

Phonak ChargerGo ITE .

User Guide

Phonak ChargerGo ITE



This user guide is valid for:

Charging accessory

Phonak ChargerGo ITE



Here you can find up-to-date user guides
for the chargers online:



Your charger details

- ① Read safety information regarding handling the charger (chapter 8).
- ① The charger contains a rechargeable lithium-ion battery.

Device:

Phonak ChargerGo ITE

Compatible hearing aid models:

Phonak Virto I90-R

Phonak Virto I70-R

Phonak Virto I50-R

Phonak Virto I30-R



Contents

Your charger has been developed by Phonak – a world leader in hearing solutions based in Zurich, Switzerland.

This charger is a device intended to charge rechargeable hearing aids.

Please read the user guide carefully to make sure that you understand and get the best out of your charger.

For more information regarding features, benefits, setup, use and maintenance or repairs – contact your hearing care professional or manufacturer representative. Training is not required to handle the device. Additional information can be found in the datasheet of your product.

Phonak - life is on
www.phonak.com

Your charger

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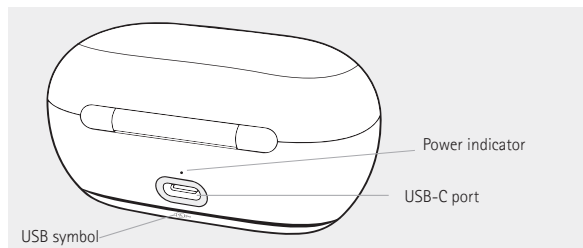
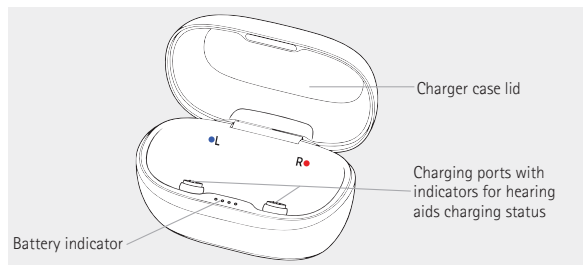
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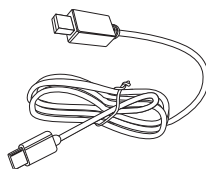
1. Parts of the charger

This portable charger offers two charging modes for your hearing aids:

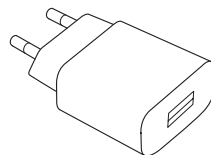
- Standard charging: while the charger is connected to a power supply.
- On-the-go charging: without a power supply, using the charger's internal lithium-ion battery that can be recharged.



External power supply



USB cable



Power adapter

Power adapter and charger specification

Power adapter input requirements:	100-240 V AC, 50/60 Hz, max. 0.18 A
Power adapter output requirements:	5 V DC (4.8-5.2 V), 0-1 A
Charger input voltage:	5 V DC +/-5%, current 500 mA
USB cable requirements:	USB-A to USB-C, minimum power 5 W, maximum length 1 m
Lithium-ion battery capacity:	1.184 Wh (340 mAh, 3.70 V)

2. Charging your hearing aids

- ❶ Before using the charger for the first time, plug the charger into a power outlet using the provided USB cable and power adapter and charge it fully. See chapter 2.1.1 Charging the internal battery.
- ❶ Keep the charger within its operating conditions. If the battery becomes hot, the charger may reduce charging speed, and the full charging time may increase.
- ❶ The charger, if not used regularly, needs to be recharged at least every 3 months to keep the battery healthy.
- ❶ Before using your hearing aids for the first time, it is recommended to charge them for 3 hours.
- ❶ The hearing aids and the charger must be dry before charging.

First, familiarize yourself with the operating conditions of the device.

Ensure to use, transport, and store charger according to the following conditions.

Prolonged storage at temperature lower than +10 °C and higher than +30 °C may negatively affect the battery performance of the product.

Charging the hearing aids or recharging the charger at temperatures between 35 °C and 40 °C may increase the charging time.

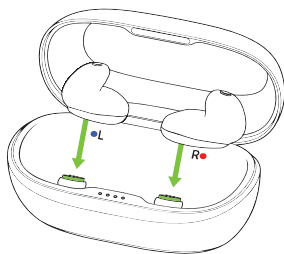
	Operating	Transport	Storage
Temperature	+ 5 °C to + 40 °C (+ 41 °F to + 104° F)	- 20 °C to + 60 °C (- 4 °F to + 140 °F)	- 20 °C to + 60 °C (- 4 °F to + 140 °F)
Humidity (non- condensing)	0% to 90%	0% to 93%	0% to 93%
Atmospheric pressure	500 hPa to 1060 hPa	500 hPa to 1060 hPa	500 hPa to 1060 hPa

If the device has been subject to storage and transport conditions outside of the recommended use conditions, bring the device back into recommended use conditions before starting the device.

1.

Place the left hearing aid on the left charging port, and the right hearing aid on the right charging port.

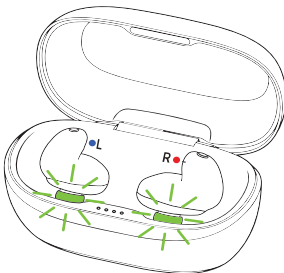
The hearing aids automatically turn off when placed on the charging ports. The indicator lights on the charging ports show the charging status of the hearing aids.



2.

When fully charged, the indicator light on each of the ports is solid green.

The charging process stops when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 3 hours to charge the hearing aids.



Hearing aids charging status

Charging port indicator	Charging status	Comments
Blinking green 	Charging	The hearing aids are being charged.
Solid green 	Fully charged	The hearing aids are fully charged.
Solid red 	Charging error	The hearing aids are not being charged. Ensure that the hearing aids are placed correctly, and the charging contacts and charging ports are clean. If the issue persists, contact your hearing care professional.
No light	No power	The hearing aids are not being charged. The charger is not connected to the power supply, or the internal battery of the charger used on-the-go is discharged. Plug the charger into the power supply.

Remove the hearing aids from the charging ports by lifting them out of the charger.

2.1. Standard charging

- ① Make sure you have access to a power supply during charging.
- ① During standard charging, when the charger is plugged in, it charges the hearing aids and recharges its own battery.

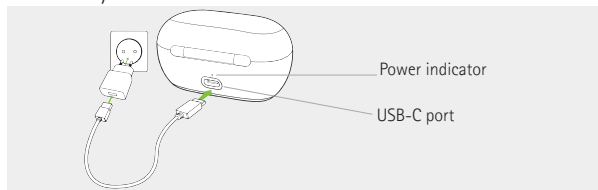
1.

Choose a suitable location to place your charger:

- Avoid placing the charger in direct sunlight.
- Do not place the charger near an induction stove.
- Avoid heat sources when considering the charger's placement.

2.

Insert the USB cable into the charger and the power adapter. Then, plug the power adapter into the power outlet. The power indicator of the charger lights green when the charger is correctly connected.



Power indicator

Solid green 	Power connection available	The charger is connected to the main power.
No light	Power connection unavailable	The charger does not receive electricity from the power outlet. Check if the charger is properly connected. If the issues persist, see the chapter 7. Troubleshooting.

2.1.1 Charging the internal battery

To use on-the-go charging, first charge the charger's battery. It takes approximately 3 hours to fully recharge the internal battery of the charger, depending on the initial state of the battery.

The table below describes the meaning of the battery indicator visible after opening the lid.

Battery indicator of the charger

Indicator light of the charger	Battery status	Battery description and actions
Dots solid green (1-4) 	Charged	The number of solid green dots reflects remaining capacity of the internal battery. 4 dots: enough for three full charging cycles of the hearing aids. 2 to 3 dots: enough for between two and three full charging cycles of the hearing aids. 1 dot: enough for at least one full charging cycle of the hearing aids.

Battery indicator of the charger		
Indicator light of the charger	Battery status	Battery description and actions
Blinking dots 	Charging	When recharging the charger's internal battery, the behavior of the solid green dots show the charging progress: 1 blinking dot, others off: the battery is charging from empty. 1 solid dot, 1 blinking dot: the battery has reached the first level of charge; charging continues to the next level. 2 solid dots, 1 blinking dot: the battery has reached the second level of charge; charging continues. 3 solid dots, 1 blinking dot: the battery is almost fully charged; charging continues to the final level.
One dot solid red 	Error	The internal battery of the charger cannot be charged. See the chapter 7. Troubleshooting for more information.
No light	No battery	See the chapter 7. Troubleshooting for more information.

2.2. On-the-go charging

Open the lid to see the battery indicator.

If the charger is disconnected from the power supply, it still charges your hearing devices using its rechargeable lithium-ion battery until the battery runs out. To charge the battery of the charger, plug in your charger into a power outlet. See chapter 2.1. Standard charging for more information.

Battery indicator of the charger used on the go Indicator light turns off after a short time to save battery		
Indicator light of the charger	Battery status	Description and actions
2-4 dots are solid green 	> 1 charging cycle left	When the charger is used on the go, the behavior of the solid green dots show the charging capacity of the internal battery: 4 solid dots: the hearing aids can be charged fully at least twice. 2 or 3 solid dots: the hearing aids can be charged fully at least once.
First (leftmost) dot is solid orange 	< 1 charging cycle left	The internal battery of the charger cannot guarantee a full recharge cycle. You can charge your hearing aids only partially. Remember to plug in the charger soon to recharge its internal battery.
No light	Discharged or error	The internal battery of the charger is discharged. Plug the charger into the power supply to recharge it. If there is still no light, see the chapter 7. Troubleshooting for more information.

3. Care and maintenance

Please use the following specifications as a guideline.
For further information regarding product safety, see chapter 8.2.

General information

Keep the charger dry. If it gets wet, unplug it right away and allow it to dry before using it again.

Never use cleaning agents such as household detergents, soap, etc. for cleaning your charger.

Do not rinse your charger with water.

 Always make sure that the hearing aids and charger are dry and clean before charging.

 Always make sure that the charger is disconnected from the power mains before cleaning.

How to clean

Inspect the charging slots to ensure they're clean. If they require cleaning, use a soft, lint-free cloth to remove dust or dirt.

4. Service and warranty

Expected service life

The charger has the expected service life of five years. The device is expected to remain safe for use for this duration.

Commercial service period

Routine and diligent care of your charger will contribute to the outstanding performance for the duration of the expected service life of your devices. Sonova AG will provide a minimum of a five years repair service period after the respective charger and essential components have been phased out of the product portfolio.

Local warranty

Please ask the hearing care professional where you purchased your charger 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 charger. 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.

Charger: _____

Serial number: _____

Date of purchase: _____

Authorized hearing care
professional (stamp/signature):



5. Compliance information

Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745.

This device complies with part 15 of the FCC Rules and ICES-003 of Industry Canada. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Notice:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Please keep at least 20 cm separation distance between the charger and the human body during operation.

Electromagnetic emissions

Manufacturer's Declaration: The device is intended for use in the electromagnetic environments listed below. The user should assure that they are used in such environments.

Emissions Test	Compliance	Electromagnetic environment guidance
RF emissions CISPR 11	Group 1	The device generates or uses RF energy only for their internal functioning. Therefore, the RF emissions are very low and are not likely to cause any interference to nearby electronic equipment.
RF emissions CISPR 11	Class B	The device is suitable for use in domestic establishment and in establishment directly connected to a low voltage power supply network which supplies buildings used for domestic purposes.

Electromagnetic immunity

Immunity Test	IEC60601-1-2 Test Level	Compliance Level
Electrostatic Discharge (ESD) IEC 61000-4-2	+/- 8 kV contact +/- 2 kV , +/- 4 kV, +/- 8 kV, +/- 15 kV air	+/- 8 kV contact +/- 2 kV , +/- 4 kV, +/- 8 kV, +/- 15 kV air
Radiated RF Electromagnetic Field Immunity Test IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz

Immunity Test	IEC60601-1-2 Test Level	Compliance Level
	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz
	9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz	9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz
Proximity Magnetic Field IEC 61000-4-3	27 V/m; 385 MHz; Pulse modulation 18 Hz	27 V/m; 385 MHz; Pulse modulation 18 Hz
	28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine	28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine
	28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz	28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz
	28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz	28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz
Rated power frequency magnetic fields IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz or 60 Hz

6. Information and description 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.



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



Indicates the date when the medical device was manufactured.



Indicates the Authorized representative in the European Union. The EU 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 these user guides.



Important information for handling and product safety.



This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.



Regulatory compliance mark (RCM). Indicates a device's compliance with electrical safety legislation applicable to electrical and electronic equipment in Australia and New Zealand.



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



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



Indicates that the device is a medical device.



An indication that electronic instructions for use are available.

IP22 IP Rating = Ingress Protection Rating. IP22 rating indicates that the device is protected against solid foreign objects of 12,5 mm diameter and greater and is additionally protected against vertically falling water drops when enclosure tilted up to 15°.



Indicates the temperature limits to which the medical device can be safely exposed.



Indicates the range of humidity to which the medical device can be safely exposed.



Indicates the range of atmospheric pressure to which the medical device can be safely exposed.



During transportation keep dry.



This symbol indicates a device that is not safe to use in magnetic resonance (MR) environment (e.g. during an MRI scan).



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

Symbols applicable to the European power supply only



Power supply with double isolation.



Device designed for indoor use only.

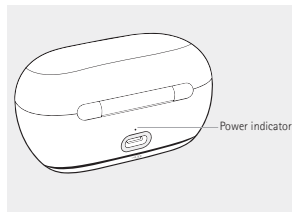
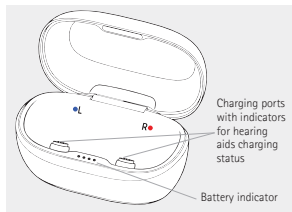


Safety isolating transformer, short circuit proof.



7. Troubleshooting

If you experience any of the following issues, follow the troubleshooting steps in order, starting with the first solution. If the problem continues after trying all solutions, reach out to your hearing care professional.



I want to charge my hearing aids while the charger is plugged in.

Issue	Solution
My hearing aids are not charging. Recognizable through: Charging port indicators red or not lit. Solid red  The power indicator not lit.	Remove the hearing aids and make sure the charging ports are clean (chapter 3). Reinsert the hearing aids properly (chapter 2). Check if the power source runs electricity and that the USB cable is properly connected and not broken.

I want to charge the internal battery of the charger.

Issue	Solution
The internal battery of the charger does not charge. Recognizable through: Red dot of the battery indicator. One dot solid red 	Check if the power source runs electricity and that the USB cable is properly connected and not broken. Check if the power adapter delivers sufficient output for your charger (chapter 1). Move the charger to a place with optimal temperature conditions (chapter 2). Disconnect the charger from power source and wait for 30 seconds. Reconnect the charger to see if the issue persists.
The power indicator on the back of the charger is not lit.	Check if the power source runs electricity and that the USB cable is properly connected and not broken.

I want to charge my hearing aids on the go.

Issue	Solution
My hearing aids are not charging. Recognizable through: Charging port indicators red or not lit. Solid red 	Check if the internal battery still has power by closing and opening the lid again. If the battery indicator of the charger shows that there is power left, remove the hearing aids and make sure the charging ports are clean (chapter 3). Reinsert the hearing aids properly (chapter 2). If the battery indicator does not show that there is power left, connect the charger to a power source.
My hearing aids are not charging. Recognizable through: The battery indicator not lit.	If the battery indicator does not show that there is power left, connect the charger to a power source.

8. Important safety information

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

Intended use

The chargers are intended to charge the battery of the rechargeable hearing aid.

Intended user

Intended for people with hearing loss using the compatible rechargeable hearing aid, their caregivers, and hearing care professional.

Intended patient population

The intended patient population for the chargers is the intended patient population of the compatible hearing aids.

Intended medical indication

Indications are not derived from charger but from the compatible hearing aids.

Intended medical contraindications

Contraindications are not derived from the charging accessories, but from the compatible hearing aids.

Clinical benefit

The charger itself does not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the parent device (rechargeable hearing aids) to achieve their intended purpose.

Side effects

Side effects are not derived from the charger, but from the compatible hearing aids.

Any serious incident that has occurred in relation to the charging accessories, 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:

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

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

The charger 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.

8.1 Warnings

-  Protect your charging accessories from heat and sunlight (never leave near a window or in the car). Never use a microwave or other heating devices to dry your charging device (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.
-  Changes or modifications to the charger that were not explicitly approved by Sonova AG are not permitted. Such changes may damage the charger.
-  Cables and cords wrapped around the neck may cause strangulation. Do not leave the device and its components unattended with children, individuals with cognitive impairment or pets.
-  Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen-rich environments or areas where flammable anesthetics are handled). The device is not ATEX certified.

 **WARNING:** 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.

 **WARNING:** 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.

 To supply power to the charging accessories, use only IEC 60950-1*, IEC 62368-1 or IEC60601-1 certified charging equipment (e.g. power supply) within the specification in chapter 1. Parts of the charger, page 7.

 Do not place the charging accessories close to an induction cooking surface. Conductive structures inside the charging accessories could absorb inductive energy resulting in thermal destruction.

 **WARNING:** This rechargeable charger uses lithium-ion battery. These batteries are hazardous and can cause severe or fatal injuries in 2 hours or less 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 charger contains a Lithium-Ion rechargeable battery that might swell and deform the housing of the device. If you notice any swelling or deformation in the device, stop using it immediately and do not attempt to replace the swollen battery by yourself. Swollen batteries can be a serious safety hazard, posing risks such as leakage, overheating, or even explosion. Do not attempt to remove, replace, charge, puncture or modify the swollen battery. Do not ignore signs of battery damage. Using the charger with a damaged battery can affect its performance and permanently damage the device. Avoid handling the charger with bare hands if it shows signs of damage or leakage, and do not open the battery compartment if

* Note: this standard may not be valid anymore in your country, please refer to IEC 62368-1

leakage occurred. Avoid direct contact with the leaked electrolyte. If contact occurs, rinse with water and seek medical attention if needed. If you have any questions or concerns, seek professional guidance at your hearing care professional before using the device. Dispose of the charger or replaced battery at waste disposal sites intended for electronic waste, or give your device/battery to your hearing care professional for disposal.

-  The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
- Keep the charging device at least 15 cm (6 inches) away from the active implant. If you experience any interference do not use the charging device 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 (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

-  Do not expose your device to temperatures outside the operation conditions indicated in the User Guide (see chapter 2). They contain lithium-ion batteries, which might swell, leak or explode upon exposure to temperatures outside those conditions.
-  Please ensure to charge the rechargeable model and use the charger within operating temperature range: +5 °C to +40 °C (+41 °F to +104 °F).
-  Do not use your charger in areas where electronic equipment is prohibited.
-  **WARNING:** 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 charging device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

8.2 Cautions

- ⚠ Only use the device according to chapter 2. Charging your hearing aids, page 8. Using the device otherwise may heat the device up to temperatures, which in the worst-case can lead to skin burns.
- ⚠ Always keep the USB socket of the device and the USB plug of the cable clean and dry. Foreign particles or moisture in the USB connection can lead to an electrical fault, which can heat up the USB connection and, in the worst case, cause it to melt. Use the provided cable to supply power to the device. If you notice the power indicator above the USB port of the device went off during charging, check the USB connection for proper conditions.
- ⚠ Take care when plugging or unplugging your charging cable. Do not force or bend the end of the charging cable into the USB port on the charger.
- ⚠ Do not cover the charging accessories while charging (e.g., with a cloth, etc.), as it might overheat.

8.3 Notes

- ⓘ Charger and power supply must be protected from shocks. If the charger or power supply is damaged after a shock, the devices must not be used anymore.
- ⓘ Do not place these rechargeable devices in your checked-in luggage when traveling by plane as they contain lithium-ion batteries. The devices should be placed in your carry-on/hand luggage.
- ⓘ Always make sure that the hearing aids and charger are dry and clean. If the charger or power supply is damaged, the device must not be used anymore as it may cause electric shock.
- ⓘ Do not touch the contacts of the charger when powered.
- ⓘ Do not drop your charging accessories! Dropping onto a hard surface can damage your charging accessories.

-  Ship the rechargeable devices according to local regulations as the devices contain lithium-ion batteries. For shipping, they are classified as dangerous goods. If in doubt, ask the courier responsible for shipping how to ship the devices properly.
-  Only use approved chargers described in this user guide for charging your hearing aids, otherwise the devices may be damaged.

Notes

Important information in case of battery ingestion

Your hearing care professional:



Sonova Deutschland GmbH
Max-Eyth-Strasse 20
70736 Fellbach-Oeffingen
Germany



Manufacturer:

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Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland
www.phonak.com

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Norwest NSW 2153
Australia

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and UK Importer:**

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HEAR THE WORLD

