

# Roger Focus II-312.

User Guide

Roger Focus II-312



## Your hearing device details

This user guide is valid for:

### Wireless hearing device

Roger Focus II-312

### Hearing device models

Roger Focus II-312

### Battery size

312



# Contents

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

These premium products are the result of decades of research and expertise and are designed with your well-being in mind. We thank you for making such a great choice and wish you many years of listening pleasure. Please read the user guide carefully to make sure that you understand and get the best out of your device. Training is not required for handling of this device. A hearing care professional will help set up this device according to your individual preferences during the fitting consultation.

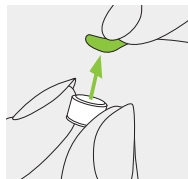
For more information regarding features, benefits, set up, use, maintenance or repairs of your hearing aid and accessories, please contact your hearing care professional or the manufacturer representative. Additional information can be found in the datasheet of your product information can be found in the datasheet of your product.

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[www.phonak.com](http://www.phonak.com)

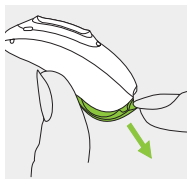
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# 1. Quick guide

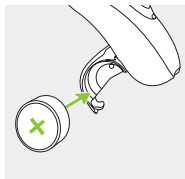
## Changing batteries



**1.**  
Remove the sticker from the new battery and wait 2 minutes.

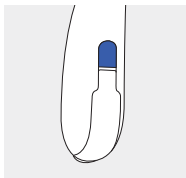


**2.**  
Open the battery door.

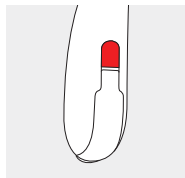


**3.**  
Place battery in the battery door with the flat side facing upwards.

## Left and right hearing device markings

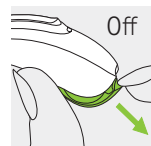
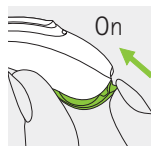


Blue marking for left hearing device.



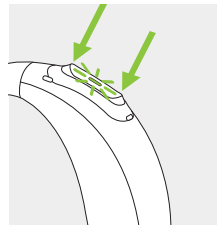
Red marking for right hearing device.

## On/Off



For tamperproof battery door instructions refer to chapter 5.2.

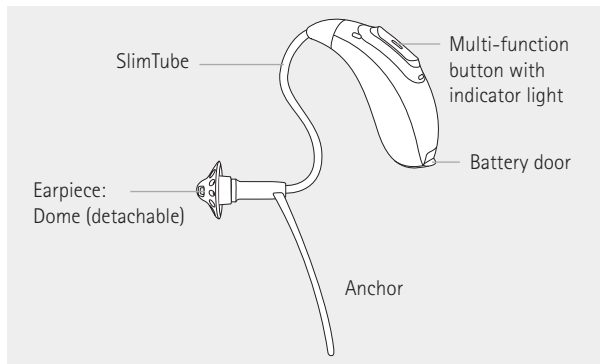
## Multi-function button with indicator light



The button has several functions.  
It functions as a volume control and volume control lock.

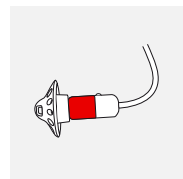
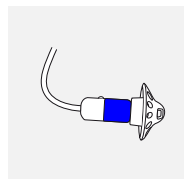
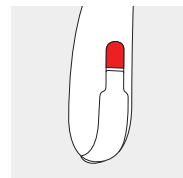
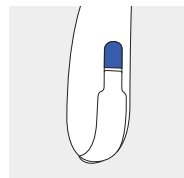
## 2. Parts of the hearing device

The following pictures show the hearing device described in this user guide.



## 3. Left and right hearing device markings

There is a red or blue marking on the back of the hearing device and on the speaker. This will tell you if it is a left or a right hearing device.



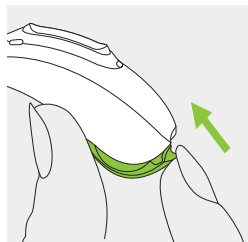
Blue marking for  
left hearing device.

Red marking for  
right hearing device.

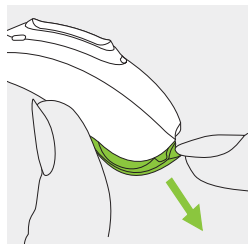
## 4. On/Off

The battery door is also the on/off switch.

**1.**  
Closed battery door =  
hearing device is **on**



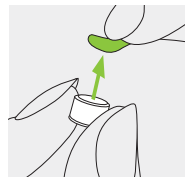
**2.**  
Open battery door =  
hearing device is **off**



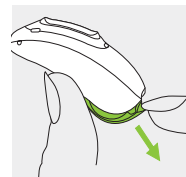
① When you switch on the hearing device you may hear a start-up melody.

## 5. Batteries

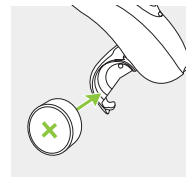
### 5.1 Insert battery (standard battery door)



**1.**  
Remove the  
sticker from the  
new battery and  
wait 2 minutes.




**2.**  
Open the battery  
door.



**3.**  
Place battery in  
the battery door  
with the "+"  
symbol facing  
upwards.

If the battery door is tamperproof continue to read the important information below, and refer to specific instructions in chapter 5.2 for inserting the battery.


① If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing upwards. If the battery is not inserted correctly, the hearing device will not work and the battery door can be damaged.

 Low power: You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery. We recommend that you always have a new battery on hand.

## Replacement battery

This hearing device requires a size 312 zinc-air battery.

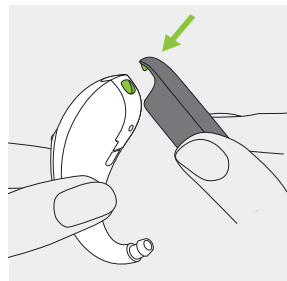
Model	Zinc-air battery size	Color marking on package	IEC code	ANSI code
Roger Focus II-312	312	brown	PR41	7002ZD

 Please ensure that you use the correct type of battery in your hearing device (zinc-air). Please also read chapter 17.2 for further information on product safety.

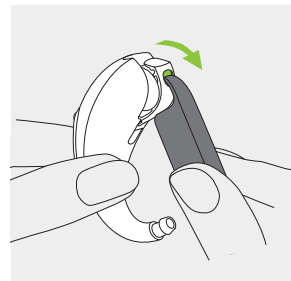
## 5.2 Insert battery with a tamperproof battery door

This hearing device can be fitted with a tamperproof battery door if needed for safety reasons.

### Opening the battery doors

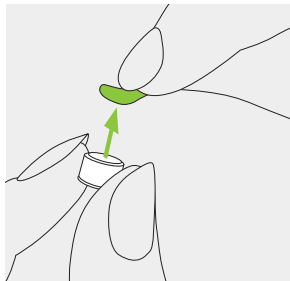


**1.**  
Place the tip of the tool in the small hole at the bottom of the hearing device.



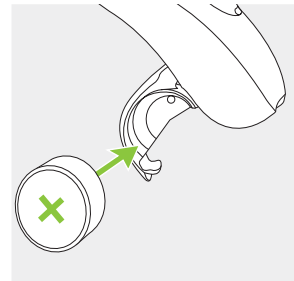
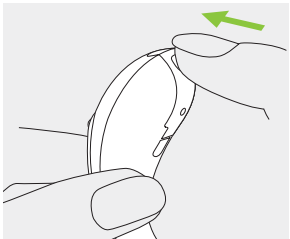
**2.**  
Use the tool as a leverage to open the battery door by pulling the door with the tool in the direction of the green arrow.

## Inserting the battery



1. Remove the sticker from the new battery and wait for 2 minutes.

## Closing the battery door



2. Place battery in the battery door with the "+" symbol facing upwards.

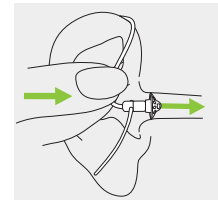
The battery is only tamperproof when the battery door is closed correctly. Always check after closing, that the battery door cannot be opened by hand.

## 6. Putting on the hearing device

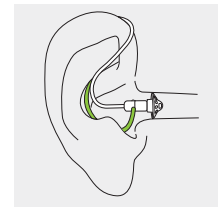
1. Place the hearing device behind your ear.



2. Insert the earpiece into your ear canal.



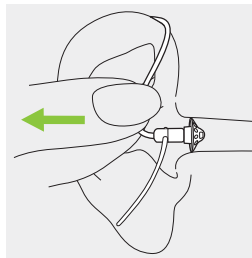
3. If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing device.



## 7. Removing the hearing device

1.

Pull on the bend of the tube and remove the hearing device from behind the ear.



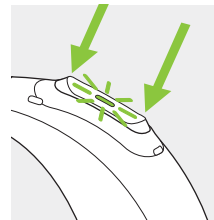
## 8. Multi-function button

The multi-function button has several functions.

It functions as a volume control and a volume control lock. Increase the volume with a short press of the upper part of the button. Decrease the volume with a short press of the bottom part of the button.

To lock the button, press the upper part of the button for 5 secs.








To unlock the button, press the upper part of the button for 5 secs.



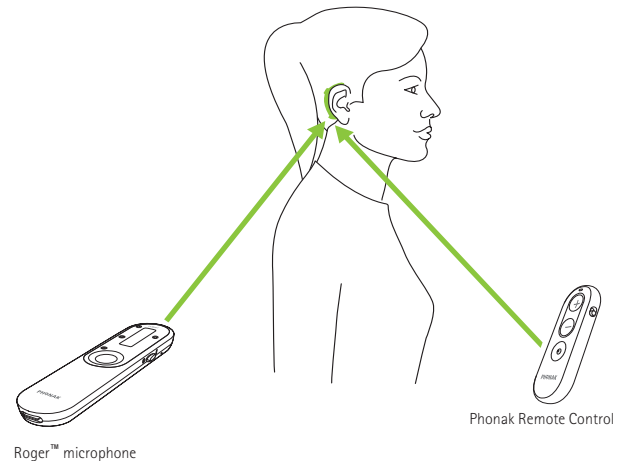
### Indicator light

Parents and caregivers of infants and young children can easily be informed about the hearing device status with the indicator light. The indicator light is integrated in the multi-function button and shows the status of the hearing device as long as it is powered on.

## 9. Connectivity overview

Status hearing device***	Indicator light pattern
<input type="checkbox"/> Locking multi-function button **	Double blink 
<input type="checkbox"/> Unlocking multi-function button	Single blink 
<input type="checkbox"/> Low battery *	Continuous blink 
<input type="checkbox"/> Volume level change (either initiated by a remote control or by the multi-function button)	Single blink per volume change 
<input type="checkbox"/> Mid-volume	Solid green 
<input type="checkbox"/> Roger microphone connecting the device	Single blink 
<input type="checkbox"/> Volume max or Volume min reached	Double blink 

The illustration below shows connectivity options available for your hearing device.



\* Low battery alert is initiated approx. 30 minutes before the battery needs to be changed. It is recommended that you always have a new battery available.

\*\* There is no light when the volume control is locked.

\*\*\* Consult the quick guide delivered with the hearing device for information regarding beep notifications and using the Phonak remote control.

## 10. Environmental conditions

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.

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

	Operating	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> (non condensing)	0% to 85%	0% to 93%	0% to 93%
<b>Atmospheric pressure</b>	500 to 1060 hPa	500 to 1060 hPa	500 to 1060 hPa

Temperature and humidity shall not exceed the ranges described in the table above for extended periods of time during transport and storage.

Remove the battery if you are not using your hearing device for a long period of time.

This hearing device is classified as IP68. This means that it is water and dust resistant and designed to withstand daily life situations. It can be worn in the rain but should not be fully submerged in water or used when taking a shower, swimming or other water activities. This hearing device should never be exposed to chlorinated water, soap, salt water or other liquids with a chemical content.

If this device has been subject to storage and transport conditions outside of the recommended use conditions, wait 15 minutes before starting the device after recommended environmental conditions are restored.

## 11. Care and maintenance

### Expected Service Life:

The hearing device has the expected service life of five years. The devices are expected to remain safe for use for this duration.

### Commercial service period:

Routine and diligent care of your hearing device 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 year repair service period after the respective hearing device and essential components have been phased out of the product portfolio.

Please use the following specifications as a guideline. For further information regarding product safety, see chapter 17.2.

### General information

Before using hair spray or applying cosmetics, you should remove your hearing device from your ear, because these products may damage it.

When you are not using your hearing device, leave the battery door open so that any moisture can evaporate. Make sure that you always completely dry your hearing device after use. Store the hearing device in a safe, dry and clean place.

Your hearing device is resistant to water, sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.
- After exposure to water, sweat or dust, the hearing device is cleaned and dried.
- The hearing device is used and maintained as described in this user manual.

ⓘ Use of your hearing device around water can restrict air flow to the batteries causing it to stop working. Should your hearing device stop working after coming into contact with water, refer to the troubleshooting steps in chapter 16.

### **Daily**

Inspect the earpiece and SlimTube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth or use the small brush provided in the hearing device hard case. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing device. It is not recommended to rinse these parts with water, risk for lodging in the SlimTube. If you need to clean your hearing device intensively, ask your hearing care professional for advice.

### **Weekly**

Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing device. For further maintenance or cleaning instructions, please see your hearing care professional.

### **Monthly**

Inspect your SlimTube for color changes, hardening, or cracks. In the case of such changes, the SlimTube has to be replaced. Please see your hearing care professional.



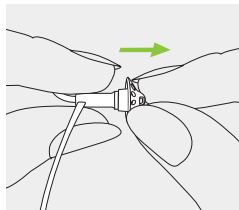
## **12. Exchanging the earpiece**

Your hearing device is fitted with a SlimTube and earpiece.

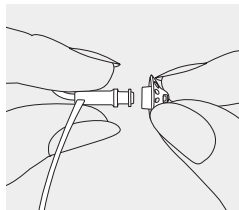
Please check the earpiece regularly and exchange or clean it if it looks dirty or if the hearing device volume or sound quality is reduced. If a dome is used, it should be exchanged every 3 months.

## 12.1 Removing the earpiece from the SlimTube

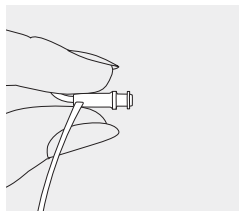
**1.**  
Remove the earpiece from the SlimTube by holding the SlimTube in one hand and the earpiece in the other.



**2.**  
Gently pull on the earpiece to remove.

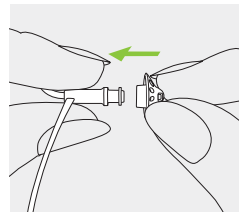


**3.**  
Clean the SlimTube with a lint-free cloth.

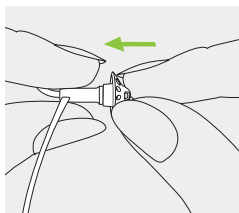


## 12.2 Attaching the earpiece to the SlimTube

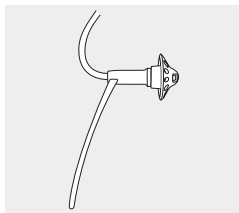
**1.**  
Hold the SlimTube in one hand and the earpiece in the other.



**2.**  
Slide the earpiece over the sound outlet.



**3.**  
The SlimTube and the earpiece should fit perfectly together.



## 13. Service and warranty

### Local warranty

Please ask the hearing care professional where you purchased your hearing device 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 device, but not accessories such as batteries, tubes, earpieces, external receivers. 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.

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Serial number (left side):

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Serial number (right side):

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Date of purchase:

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Authorized hearing care professional (stamp/signature):

## 14. Compliance information

### Europe:

#### Declaration of Conformity for the hearing device

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745 as well as the Radio Equipment Directive 2014/53/EU.

The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com/en-int/certificates](http://www.phonak.com/en-int/certificates) (Phonak worldwide locations).

### Australia/New Zealand:



Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The wireless model listed on page 2 are certified under:

#### Roger Focus II-312

USA	FCC ID: KWC-BST
Canada	IC: 2262A-BST

#### Notice 1:

This device complies with Part 15 of the FCC Rules and with ISED of Industry Canada. Operation is subject to the following two conditions:

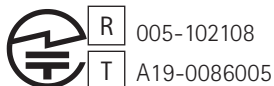
- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

#### Notice 2:

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

**Notice 3:**  
**Japanese Radio Law and Japanese  
Telecommunications Business Law Compliance**

This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid).



**Notice 4:**

This device 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 device 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 device 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 device and receiver.
- Connect the device 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.

**Notice 5:**

The device is in compliance with the portable RF exposure requirements listed on RSS 102 and FCC 47 CFR Part 2.1093 for a distance of use equal or greater than 0.5 mm.

## Radio information of your hearing device

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK
Radiated power	< 1 mW
<b>Bluetooth®</b>	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	Bluetooth LE , Direct mode

## Electromagnetic emissions

Manufacturer's Declaration: The hearing 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 hearing device generate or use 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 hearing device are 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
	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

Immunity Test	IEC60601-1-2 Test Level	Compliance Level
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
Enclosure Port Immunity to Proximity Magnetic Fields IEC 61000-4-39	Test frequency 30kHz, modulation: CW, Immunity test level 8	Test frequency 30kHz, modulation: CW, Immunity test level 8
	Test frequency 134, 2 kHz, Pulse modulation: 2.1 kHz, Immunity test level 65	Test frequency 134, 2 kHz, Pulse modulation: 2.1 kHz, Immunity test level 65
	Test frequency 13.56 kHz, Pulse modulation: 50kHz, Immunity test level 7.5	Test frequency 13.56 kHz, Pulse modulation: 50kHz, Immunity test level 7.5

## 15. 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 (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 device is specified as an applied part of Type B.



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



Indicates the date when the medical device was manufactured.

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EC REP

Indicates the Authorized representative in the European Union. The EU REP is also the importer to the European Union.

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EU REP



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.

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This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

---



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.

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Important information for handling and product safety.

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

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Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

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The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license. Other trademarks and trade names are those of their respective owners.

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Japanese mark for certified radio equipment.

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

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

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**MD**

Indicates that the device is a medical device.

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**IP68**

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

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

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

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

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During transportation keep dry.

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

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

For EU countries: Under EU regulations, it is mandatory to recycle batteries to ensure they are disposed of safely and in an environmentally responsible manner. As a consumer, you are legally required to return these batteries to local authorized recycling centres. Batteries can either be taken directly to recycling facilities or you can check with your hearing care professional to see if they provide recycling options. By following these guidelines, you not only help protect the environment but also comply with EU laws designed to mitigate the negative effects of battery waste.

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## 16. Troubleshooting

Cause	What to do
<b>Problem:</b> Hearing device not functioning	
Dead battery	Change battery (chapter 5)
Earpiece blocked	Clean earpiece (chapter 12)
Battery not inserted correctly	Insert battery correctly (chapter 5)
Hearing device	Switch hearing device on by closing battery door (chapter 5)

<b>Problem:</b> Hearing device too loud	
Volume too loud	Decrease volume (chapter 8)

<b>Problem:</b> Hearing device not loud enough or distorted	
Low battery	Change battery (chapter 5)
Earpiece blocked	Clean earpiece (chapter 12)
Volume too low	Turn volume up (chapter 8)
Indication for low battery	Change battery within the next 30 minutes (chapter 5)

Cause	What to do
<b>Problem:</b> Hearing device plays two beeps	
Moisture on battery or hearing device	Wipe battery and hearing device with dry cloth

<b>Problem:</b> Hearing device switches on and off (intermittent)	
Dead battery	Change battery (chapter 5)

<b>Problem:</b> Indicator light not blinking	
Battery not inserted correctly	Insert battery correctly (chapter 5)

❗ If the problem persists, contact your hearing care professional for assistance.

## 17. Important safety information

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

### **Intended use**

This device is intended to process and transmit sound to the ears to compensate for listening and communication difficulties.

### **Intended user:**

Intended for individuals requiring assistance in listening. Individuals with developmental or cognitive delay will require constant supervision from a Care giver. An HCP is responsible for fitting the device.

### **Intended clinical indication**

The device is intended for use by normal-hearing individuals with Auditory Processing Disorder (APD) or Autism Spectrum Disorder (ASD). It may also be used on the healthy ear of individuals with Unilateral Hearing Loss (UHL).

### **Medical contraindications**

Contraindications for use include bilateral hearing loss, active or chronic middle or outer ear pathology, chronic drainage or discharge, or evidence of chronic inflammation.

### **Intended patient population**

The intended patient population consists primarily of individuals over 36 months of age who meet the device's clinical indications.

### **Clinical benefit**

Improves perception of targeted speech in complex listening environments.

### **Side effects:**

Physiological side-effects of hearing device 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.

**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 hearing care professional believes are of medical concern


Any serious incident that has occurred in relation to the hearing 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:

- 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.


## 17.1 Hazard warnings


- ⚠ Your device operates between 2.4 GHz and 2.48 GHz frequency range. When flying please check if flight operator requires devices to be switched off.
- ⚠ Changes or modifications to the hearing device that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing device.
- ⚠ Do not use the hearing device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited. The device is not ATEX certified.
- ⚠ The earpiece should be changed every 3 months or when it becomes stiff or brittle. This is to prevent the earpiece from detaching during insertion or removal and get stuck in your ears. In the unlikely case that such part gets stuck in your ear canal, it is strongly recommended to see a physician for safe removal.
- ⚠ 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.
- ⚠ 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 device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- ⚠ 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.
- ⚠ In very rare cases if not securely attached, dome can remain in your ear canal when removing the hearing device from the ear. In the unlikely case that such part gets stuck in your ear canal, it is strongly recommended to see a physician for safe removal.


 The following is only applicable for persons with active implantable medical device (i.e. pacemakers, defibrillators, etc.):


- Keep the hearing device at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the hearing device 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 (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.


 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.

 The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety.

 **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!

 Hearing device should not be fitted with domes when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. 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.

 Only use the device as described in the user guide. Using the device otherwise may heat the hearing device up to temperatures, which in the worst-case can lead to skin burns.

 If you experience itching, redness, blisters, swelling, inflammation in or around your ears, inform your hearing care professional and contact your physician.

⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing devices. 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 devices don't 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 devices.

⚠ Hearing devices 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 device or its parts can be poisonous. In the event of choking immediately administer treatment or contact emergency services.

⚠ 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. The receiver of the hearing device mentioned in this user guide contain static magnets. Keep a distance of 2 inches (approx. 5 cm) or more between the magnets and the site of the implanted shunt valve.

## 17.2 Information on product safety

ⓘ These hearing device is water resistant and not waterproof. It is designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing device in water! This hearing device is not specifically designed for extended periods of water submersion on a continual basis, ie worn in activities such as swimming or bathing. Always remove your hearing device before these activities, as it contains sensitive electronic parts.

ⓘ Protect your device from heat and sunlight (never leave near a window or in the car). Never use a microwave or other heating devices to dry your device (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

- ❶ When you are not using your hearing device, leave the battery door open so that any moisture can evaporate. Make sure that you always completely dry your hearing device after use. Store the hearing device in a safe, dry and clean place.
- ❷ If you are not using your hearing device for a long period of time, store it in a box with a drying capsule or in a well ventilated location. This allows moisture to evaporate from your hearing device and prevents a potential impact on its performance.
- ❸ The batteries used in these hearing device should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing device. The table in chapter 5 explains exactly which type of battery your particular hearing device require.
- ❹ Remove the battery if you are not using your hearing device for a long period of time.
- ❺ Make sure that you always completely dry your hearing device after use. Store the hearing device in a safe, dry and clean place.

- ❶ Do not drop your device! Dropping onto a hard surface can damage your device.❷ Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ❸ Do not place the device close to an induction cooking surface. Conductive structures inside the device could absorb inductive energy resulting in thermal destruction.
- ❹ Always use new batteries for your hearing device. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.
- ❺ Do not use your device in areas where electronic equipment is prohibited.

Your hearing care professional:



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