

# Going Beyond: Product quality.

Phonak is rated as a leader in offering reliable hearing aid solutions by hearing care professionals.<sup>1</sup> We are committed to **going beyond** the status quo when it comes to delivering high quality products. Here are 5 of the way we are committed to product quality:

## 30% reduction in service rate

Delivering continuous improvement



More than 30% service rate improvement\* for Audéo Lumity rechargeables (R and RT) compared to Paradise

## 127 individual tests

Providing durable solutions

- ✓ We verify quality with robust testing
- ✓ Including functional, life span and stress testing
- ✓ Dedicated to providing you peace of mind

## 3,000 hours of testing

Simulating real-world



- ✓ Test the full system before release
- ✓ Determine overall reliability of the system
- ✓ Expose to real-life conditions: high humidity, body temperature, sweat, etc.

## 2% moisture-related repairs

Fully-encased batteries deliver

- ✓ Down from 15% repair rate to 2%
- ✓ Full-encased lithium-ion batteries reduce points of moisture entry
- ✓ Field swappable alternatives create weaknesses in moisture defense

<sup>1</sup> Sonova proprietary research. (2022). Project ID# 4543. Please contact [marketinsight@phonak.com](mailto:marketinsight@phonak.com) if you are interested in further information

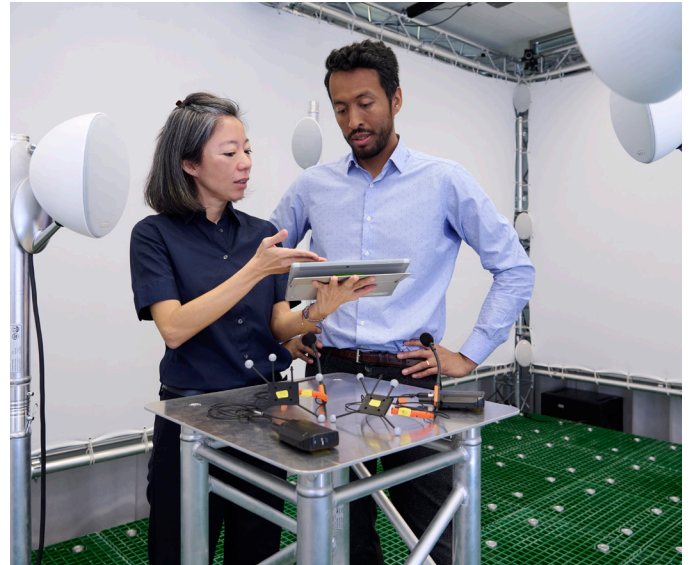
\* Cumulative after first 19 weeks after launch

## 15 hrs per day

Increased wear time shows patient satisfaction



- ✓ Data logging shows median wear time increased platform over platform
- ✓ Lumity patients wear their devices 15+ hrs
- ✓ Lumity devices in the dresser drawers is down to 1%



How can we help your practice  
Go Beyond your patients' expectations?