Getting Started

STEP 1

Locate contents inside shipping box.
Some items may be underneath cardboard packaging.

Hearing aids - In silver carrying pouch

Cleaning wire - One per hearing aid, in plastic bag
(only included for models with tube and tip)

Tube and tip - One set attached to hearing aid, and
one extra set in plastic bag

or

Ear hook - One per hearing aid, attached

Batteries - Two packs per hearing aid

User Guide - Enclosed. Videos online at hihealthinnovations.com

Invoice - Includes trial period end date and serial numbers

Bill of Sale and Notice of Cancellation documents

Questions? Call 1-855-523-9355 and press 2
STEP 2

Turn on your hearing aids

- Gently pull open battery door.
- Using plastic tab on fresh battery, place battery into battery door. Hold battery in place and peel off plastic tab. Wipe off any adhesive residue on battery with dry cloth.
- To fully activate battery, wait 1 minute, then gently close battery door.
- If door does not close easily, check to see if battery was inserted properly.

STEP 3

Wear your hi BTE with tube and tip

- Place your hearing aid over the top of your ear until it rests securely behind your ear. Determine the left or right hearing aid by one of following methods:
  1. Colored letters on end of tube near tip: blue = left ear, red = right ear.
  2. Tip should be pointing into ear when holding the hearing aid with buttons facing you.
- While holding the hearing aid in place, insert the ear tip into your ear canal, and curl/tuck the retention loop along the body of your ear.
- Use your fingernail to push tube (rather than tip) into the ear canal. Your goal is to go as deep as possible, until length of ear tube is flush with temple.

Note: Use of hi BTE hearing aids with ear hook and ear mold use will be covered by your hearing professional.
**STEP 4 (optional)**

**Change program setting**

- Your hearing aids have been custom programmed to your hearing needs and will automatically adjust to different environments. Once desired program is set, you can leave it in that setting. Each time you turn on the hearing aid, it will start at Program 1.

- To change programs, press and release program button until desired program is reached. Please keep ear tip or ear mold in ear to hear voice notification.

```
“Program 1”
“Program 2”
“Program 3”
```

**Change volume setting**

- To increase volume, press and release volume button.

- To decrease volume, continue to press button until it cycles through maximum volume and back to volume 1. Then proceed to your desired volume level.

- Hearing aid will tell you which program has been selected.

```
Maximum volume
```

```
“Volume 1”
“Volume 2”
“Volume 3”
```
STEP 5

Call into our FREE hearing health seminar hosted by our Audiologist

Learn how to take care of your hearing aids, how to use controls and how to improve communications.

Telephonic seminars:

Monday – Thursday
6 p.m. CT (7 p.m. ET, 4 p.m. PT)

Friday
10 a.m. CT (11 a.m. ET, 8 a.m. PT)

Call 1-888-844-7278
Access code: 9428061#

Use and Care

• When you are not wearing your hearing aids, keep battery door open to extend battery life and to allow any moisture to evaporate.

• As with any electronic device, keep your hearing aids clean and dry.

• Wear your hearing aids as much as possible to help your brain adjust to sounds you haven’t heard in a while.

• Directly face the sounds you are trying to hear and move closer.

For service or assistance call 1-855-523-9355 and press 2
hi BTE™ family of hearing aids

User Guide

Watch a short video on how to use and maintain the hi BTE products at:

hihealthinnovations.com

For additional information call
1-855-523-9355 and press 2
## Table of contents

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Getting the most from your new hearing aids

Hearing is a vital part of how you connect with the world, from laughing at a punch line to sharing a secret with a loved one. Hearing is also vital to your overall health. **Congratulations on taking control of your hearing health!**

While no hearing aid can restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions, these tips will help you obtain the most benefits from your hearing aids:

- If you are new to hearing aids, it may take a few weeks before you are completely comfortable with them and can fully enjoy the benefits. Be patient as you adjust to hearing sounds that you may not have heard in a long time. Infrequent use of hearing aids does not provide full benefits, so **your ultimate goal is to wear the hearing aids all day, every day**.

- You may find that a quiet environment is more comfortable at first. Gradually introduce new listening environments.

- Whenever possible, directly face the sounds you are trying to hear and move closer, especially in noisy environments. When speaking with someone, you can also use facial cues to help you understand. If you would
like information on speech (lip)-reading or additional help, consider finding a support group. A good place to start is the Hearing Loss Association of America (HLAA) at hearingloss.org

- Your own voice may initially sound loud, or as though you are talking “in a barrel.” This is very common, and most people get used to it over time

- If you are new to hearing aids, you may hear background noise (e.g., hum of a fan) that you may not have heard in a long time. Most people are able to tune out these noises as they continue to wear their hearing aids

- When you are in a restaurant, avoid sitting in the middle of the room or near the kitchen. A booth to the side or in a corner will be more favorable

- It is not necessary to remove your hearing aids at security checkpoints (e.g., airports). However, you should remove your hearing aids for CT and MRI scans or for other electromagnetic procedures

If you have questions that are not addressed in this guide or the resources on our website at hihealthinnovations.com, please call us toll-free at 1-855-523-9355, and press 2.
Inserting/replacing the battery

1. Gently pull open the battery door with your fingernail and remove the used battery. **Do not hold down or press the program or volume button** while opening or closing the battery door, as this may damage the hearing aid.

2. Using the plastic tab of a fresh battery, place the battery into the battery door with the tab facing up. While holding the battery in place, peel off the plastic tab.

3. **To fully activate the battery**, wait for one full minute before gently closing the battery door. If the door does not close easily, check to see if the battery was inserted properly.

For more information, visit **hihealthinnovations.com** and watch the hi BTE video.
Battery life

The hearing aids use a size 312 battery. The battery life varies, depending on the amount of hearing aid use, but typically lasts 3-7 days. Please insert a new battery when you receive your hearing aid(s).

Low battery indicator

A voice warning of “low battery” indicates that the battery needs to be replaced. If you do not change your battery, you will hear another warning, at which time your hearing aid will automatically turn off.

Battery warning information

Dispose of used batteries in an environmentally friendly way. Do not place batteries in your mouth. If swallowed, contact your physician immediately or call the National Battery Hotline at 1-202-625-3333.

Where to purchase batteries

Batteries are available from hi HealthInnovations. You may order them online at hihealthinnovations.com, or call us at 1-855-523-9355. You can also purchase batteries at most pharmacies, grocery stores and other retailers.
Turning your hearing aids on and off

Your hearing aid battery door acts as an on/off switch. When the door is closed, the hearing aid is on. When the door is open, the hearing aid is off.

**ON:** Simply close the battery door with a battery in it.

**OFF:** When you’re not wearing your hearing aids, keep the battery door open to extend battery life.

You do not need to remove the battery. **If you are not planning to wear your hearing aids in the next 12 hours, please remove the battery to allow any moisture to evaporate.**
hi BTE and hi BTE telecoil

1. Microphone and speaker – Sound enters the hearing aid through the microphone. The speaker delivers amplified sound to you.

2. Program button – Switches between listening programs.

3. Volume button – Changes volume levels.

4. Battery door / on and off – Close the door to turn on the hearing aids. Open the door to turn off the hearing aids. See page 5 for battery activation.

5. Serial number – Each hearing aid has a unique serial number.

6. Ear tube & ear tip – Each hearing aid comes with an ear tube & tip that connects to the hearing aid speaker. Sound travels through the ear tube & tip to your ear.

7. Retention loop – Helps keep the ear tube & tip in place.
hi BTE power plus

1. **Microphone and speaker** – Sound enters the hearing aid through the microphone. The speaker delivers amplified sound to you.

2. **Program button** – Switches between listening programs.

3. **Volume button** – Changes volume levels.

4. **Battery door / on and off** – Close the door to turn on the hearing aids. Open the door to turn off the hearing aids. See page 5 for battery activation.

5. **Serial number** – Each hearing aid has a unique serial number.

6. **Ear hook** – Each hearing aid comes with an ear hook that attaches to an ear mold.

7. **Ear mold** - Ear mold is custom fit to your ear. Ear molds are sold and dispensed separately.
Tips, Domes and Ear Molds

You have received ear tubes and tips that fit the majority of men/women and your hearing loss.

Closed Domes

A closed single dome reduces the sound from outside the hearing aid, and provides more amplification from the hearing aid especially in the low frequencies. They work well for greater hearing loss and help control for feedback. There is a single dome and a double dome option, with the double dome providing more volume and control for feedback.

A closed double dome is our most occluded option. Much like the closed fit single dome, it prevents external sounds from entering the ear canal and assures that all sounds coming from the hearing aid are contained. This dome provides more low frequency amplification which you may perceive as more volume. Appropriate for moderate to severe loss without risking feedback.
Open Tips

An open fit ear dome has openings for sound to pass through from outside of the hearing aid, providing a more natural sound quality. This decreases the experience of the “occlusion” effect, which refers to the change you hear in your voice when your ears are plugged, making your voice sound hollow or booming. Most people no longer notice the effect within a few weeks.

Ear Mold

A custom ear mold is needed with greater degrees of hearing loss and when feedback control is needed. An ear impression is made to custom fit to your ear size and hearing needs.
Wearing your hearing aids

Determine the left or right hearing aid by one of the following methods:

1. Colored letters on end of tube near tip
   - Blue = left ear
   - Red = right ear

2. When holding the hearing aid with buttons facing you, the tip should be pointing into the ear

3. No dot inside battery door = left ear
   - Red dot inside battery door = right ear

Place your hearing aid over the top of your ear until it rests securely behind your ear. While holding the hearing aid in place, insert the ear tip into your ear canal, and curl/tuck the retention loop along the body of your ear. This retention loop will eventually tuck in easily, as body heat helps it conform to the shape of your ear.

The ear tip should be completely or almost completely in the ear canal. Use your **fingernail to push the tube (rather than the ear tip) into the ear canal. This will help the ear tip to go deeper.**
Your goal is to go as deep as possible, until the length of the ear tube is flush with your temple. Proper insertion of the ear tip is key to getting enough loudness and avoid whistling.

After ensuring proper insertion of the ear tube and tip, please call customer service if:

• Ear tube seems too long (e.g., falling off top of ear) or too short (e.g., ear tip is pulling out of the canal)
• Ear tip is too loose or experience feedback (i.e., whistling/squealing)

Please see our how-to videos online at hihealthinnovations.com for more information.

For hearing aids with ear molds, please consult with your hearing health professional about putting them on.

If you wear eyeglasses, put your glasses on first and then put your hearing aids on.

Allergic reactions to hearing aids are unlikely. However, if you experience skin irritation, redness, or soreness in or around your ears, please contact your physician.
Caring for your hearing aids

Regardless of how much you paid for hearing aids, they are sensitive electronic devices susceptible to moisture and wax. Do your best to keep your hearing aids clean and dry at all times. For more information, visit hihealthinnovations.com and watch the hi BTE video.

• When not wearing your hearing aids, open the battery door to allow any moisture to evaporate. This also helps extend battery life. Store your hearing aids in a safe, dry place, away from direct sunlight, and avoid extreme temperatures

• If you live in a humid climate or are around persistent moisture, consider purchasing a low cost hearing aid dehumidifier or dryer. We have hearing aid dryers available for purchase

• When you sweat, be sure to take your hearing aids off, open the battery door, and allow them to dry for a minimum of 15 minutes before putting them back on

• Do not leave your hearing aids in the bathroom while showering

• Be sure your ears and hair are dry when you put your hearing aids on

• Remove your hearing aids before using hair spray, spray perfume or shaving lotions, as these items can clog or damage your hearing aids
• Ear wax is natural and common, but it can cause your hearing aids to whistle or malfunction. It is important to follow the cleaning instructions on pages 16-17

• Ask your doctor to remove excessive wax from your ears, or ask if you can use an over-the-counter kit to remove wax.

• Do not use water, alcohol or other liquids to clean hearing aids. If the hearing aids become wet, do not attempt to dry them in an oven or microwave. Open the battery door, remove the battery and let the hearing aids dry naturally for 24-48 hours.

• Do not drop your hearing aids or knock them against hard surfaces.

Maintaining your hearing aids

Replacing ear tube & tip
Depending on your hearing loss, your hearing aids may be attached to an (a) ear tube & open tip, (b) ear tube & closed dome, or (c) ear mold.

Your ear tube & tip will come connected upon shipment. For optimal performance, replace ear tube & tip every three months. See page 20 for ordering information.
Detaching and cleaning ear tube & tip

You’ll need to clean the ear tube & tip with a cleaning wire, received with hearing aid purchase, at least once a week.

Grasp the “hearing aid end” of the ear tube; gently twist 1/4 turn and pull to remove the ear tube from the hearing aid. Do not bend the ear tube and tip back and forth to remove it.

Thread the cleaning wire through the ear tube, starting at the “hearing aid end,” until it comes out at the “ear tip end.” Pull the cleaning wire all the way through. Be sure to wipe off the wire before the next cleaning.

Ensure the wire goes through the ear tube in only one direction, from “hearing aid end” to “ear tip end.” Do not reverse the wire back through the ear tube. Clean the ear tip with a dry cloth.

Please see our how-to videos online at hihealthinnovations.com for more information.
Attaching ear tube and tip and ear hook

Align the ear tube or ear hook with the gold rod on the top of the device. Attach the ear hook or ear tube by firmly pressing the tube or hook onto the device.

Cleaning ear molds

Please leave your ear hook, ear tube and ear mold attached to the hearing aid while cleaning.

Clean the ear hook, ear tube and ear mold daily with a sanitizing wipe and the cleaning tool, if available.

Do not get the hearing aid wet.

Have the tubing changed by a professional every 6 - 12 months, or sooner if the tubing is hard when squeezed.
Changing program and volume settings

Program control

The program button allows you to choose between three program settings*. Spend the majority of time using program 1 or 2, depending on the environment. Use program 3 when using the telephone. Within each program, you can also use the volume control to make sounds louder or softer if you wish.

Simply press and release the program button to change the program setting. The hearing aid will tell you which program has been selected. Please keep the ear tip or ear mold in your ear to hear the notification. It is important to wait at least 10 seconds after changing programs before you open the battery door.

<table>
<thead>
<tr>
<th>Program 1 (normal, everyday)</th>
<th>“Program 1”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program 2 (noisy environments)</td>
<td>“Program 2”</td>
</tr>
<tr>
<td>Program 3 (telephone or telecoil)</td>
<td>“Program 3”</td>
</tr>
</tbody>
</table>

Each time you turn on the hearing aid, it will start at Program 1.

* Hearing aids dispensed by a hi HealthInnovations’ professional at your appointment may have less than three programs, and the telecoil setting may be in a different program.
Volume control

The volume button allows you to choose between six volume levels. **Press and release the volume button** to increase the volume. **To decrease the volume, continue to press the button until it cycles through the maximum volume and back to volume 1. Then proceed to your desired volume level.** The hearing aid will tell you which volume level has been selected.

![Maximum volume](image)

It is normal to have whistling when you hold the hearing aid in your hand, or when you place your hand over your ear. However, once the ear tip or ear mold is all the way in the ear canal (please see page 12), you should be able to wear your hearing aids at a comfortable volume without whistling. If your hearing aid whistles, turn the volume down.

Each time you turn on the hearing aid, it will start at volume level 3.
Using with telephones and cellular phones

Traditional corded phones, cordless phones and cell phones:

First, try to use the phone as you normally would hold it. If you cannot hear well, move the handset up slightly to find the position that sounds best to you. If you encounter whistling, tilt the phone handset at an angle until the whistling stops. It may help to turn the volume up on your phone. Practice using the telephone with someone familiar to you, and move the phone around a bit to get the best sound.

If your phone is labeled “Hearing Aid Compatible,” it works with a telecoil (see below).

Telecoils

Your hearing aid may contain a telecoil (standard on the hi BTE power plus, and BTE telecoil models) which receives electromagnetic signals directly from the telephone and converts it to sound. The telecoil setting, which is usually program 3, turns off the regular microphone, so you can hear more clearly on the telephone. The telephone must be placed over the hearing aid. You may also need to increase the hearing aid volume. After finishing your phone call, change back to your preferred program, usually program 1 or 2, to turn on the hearing aid microphone again.
Other uses of a telecoil

Many people use the telecoil with assistive listening devices called FM or audio loops. If you go to any events or religious services and the room is “looped” that means you can use your telecoil. Set your hearing aids to the telecoil program. When the speaker talks into the microphone, the sound will be picked up by the “loop.” The sound then goes directly into your hearing aid’s telecoil. **After the event, change back to your preferred program, usually program 1 or 2, to turn on the hearing aid microphone again.**

**Note:** You may hear interference while in the telecoil setting. There may be a “buzzing sound” from the hearing aids. Fluorescent lighting, televisions, and computer screens may make this buzzing louder. Try to move away from these devices when using the telecoil.
Ordering additional accessories

Additional accessories such as ear hooks, ear tubes and tips, batteries and maintenance kits are available from *hi HealthInnovations*.

Order accessories by phone at 1-855-523-9355 or online at [hihealthinnovations.com](http://hihealthinnovations.com).

Troubleshooting

It is possible to hear buzzing, feedback or interference from your hearing aids when walking through store security systems. This also may happen with exposure to fluorescent and some LED lights. This is normal interference, caused by electromagnetic signals and should reduce or be eliminated once you are further away from the source causing the interference.

This is found in devices from most manufacturers and not specific to only *hi HealthInnovations’* products.

LED lights with the certifications below will help reduce interference.
# Troubleshooting

## No sound or not loud enough

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not turned on</td>
<td>Turn on by closing the battery door</td>
</tr>
<tr>
<td>Low/dead battery</td>
<td>Replace battery</td>
</tr>
<tr>
<td>Ear wax</td>
<td>Clean/replace ear tube &amp; tip</td>
</tr>
<tr>
<td>Programming adjustment needed</td>
<td>Call Customer Service toll-free at 1-855-523-9355</td>
</tr>
<tr>
<td>Moisture</td>
<td>Open battery door and allow to dry</td>
</tr>
</tbody>
</table>

## “Low battery” voice prompt

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low battery</td>
<td>Replace battery</td>
</tr>
</tbody>
</table>

## Whistling or feedback

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ear wax in the canal</td>
<td>See your physician for removal</td>
</tr>
<tr>
<td>Tip or dome not inserted properly</td>
<td>Remove and reinsert</td>
</tr>
<tr>
<td>Poor-fitting ear mold</td>
<td>Consult your hearing health care professional</td>
</tr>
<tr>
<td>Hat or clothing near ear</td>
<td>Remove hat or clothing near ear</td>
</tr>
<tr>
<td>Check for cracks in ear tube</td>
<td>Replace ear tube &amp; tip</td>
</tr>
</tbody>
</table>

## Poor fit

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ear tip falling out of your ears</td>
<td>Call Customer Service toll-free at 1-855-523-9355</td>
</tr>
</tbody>
</table>
## Technical specifications

### hi BTE and hi BTE telecoil

<table>
<thead>
<tr>
<th></th>
<th>Ear tube &amp; tip</th>
<th>Ear hook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak OSPL 90 (dB SPL)</td>
<td>120</td>
<td>125</td>
</tr>
<tr>
<td>HFA OSPL 90 (dB SPL)</td>
<td>109</td>
<td>118</td>
</tr>
<tr>
<td>Average full-on gain (dB)</td>
<td>33</td>
<td>42</td>
</tr>
<tr>
<td>Peak gain (dB)</td>
<td>40</td>
<td>51</td>
</tr>
<tr>
<td>Reference test gain (dB)</td>
<td>33</td>
<td>41</td>
</tr>
<tr>
<td>Frequency range (Hz)</td>
<td>200 - 5200</td>
<td>200 - 5200</td>
</tr>
</tbody>
</table>

### Total harmonic distortion

<table>
<thead>
<tr>
<th></th>
<th>Ear tube &amp; tip</th>
<th>Ear hook</th>
</tr>
</thead>
<tbody>
<tr>
<td>- @500 Hz</td>
<td>&lt;2%</td>
<td>&lt;5%</td>
</tr>
<tr>
<td>- @800 Hz</td>
<td>&lt;2%</td>
<td>&lt;2%</td>
</tr>
<tr>
<td>- @1600 Hz</td>
<td>&lt;2%</td>
<td>&lt;2%</td>
</tr>
<tr>
<td>Equivalent input noise (dB SPL)</td>
<td>&lt;30</td>
<td>&lt;30</td>
</tr>
<tr>
<td>Induction coil sensitivity (dB SPL) (if hearing aid includes telecoil)</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Battery current drain (mA)</td>
<td>0.80</td>
<td>0.80</td>
</tr>
<tr>
<td>Attack and release (mS)</td>
<td>6, 45</td>
<td>6, 45</td>
</tr>
<tr>
<td></td>
<td>Ear tube &amp; occluded tip</td>
<td>Ear hook</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Peak OSPL 90 (dB SPL)</td>
<td>121</td>
<td>129</td>
</tr>
<tr>
<td>HFA OSPL 90 (dB SPL)</td>
<td>110</td>
<td>122</td>
</tr>
<tr>
<td>Average full-on gain (dB)</td>
<td>40</td>
<td>53</td>
</tr>
<tr>
<td>Peak gain (dB)</td>
<td>48</td>
<td>62</td>
</tr>
<tr>
<td>Reference test gain (dB)</td>
<td>33</td>
<td>45</td>
</tr>
<tr>
<td>Frequency range (Hz)</td>
<td>200 - 6100</td>
<td>200 - 7100</td>
</tr>
</tbody>
</table>

**Total harmonic distortion**

<table>
<thead>
<tr>
<th></th>
<th>Ear tube &amp; occluded tip</th>
<th>Ear hook</th>
</tr>
</thead>
<tbody>
<tr>
<td>- @500 Hz</td>
<td>&lt;1%</td>
<td>&lt;5%</td>
</tr>
<tr>
<td>- @800 Hz</td>
<td>&lt;1%</td>
<td>&lt;3%</td>
</tr>
<tr>
<td>- @1600 Hz</td>
<td>&lt;1%</td>
<td>&lt;3%</td>
</tr>
<tr>
<td>Equivalent input noise (dB SPL)</td>
<td>&lt;25</td>
<td>&lt;25</td>
</tr>
<tr>
<td>Induction coil sensitivity (dB SPL) (if hearing aid includes telecoil)</td>
<td>96</td>
<td>104</td>
</tr>
<tr>
<td>Battery current drain (mA)</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Attack and release (mS)</td>
<td>6, 75</td>
<td>6, 75</td>
</tr>
</tbody>
</table>
Technical specifications

hi BTE with ear tube & tip
Saturation output curve and frequency response curve

hi BTE with ear tube & tip
Input-output curve
hi BTE with ear hook
Saturation output curve
and frequency response curve

hi BTE with ear hook
Input-output curve
Technical specifications

hi BTE power plus
Saturation output curve
and frequency response curve

hi BTE power plus
Input-output curve
Warning to hearing aid 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; (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.

Important notice for prospective hearing aid users

Good health practice requires that a person with 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.

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 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.

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss.
Warranty, service and returns

Warranty

Each hearing aid comes with a one-year manufacturer’s warranty from the original date of shipment to you. If at our examination it is determined that the unit failed to work due to parts, materials or workmanship, the hearing aid will be repaired or replaced at no charge under warranty. This warranty does not cover malfunctions due to unusual wear and tear, unauthorized alteration or mistreatment of the hearing aid, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty. This warranty does not cover batteries, ear tubes & tips, ear molds or accessories. 

hi HealthInnovations is the only authorized service center for your warranty service. Please contact Customer Service at 1-855-523-9355, and press 2 to obtain authorization to return the product, and a shipping label.

Service

For repairs and troubleshooting assistance please contact our Service Center at 1-855-523-9355, and press 2.

Cancellations, Exchanges and Returns

To cancel your purchase within your 70 day trial period, you must give written notice of cancellation to us along with your hearing device(s). For complete details about the refund and exchange policies, please see your Bill of Sale, visit hihealthinnovations.com or contact Customer Service at 1-855-523-9355, and press 2.
For additional information call
1-855-523-9355 and press 2