ESSENTIAL GUIDE

Get the best results with your hi ITC® hearing aids

How-to videos available on hihealthinnovations.com
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WHAT’S IN THE PACKAGE

Hearing aid(s) - with ITC dome and retention ring attached, in carrying case

Drying capsule - In carrying case

Wax Guards - One per hearing aid, blue for left, and red for right

Battery replacement tool - One per order

Batteries - One pack per hearing aid

Invoice with trial period end date and serial numbers

Bill of Sale and Notice of Cancellation documents
GETTING THE BEST RESULTS

1. **Wear your hearing aids much as possible.** It may take a few weeks before you are completely comfortable with them and can fully enjoy the benefits.

2. To improve hearing in a noisy environment, **wear two hearing aids, directly face and move closer to the sounds** you are trying to hear.

3. You may find that **your voice sounds different while wearing your hearing aids.** This is very common, and most people get used to it over time.
   - If the sharpness is bothersome to you, simply reduce the volume. Many people find that with **continued use of their hearing aids they no longer notice these effects within a few weeks,** and can increase volume over time.
   - You may notice an “occlusion” effect, which is the change you hear in your voice when your ears are plugged, making your voice sounds booming.

4. **Ear wax can cause whistling.** See your doctor to have your ear wax removed, or ask if you can use an over-the-counter wax removal kit. Regularly replace the wax guard in your hearing aid. See page 14 for instructions.

5. **Hearing aids need to stay dry.** Open the battery door overnight and wipe dry when replacing your battery. Do not leave your hearing aids in the bathroom. Dry hair and hands before wearing hearing aids, and when
sweating, avoid wearing your hearing aids. Replace the drying capsules in your case monthly. Drying capsules are available from *hi HealthInnovations*.

6. **Remove your hearing aids** before using hair spray, spray perfume, or shaving lotions as these items can cause damage.

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

8. 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.

**Additional Support Resources**

- **How-to videos** on hihealthinovations.com
- **Daily Phone Q&A** with a Hearing Expert Monday - Friday, 10 a.m. Central Time 888-844-7278, code 9428061#
- **FaceTime** and **Video Chat** 855-523-9355 to schedule
- **Customer Service** 855-523-9355, press 2
HEARING AID AT A GLANCE
1. **ITC Dome - rubber “sleeve”**
   - Fits around the entire hearing aid while leaving the faceplate, microphone, and speaker port open.
   - Occludes the ear allowing for an expanded fitting range.
   - Provides better feedback management.
   - Offers a more secure fit for those with larger ear canals.

2. **Microphone port** – Where sound enters the hearing aid through the microphone.

3. **Speaker and wax guard filter** – The speaker delivers amplified sound. The wax guard filter protects the hearing aid from ear wax damage.

4. **Battery door and on and off activation** – Close the door to turn on the hearing aids. Open the door to turn off the hearing aids. See page 10 for instructions.

5. **Serial number** – Uniquely identifies each hearing aid.

6. **Retention ring** – Curls along the body of your ear and holds the hearing aid in place.
PREPARING HEARING AID FOR USE

Please insert a new battery when you receive your hearing aid.

The hearing aid uses a size 10 battery. The battery life varies depending on the amount of hearing aid use.

To insert or replace battery:

1. Remove the tab from the new battery. Wait one full minute to fully activate the battery.

2. Gently pull open the battery door with your fingernail.
3. Insert the battery with the “+” side up into the battery door, or use the magnet on the battery replacement tool. Gently close the battery door. If the door does not close easily, check to see if the battery was inserted properly.

4. Remove the used battery by lifting it out with your fingertip or with the battery replacement tool included in your order.

**Low battery indicator**

A warning of three double beeps every eight minutes indicates that the battery needs to be replaced. If you do not change your battery, you will hear another warning of six double beeps, at which time your hearing aid will automatically turn off.
TURNING HEARING AID ON AND OFF

The hearing aid battery door acts as an on/off switch. When the door is closed and a charged battery is properly installed, the hearing aid is on. When the door is open, the hearing aid is off.

**ON:** When you want to turn on the hearing aid, place the battery in the battery door and gently close the door with your fingernail.

The hearing aid powers on after 5 seconds of closing the battery door.

**OFF:** When you’re not wearing the hearing aids, keep the battery door open to extend battery life. You do not need to remove the battery.
DETERMINING LEFT AND RIGHT HEARING AID

Determine the left and right hearing aid by one of these methods:

1. Find the + indicator inside the battery door.
   - Blue = left ear
   - Red = right ear

2. Look at the wax guard at the tip of the hearing aid.
   - Blue = left ear
   - Red = right ear
WEARING HEARING AIDS

1. Hold your hi ITC by the bottom of the retention ring.

2. Place the hearing aid in the ear canal as deeply as possible, with the speaker pointed toward the eardrum. The retention ring will prevent the hearing aid from being inserted too deeply into the canal.

3. Gently slide the retention loop along the body of the ear. The retention loop will eventually tuck in easily, as body heat helps it conform to the shape of your ear.
OPERATING HEARING AIDS

Program control

Your hearing aids have been custom programmed to your hearing needs and will automatically adjust to different environments. Each time you turn on the hearing aid, it will start at Program 1.

1. To change a program, using a flat hand, tap the outer part of your ear twice with your finger tips. This will advance the hearing aid to the next highest program.

   • Fingers should be held together, and fingertips should lightly tap the outer part of your ear twice.

   • Tap should be a flat pat on the ear. Pressure generated by the pat triggers the switch.

   • Pat should be soft and never painful.

<table>
<thead>
<tr>
<th>Program 1 (normal, everyday)</th>
<th>♬ 1 beep</th>
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<tr>
<td>Program 2 (noisy environments)</td>
<td>♬♦ 2 beeps</td>
</tr>
<tr>
<td>Program 3 (telephone)</td>
<td>♬♦♦♦ 3 beeps</td>
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CHANGING WAX GUARD

The wax guard contains a tiny screen that prevents wax from entering the hearing aid. Wax guards are delicate and must be replaced, not cleaned. A broken wax guard can allow wax to enter the hearing aid which can cause damage.

Given that ear wax is natural and common, replace the wax guard on your hearing aids every 2 - 3 weeks or more frequently as needed. This is easy to do with the wax guard dispenser and changing tool you received with your hearing aids.

1. Gently push the threaded end of the changing tool into the old wax guard.

2. Turn the changing tool 1/4 clockwise and gently pull the wax guard straight out to remove from the device.

Disposing of old wax guard

1. Push the changing tool with the old wax guard into the center of the wheel dispenser.

2. Slip off the wax guard by sliding the tool to the side.

Inserting new wax guard

1. Use the other end of the changing tool to pull out a new wax guard from the dispenser and insert it into your hi ITC.
CLEANING HEARING AIDS

Leave the ITC Dome on your hearing aid. Wipe off the ITC Dome with a dry cloth every day.

The ITC Dome should remain installed on the ITC hearing aid for as long as it continues to function correctly and is not damaged. Under normal use and wear conditions, the ITC Dome should last for a minimum of 3 months.

REPLACING ITC DOME

You should only remove the ITC Dome when it needs replacement; for example, when it appears worn or is difficult to wipe away debris. Call hi HealthInnovations at 855-523-9355 and press 2 for more information, or to order new ITC Domes. Complete replacement instructions will be provided with your new ITC Dome.
FDA STATEMENTS

Important notice for prospective hearing aid users

If you have any of the following conditions, please see your physician:

• Visible congenital or traumatic deformity of the ear.
• History of active drainage from the ear within the previous 90 days.
• History of sudden or rapidly progressive hearing loss within the previous 90 days.
• Acute or chronic dizziness.
• Unilateral hearing loss of sudden or recent onset within the previous 90 days.
• Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
• Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
• Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels [dB].) 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.
ORDERING MORE SUPPLIES
For optimal performance, change the wax guard every 2 - 3 weeks. These supplies and batteries are available on hihealthinnovations.com.

ADDITIONAL INFORMATION
For details about the warranty, return period or exchange policy, please see your Bill of Sale.

*hi Healthinnovations® contact information:*
**Phone:** 855-523-9355, press 2 for service  
**Fax:** 877-955-4336  
**Address:** P.O. Box 356, Minneapolis, MN 55440
Join our Q&A with a Hearing Expert

Dial in to a group discussion. Learn more about hearing aid use, care, and communication strategies.

Mondays - Fridays, 10 a.m. Central Time

Call 888-844-7278.
When prompted, enter the special access code: 9428061#

For additional information call 855-523-9355, press 2
hihealthinnovations.com
hi ITC® hearing aids

Essential Guide
Addendum
TECHNICAL SPECIFICATIONS (with dome)

- Peak OSPL 90 110 dB SPL
- HFA OSPL 90 105 dB SPL
- Average full-on gain 30 dB
- Peak gain 40 dB
- Reference test gain 31 dB
- Frequency range 200–6500 Hz
- Total harmonic distortion <2%
- Equivalent input noise <30 dB SPL
- Battery current drain 0.90 mA
- Attack 6 mS and release 60 mS
Saturation output curve and frequency response curve

Input-output curve

[Graphs showing saturation output curve and frequency response curve, and input-output curve.]
WARRANTY, SERVICE & 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.
FDA STATEMENTS

Children with hearing loss

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.