery indicator on the battery door. This will ensure that the battery door closes properly.
- ① **Note:** If the battery is inserted incorrectly, the hearing aid will not turn on.
4. Close the battery door.



## Caring for batteries

- Always discard batteries in a safe and environmentally friendly way.
- To prolong battery life, remember to turn your hearing aids off when not in use, especially when asleep.
- Remove the batteries and keep the battery door open while hearing aids are not being worn, especially when asleep. This will allow internal moisture to evaporate.



## 5. Operating instructions

Your hearing aids may come with a push button that allows you to further adjust them. You may also be able to adjust your hearing aids with the use of an optional remote.





### 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 your push button is a program control, each time you push the button, you will move to a new 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

Program setting	Beeps
Easy telephone/telephone	 short melody
Wireless synchronization (if enabled)	Opposite ear beeps the same as side being adjusted

Please see the front of this booklet for a listing of your personalized programs.

### **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






## Remote control 2

The optional remote control allows you to switch between different listening programs and change your volume settings.

### □ Program control

Each time you push the button, you will move to a new 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

### □ Volume control

If your remote control has been configured to adjust volume, you can adjust the volume level by pushing the + or – button.

As you change the volume, 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

## 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.

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.

## Using the telephone

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### **Push button**

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

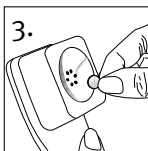
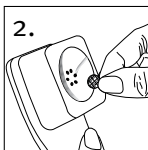
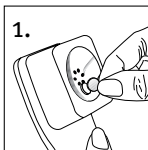
### **Easy telephone**

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 care 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.

## Assistive listening devices

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### 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 care professional for more information on loop systems.

## 6. Caring for your hearing aids

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### Protecting your hearing aids

- Diligent and routine care of your hearing aids contribute 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.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls.
- Protect your hearing aids from excessive heat and sunlight (hair dryer, vehicle glove box or dashboard).
- Ensure you do not twist or squeeze the wires when your hearing aids are placed in their case.
- Do not drop your hearing aids or knock them against hard surfaces.

## Cleaning your hearing aids

Use a soft cloth to clean your hearing aids at the end of each day. Regular cleaning of the microphone ports with the supplied cleaning brush will ensure that your hearing aids will maintain their sound quality. Your hearing care professional can demonstrate this for you.

- ① Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.
- ① Never use alcohol to clean your hearing aids, earmolds or domes.
- ① Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or custom molds can seriously damage them.

## Cleaning your custom molds and domes

Clean the domes and molds on the outside daily with a damp cloth. Avoid getting any water in and around the speaker units and custom molds.



- ① The wires, speakers, domes or custom molds should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing aids.

Domes should be replaced by your hearing care professional every 3-6 months or when they become stiff, brittle, or discolored.

If your molds require further cleaning, the speaker waxguard may be plugged and require replacing. See your hearing care professional.

## 7. Accessories

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The uDirect, uTV™ and a remote control 2 are optional accessories that may be available for your hearing aids.

### **uDirect 3 and uTV 3**

uDirect is a streamer that provides easy, hands-free access to Bluetooth enabled devices, such as mobile phones. They can provide remote control functions to adjust your hearing aids for increased listening comfort. uDirect also has a wired audio jack to plug in devices like MP3 players.

uTV is used with a streamer (uDirect) to send sound from your TV directly to your hearing aids. The uTV can also transmit sound from stereo systems, computers and other audio sources.

For more information on using the uDirect, or uTV, please see the user guide for that accessory. For information on how to get a streamer or uTV accessory, please contact your hearing healthcare professional.

### **Remote control 2**

Your hearing aids may also come with an optional remote control which allows you to switch between different listening programs, and change your volume settings.



## 8. Troubleshooting guide

Cause	Possible remedy
<b>Issue: no sound</b>	
Not turned on	Turn on
Low/dead battery	Replace battery
Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Caring for your hearing aids.” Consult your hearing care professional
Plugged microphones	Consult your hearing care professional

Cause	Possible remedy
<b>Issue: not loud enough</b>	
Low volume	Turn up volume; see hearing care professional for models without a manual volume control or if problem persists
Low battery	Replace battery
Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
Change in hearing	Consult your hearing care professional
Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Caring for your hearing aids.” Consult your hearing care professional
Plugged microphones	Consult your hearing care professional

Cause	Possible remedy
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**Issue: intermittent sound**

Low battery	Replace battery
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**Issue: two long beeps**

Low battery	Replace battery
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**Issue: whistling**

Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
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Hand/clothing near ear	Move hand/clothing away from ear
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Poorly fitting custom molds/domes	Consult your hearing care professional
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Cause	Possible remedy
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**Issue: not clear, distorted**

Poorly fitting custom molds/domes	Consult your hearing care professional
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Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Caring for your hearing aids.” Consult your hearing care professional
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Low battery	Replace battery
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Plugged microphones	Consult your hearing care professional
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**Issue: custom molds/domes falling out of ear**

Poorly fitting custom molds/domes	Consult your hearing care professional
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Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
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Cause	Possible remedy
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Issue: low volume on landline telephone

Telephone not positioned properly	Move telephone receiver around ear for clearer signal
Hearing aids require adjustment	Consult your hearing care professional

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

## 9. Service and warranty

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### Local warranty

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

### International warranty

Sonova AG offers a one year limited international warranty, valid from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid, but not accessories such as tubes, wires, earpieces, or external speaker. 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 numbers

Hearing aid left side: \_\_\_\_\_

Hearing aid right side: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Authorized hearing care professional  
(stamp/signature):

\_\_\_\_\_

## 10. Important safety information

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

### Intended use

The intended use of hearing aids is to amplify and transmit sound to the ears and hereby 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.

## 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 contraindications for the use of hearing aids and Tinnitus software 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 HCP believes are of medical concern

The Hearing care professional may decide that a 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.

### **Intended patient population**

The intended patient population are people with mild to profound hearing loss (ISO 60115-18) from 8 years of age. The intended patient population for tinnitus software feature are people from 18 years of age.

### **Intended users:**

Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid. The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing.

### **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.

The hearing aid is suitable for the home healthcare environment and due to their portability it may happen that it is used in professional healthcare facility environment like physician offices, dental offices etc.

## Important information

- ① Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ① 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.
- ① Hearing aids should only be used as directed by your physician or hearing care professional.
- ① In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- ① 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.

- ① Any serious incident that has occurred in relation to the device 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.

## 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!

⚠ 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.

⚠ 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, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal. To prevent pushing the dome towards the eardrum, never try to re-insert the speaker into the ear canal.
- ⚠ 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 hearing aid 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 interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
  - Keep magnets at least 15 cm (6 inches) away from the active implant.
  - If using a wireless accessory, consult safety information in your accessory user guide.
- ⚠ 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.

- ⚠ 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.
- ⚠ 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.

- ⚠ Hearing aids should not be fitted with domes / wax protection systems when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases, we recommend the use of a custom earpiece. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.
- ⚠ Avoid strong physical impacts to the ear when wearing a hearing aid with customized earpiece. The stability of customized earpieces is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the customized earpiece to break. This may lead to perforation of the ear canal or eardrum.
- ⚠ After mechanical stress or shock to the customized earpiece, please ensure that it is intact before placing it in the ear.

⚠ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing care professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

⚠ 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.

## Product safety

- ① These hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aid in water. These hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aid before these activities, 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 or charging accessories (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

- ① The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.
- ① Do not drop your hearing aid or charging accessories. Dropping onto a hard surface can damage your hearing aid or charging accessories.
- 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 do not 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 use your hearing aid in areas where electronic equipment is prohibited.
- ① Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital mobile phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a mobile phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the mobile phone and move away from it.
- ① These hearing aids are classified IP68 (depth of 1 meter for 60 minutes) and designed to be used in all daily life situations. Therefore you do not have to worry about getting the hearing aids exposed to a rain shower or sweat. However, these hearing aids are not intended to be used in water activities that includes chlorinated water, soap, salt water or other liquids with a chemical content.

## Tinnitus masker

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Tinnitus masker uses broadband noise to provide temporary relief of tinnitus.

### Tinnitus masker warnings

- ⚠ The tinnitus masker is a broadband sound generator. It provides a means of sound enrichment therapy that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus.
- ⚠ 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.
- ⚠ 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.

- ⚠ Should you develop any side effects while using the tinnitus masker, such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function such as decreased loudness tolerance, worsening of tinnitus, or speech not as clear, you should discontinue use of the device and seek medical attention.
- ⚠ The volume of the tinnitus masker can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the tinnitus masker be set to such a level in your hearing aids, your hearing care professional will advise you of the maximum amount of time per day you should use the tinnitus masker. The tinnitus masker should never be used at uncomfortable levels.

## Important information

- ① The tinnitus masker generates sounds that are used as part of your personalized temporary tinnitus management program to provide relief from tinnitus. It should always be used as prescribed by a hearing care professional who is familiar with the diagnosis and treatment of tinnitus.
- ① 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 that medically treatable conditions, which may be causing tinnitus, are identified and treated prior to using a sound generator.
- ① The tinnitus masker is intended for adults 18 years of age or older who have both hearing loss and tinnitus.

## 11. 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 these user guides.

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

	Use	Transport	Storage
<b>Temperature</b>	+5° to +40°C (41° to 104°F)	-20° to +60°C (-4° to 140°F)	-20° to +60°C (-4° to 140°F)
<b>Humidity</b>	30% to 85% (non condensing)	0% to 90% (non condensing)	0% to 70% (non condensing)
<b>Atmospheric pressure</b>	500 hPa to 1060 hPa	500 hPa to 1060 hPa	500 hPa to 1060 hPa

## 12. 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 (EU) 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 regulation and directive.



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.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.



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.



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 product safety.



Copyright symbol



Japanese mark for certified radio equipment



Serial number



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



Indicates that the device is a medical device.



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

**IP68**

IP Rating = Ingress Protection Rating. IP68 rating indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard



Date of manufacture



Temperature during transportation and storage:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit)



Humidity during storage: 0% to 70%, if not in use.



Atmospheric pressure during transportation and storage: 500 hPa to 1060 hPa



During transportation keep dry.



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 care professional for disposal. Proper disposal protects the environment and health.



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

## 13. Compliance information

### Declaration of conformity

Hereby, Sonova AG declares that this product meets the requirements of the Medical Devices Regulation MDR2017/745 and complies with Radio Equipment Directive 2014/53/EU.

The full text of the EU Declaration of Conformity can be obtained from the manufacturer via the following web address:  
[www.sonova.com/en/certificates](http://www.sonova.com/en/certificates).



### Radio information of your wireless hearing aid

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

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

## 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 care professional to address your needs.

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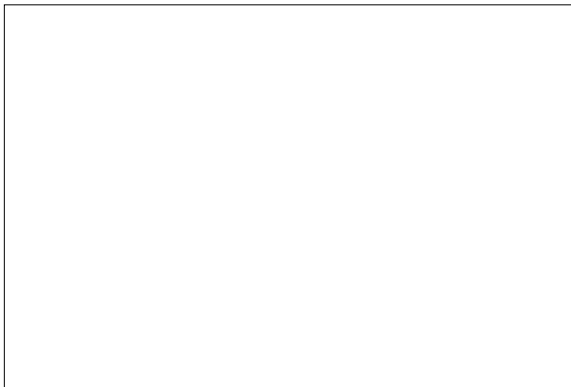
And importer for European Union :

Sonova Deutschland GmbH

Max-Eyth-Str. 20

70736 Fellbach-Oeffingen, Germany

Pat. [www.sonova.com/en/intellectualproperty](http://www.sonova.com/en/intellectualproperty)



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