

Phonak Lyric™ 4.

User Guide

Phonak Lyric4
Lyric SoundLync™



The contact lens for your ear™



This user guide is valid for:

Non wireless hearing aid

Phonak Lyric4 (XXS)
Phonak Lyric4 (XS)
Phonak Lyric4 (S)
Phonak Lyric4 (M)
Phonak Lyric4 (L)
Phonak Lyric4 (XL)
Phonak Lyric4 (XXL)



Remote control and removal tool

Lyric SoundLync



Lyric. The contact lens for your ear

Thank you for choosing Lyric, the first extended wear hearing aid that is 100% invisible. Lyric requires a lot less interaction and handling compared to conventional hearing aids. We are convinced that your Lyric will provide valuable benefits to your daily life.

Your hearing aids 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.

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www.phonak.com



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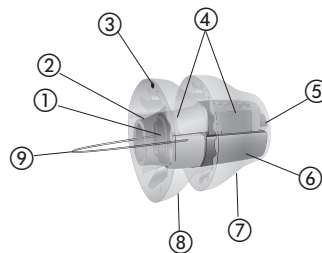
Your hearing aid

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1. Introduction to Lyric



- | | |
|-----------------------------------|----------------|
| ① Insertion handle | ⑤ Receiver |
| ② Microphone protection | ⑥ Battery |
| ③ "This side up" indication | ⑦ Medial seal |
| ④ Microphone and signal processor | ⑧ Lateral seal |
| | ⑨ Removal loop |

Note: The hearing aids described in this user guide contain a built-in and non-removable zinc-air battery.

1.1 What makes Lyric different

Lyric is comfortably placed in the ear canal by a Lyric trained hearing care professional and can be used 24 hours a day, seven days a week, for months at a time. No surgery or anesthesia is required. Unlike many other hearing aids, Lyric is positioned totally inside the ear canal and uses your ear's anatomy to provide natural sound quality.

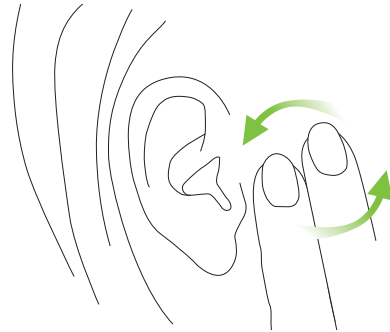
1.2 What you can expect with your new Lyric

Adjusting to your new hearing aid

Like all hearing aids, Lyric requires an adjustment period. For most people, Lyric becomes comfortable within a few days. Others may take up to two weeks to adjust to Lyric.

You may notice some initial discomfort when sleeping. Try to sleep with as little direct pressure on your ears as possible. Sleeping on your back is ideal.

If your ear is itchy, do not scratch or pull at the ear. Instead, gently massage the side of your face near your ear.



Getting used to new sounds and sound quality

Usually, hearing loss progresses slowly over years. So it is not unusual for things to sound a bit loud or strange when you first wear Lyric. The voices of your friends and loved ones – and perhaps even your own voice – may sound different for a while.

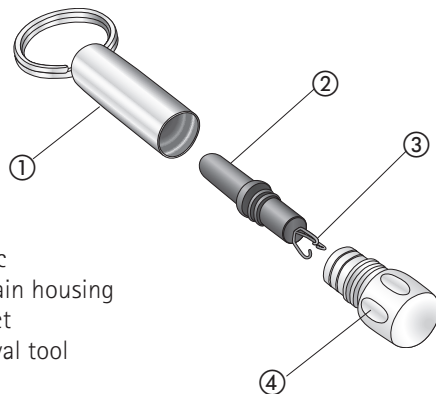
At first, you may also notice normal environmental sounds such as the refrigerator running, road noise from the tires on the car and heels clicking on the floor while walking. Within a short period of time, you will notice such sounds less as they become part of your everyday hearing world.

2. Adjusting and removing Lyric

The following chapter provides instructions on how to use your Lyric. Please read it carefully.

2.1 Using the SoundLync

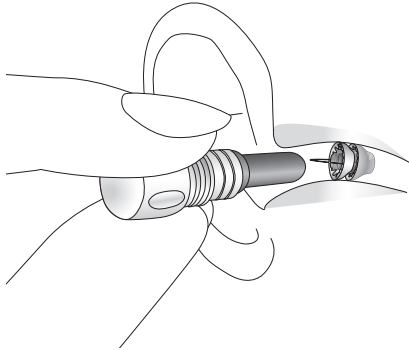
The SoundLync contains a small black magnet that functions like a remote control to change the settings of your Lyric (see instructions chapters 2.2 – 2.5).



SoundLync

- ① Keychain housing
- ② Magnet
- ③ Removal tool
- ④ Cap

- To use the SoundLync, unscrew the magnet from the keychain housing and hold it inside the ear canal without touching the hearing aid.



- Attached to one end of the magnet is a small tool that can be used to safely remove Lyric from your ear in urgent situations.

Note: Please be aware that Lyric is muted for one second after a beep is played. It is also muted during the beep series when changing the volume.

2.2 Putting Lyric in SLEEP mode

- While the hearing aid is ON, hold the magnet inside the ear canal without touching the hearing aid.
- You will hear **2 beeps**.
- Remove the magnet from your ear.

Note: SLEEP mode is a setting for acoustic transparency. In this setting, Lyric compensates the damping caused by the hearing aid itself. It sounds like you are not wearing a hearing aid.

2.3 Turning Lyric OFF

- While the hearing aid is ON, hold the magnet inside the ear canal without touching the hearing aid.
- Wait until you hear **2 beeps**.
- **Continue to hold** the magnet in place until you hear **4 more beeps**. There is a short pause between the first 2 and the last 4 beeps.

- Remove the magnet from your ear.

Note: Be aware when Lyric is OFF, it acts as an earplug.

2.4 Turning Lyric ON

To switch Lyric ON, from either SLEEP mode or OFF, hold the magnet inside the ear canal without touching the hearing aid.

- Wait until you hear **1 beep**.
- Remove the magnet from your ear.

2.5 Adjusting the volume

- Put the hearing aid in SLEEP Mode – **2 beeps**.
Remove the magnet from the ear canal.
- Wait until Lyric unmutes.
- Insert the magnet into the ear canal again and turn the hearing aid ON – **1 beep**.
Keep the magnet inside the ear canal.

- Continue to hold the magnet inside your ear canal. Lyric will start to increase the volume one step from where it was set previously. Each step is indicated by a beep. Once you reach the maximum level, Lyric will play a double beep. If you leave the magnet in place, Lyric will continue to cycle to your lowest volume setting and increase the volume steps from the softest to the loudest level.
- **Remove the magnet** from your ear when you reach the desired volume level.

Note: Whenever you turn Lyric ON or take the hearing aid out of SLEEP mode, the volume will be set automatically at the last volume level chosen.

2.6 SoundLync quick reference

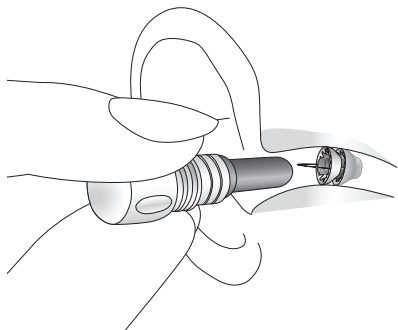
ON	1 beep
SLEEP	2 beeps
OFF	2 beeps (hold), 4 beeps
Volume	2 beeps (remove magnet), 1 beep (hold and wait), Single beep sequence, Double beep – highest volume level

2.7 Self-removal instructions

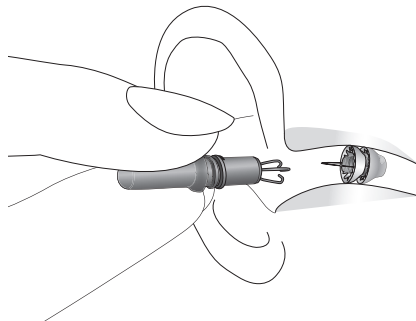
Removing Lyric

You should not have to remove Lyric between routine office visits. If you do need to remove the hearing aid for any reason and a Lyric trained hearing care professional is not available, you may remove the hearing aid yourself. Once you remove Lyric from your ear, it cannot be reinserted.

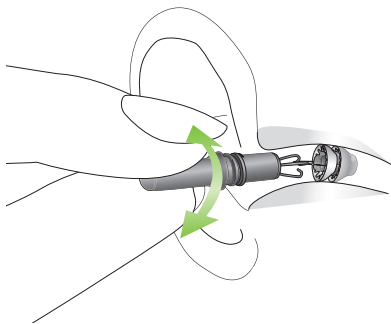
Step 1: If Lyric is still working, turn it OFF using the magnet (see the instructions in chapter 2.3).



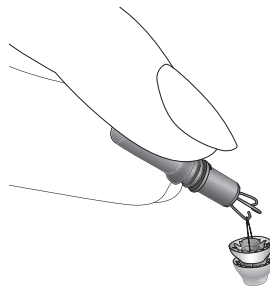
Step 2: Unscrew the cap on the magnet to expose the removal tool. Firmly hold the removal tool as you would hold a pencil, with your hand braced against your cheek. Slowly and gently insert the removal tool into the ear canal until it lightly touches the hearing aid.



Step 3: Use a gentle circular motion to engage the removal loop. You should feel a slight resistance when you tug on it. Gently remove the hearing aid using a gradual circular motion.



Step 4: When the hearing aid is out of the ear, place it into its container. See your Lyric trained hearing care professional as soon as possible to have your ear canal examined. Please return the used hearing aid to your hearing care professional.



Note: Lyric can be removed using a blunt-nosed tweezer if the removal tool is not available. Use the tweezer to grasp the handle on the hearing aid and gently remove the hearing aid using a circular motion.

i If the device or part of the device cannot be removed, contact your hearing care professional for help.

3. Follow-up care and replacement

After Lyric is placed in your ear(s), your Lyric trained hearing care professional may schedule a follow-up appointment to make any necessary programming adjustments or to answer any questions you may have.

For hearing aid replacements, your Lyric trained hearing care professional will either instruct you to call the office for an appointment when the hearing aid stops functioning or will schedule an appointment for refitting your Lyric at a predetermined time interval. When the hearing aid ceases to function, it should be removed within 24 hours.

If removal by your Lyric trained hearing care professional is not possible within 24 hours, you may remove the hearing aid yourself, or a family member or friend may remove it for you. Please see chapter 2.7 for instructions on removal of Lyric.

Caring for Lyric

Lyric may be worn 24/7, for months at a time, even while showering. Lyric is water resistant, not waterproof, and should not be completely submerged underwater. Do not submerge your head unless you wear a custom made earplug to protect Lyric from water exposure.

You can protect Lyric by minimizing its exposure to hairspray, conditioners, gels, cologne, hair dyes, or any corrosive liquid. To protect the SoundLync, avoid dropping it on hard surfaces, exposing it to heat, or subjecting it to any other activities that may demagnetize it.

For more information, contact your Lyric trained hearing care professional.

Maximizing battery life

In normal use, the battery will last for months at a time. Putting Lyric in SLEEP mode when going to sleep will extend wear time.

4. Frequently asked questions

You can find more tips on how to operate your Lyric hearing aid online at www.phonak.com/lyricpro.

Can I use headsets /earbuds with Lyric?

External headphones and external hearing protection can be used. Do not use inserted headsets, earbuds, or earplugs, because they may dislodge the hearing aid. Standard iPod earphones can be used.

Will an MRI scan, X-ray, or CT scan damage Lyric or place my ear at risk?

Lyric must be removed before you have an MRI scan because the hearing aid contains metallic parts.

Unlike an MRI scan, an X-ray or CT scan will not damage or dislodge the hearing aid because a magnet is not used. However, you should inform the physician and/or technician about the hearing aid. If an X-ray or CT scan of the ear or head is needed, the hearing aid may need to be removed. Let your physician know that you are wearing Lyric if you are having surgery of any kind.

Can I fly on a plane with Lyric?

Yes. It is safe to fly while wearing Lyric (provided the aircraft cabin is pressurized).

Can I swim with Lyric?

Lyric is water resistant, not waterproof, and should not be completely submerged underwater. Do not submerge your head unless you wear a custom made earplug to protect Lyric from water exposure. Lyric may be worn while showering.

What happens if I dive underwater or skydive while wearing Lyric?

You should not use Lyric while diving underwater or skydiving. Pressure changes from underwater diving or skydiving may cause discomfort and/or feedback if Lyric moves in the ear canal. If you accidentally do these activities while wearing Lyric, visit your Lyric trained hearing care professional to have your ear canal examined.

Should I visit my Lyric trained hearing care professional if the battery is depleted in only one ear?

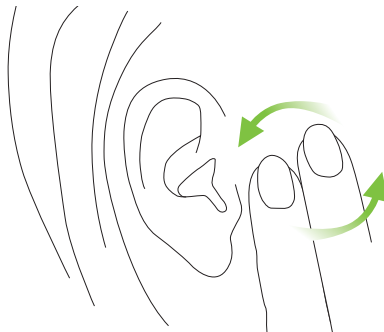
Yes. If the hearing aid in either ear stops working for any reason, it needs to be removed within 24 hours, and a Lyric trained hearing care professional needs to examine your ear canal. If you cannot get to a Lyric trained hearing care professional within 24 hours, you should remove the hearing aid at home using the SoundLync.

What should I do if my ear hurts?

You may experience initial discomfort or pressure when wearing Lyric for the first time. In most cases this is a matter of hours or days, and it is minor discomfort rather than pain. If you do experience pain beyond the initial minimal discomfort, please see your Lyric trained hearing care professional. If you cannot reach your Lyric trained professional, discontinue the use of Lyric by removing it yourself or have a family member or friend remove it. Please see your Lyric trained hearing care professional as soon as possible.

What do I do when my ear itches?

Do not move Lyric around. If your ear gets itchy, gently massage the side of your face, in front of the ear. If your ear continues to itch, or if the skin becomes irritated, return to your Lyric trained hearing care professional for evaluation.



How do I clean earwax from my ears while Lyric is in place?

You should not attempt to remove earwax from your ear canal while Lyric is in place. Do not use cotton swabs. Have earwax cleaned from your ear by an Ear-Nose-Throat physician or a Lyric trained hearing care professional.

Will Lyric set off a metal detector?

No. Lyric's metal components are too small to set off a metal detector.

How long will my Lyric hearing aid last?

Lyric is designed to be worn until it stops functioning (meaning there is no amplification) or for a maximum of 120 days. Varying factors affect hearing aid life including but not limited to time in the SLEEP Mode, time turned OFF, noisy environments, excessive water exposure and earwax production.

Do I have to return to the Lyric trained hearing care professional each time I want a new hearing aid?

Your Lyric trained hearing care professional needs to reinsert and program each Lyric hearing aid after evaluating your ear(s). Placing replacement hearing aids takes approximately 10 minutes.

Will I feel any discomfort in my ear when sleeping?

You may notice some initial discomfort when sleeping. Try to sleep with as little direct pressure on your ears as possible. Sleeping on your back is ideal.

Can I use Lyric with the telephone?

Yes, you can easily use the telephone with Lyric.

5. 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 aids according to the following conditions:

Phonak Lyric4 hearing aids

	Operating	Transport	Storage
Temperature	+10° to +40° C (+50° to +104° F)	0° to +50° C (+32° to +122° F)	+10° to +40° C (+50° to +104° F)
Humidity (non condensing)	5% to 85%	up to 72%	up to 72%
Atmospheric pressure	700 to 1060 hPa	500 to 1100 hPa	700 to 1060 hPa

This hearing aid is classified as IP44. This means that the hearing aid is protected against splashing of water. Lyric is water resistant, not waterproof, and should not be completely submerged underwater. Lyric may be worn while showering.

If the device has been subject to storage and transport conditions outside of the recommended use conditions, do not use the device.

6. Service and warranty

Local warranty

Please ask the hearing care professional where you purchased your hearing aids about the terms of the local warranty.

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

Date: _____

Authorized hearing care
professional (stamp/signature):

7. Compliance information

Declaration of Conformity

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

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.

Note 1:

This device complies with part 15 of the FCC Rules.

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.

Note 2:

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.

Electromagnetic compatibility (EMC)

Phonak hearing aids and charging accessories are EMC-tested in conformity with the requirements of IEC 60601-1-2:2014 or IEC 60601-1-2:2014 A1 2020.

8. Privacy notice

The European Union General Data Protection Regulation (GDPR) regulates how companies need to handle your personal data. Sonova, parent company of Phonak, respects your privacy and is committed to protecting your personal data. We want to inform you as to how we look after your personal data and how the law protects you.

The data we received from your hearing care professional about you

Please find below the data that is collected and processed by Sonova:

- Identity Data (first & last name, date of birth and gender)
- Lyric-ID
- Product serial numbers
- Contract information (duration and payment modality)
- Lyric fitting data

Purposes for which we will use your personal data

We will only use your personal data when the law allows us. Most commonly, it will be used for the following purposes:

- Warranty claims
- Complaint handling
- Improvement of the product
- Marketing & statistical purposes
- Product recall in the unlikely event of a product defect

Sonova and your hearing care professional are responsible for your personal data. If you have any questions about our privacy practices or disagree with this notice, please contact us at privacy@sonova.com.

9. Phonak Lyric battery information

Phonak Lyric hearing aid uses a customized, mercury-free zinc-air battery designed to function in the high-humidity environment of the deep ear canal. The battery is sealed within the device. There are no batteries for the user to change, and the device is not rechargeable.

Battery weight: 0.254 g (or 254 mg)
Battery capacity: 75 mAh \pm 5 mAh

The battery does not contain hazardous substances.

Maximizing battery life: In normal use, the battery will last for months at a time. Putting Lyric in SLEEP mode when going to sleep will extend wear time.

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 centers. 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.

Please scan the following QR code, or go to <https://www.phonak.com/lyric>, for more information about the Lyric battery.



10. Information and explanation 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. The numbers after the CE symbol correspond to the code of the certified institutions that were consulted under the above-mentioned 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 aid is specified to be as an applied part of Type B.



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



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.



During transportation keep dry.



Indicates that the device is a medical device.



The symbol with the crossed out number two indicates that this hearing aid is for single use only. Do not reuse. Return your used Lyric to a Lyric trained hearing care professional.



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 the temperature limits to which the medical device can be safely exposed.
Temperature during transportation:
0° to +50° C (+32° to +122° F).
Temperature during storage:
+10° to +40° C (+50° to +104° F).
Operating conditions:
+10 to +40 °C (+50° to +104° F).



Indicates the range of humidity to which the medical device can be safely exposed.
Humidity transportation: Up to 72%.
Humidity storage: Up to 72%.
Operating conditions:
5-85% rH non condensing
(up to 95% non condensing for <2h)



Indicates the range of atmospheric pressure to which the medical device can be safely exposed. Atmospheric pressure during transportation:

500 hPa - 1100 hPa

Operating and storage conditons:

700 hPa - 1060 hPa



The symbol with the crossed-out garbage bin is to make you aware that this hearing aid 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.

B72



These symbols represent the two packets that are packed with the Lyric hearing aid in the shipping pouch. These packets ensure an optimal environment for the Lyric battery during shipping and storage.



After opening the shipping pouch, throw the two packets away immediately.



Do not open the two packets.



Do not ingest the contents of the two packets.



Indicates the date after which the medical device is not to be used.



Indicates the date when the medical device was manufactured.



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

IP44

IP Rating = Ingress Protection Rating. IP44 rating indicates that the device is protected against solid foreign objects of 1.0 mm diameter and greater and is additionally protected against splashing of water.



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.



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.

11. Important safety information

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

Intended use:

Hearing aid: The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing.

SoundLync: The SoundLync is intended to remove the Lyric hearing aid, change the Lyric hearing aid mode (ON, OFF, SLEEP) and adjust the volume.

Intended patient population:

Hearing aid: The device is intended for people with unilateral and bilateral hearing loss from 18 years of age, who fulfill the clinical indication for this product.

SoundLync: The intended patient population is the user of the compatible hearing aids.

Intended user:

Hearing aid: Intended for people with hearing loss using a hearing aid. A Lyric certified hearing care professional is responsible for adjusting the hearing aid.

SoundLync: Intended for people with hearing loss using the compatible hearing aids and Lyric certified hearing care professional.

Clinical benefit:

Hearing aid: Improvement of speech understanding.

SoundLync: SoundLync itself does not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the parent device to achieve their intended purpose.

Side effects:

Hearing aid: Potential physiological side-effects of hearing aid use may include tinnitus, dizziness, wax build up, excessive pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/or ear pain. Hearing aids also have the potential to expose patients to higher levels of sound which might result in hearing threshold shifts in the frequency range affected by acoustic trauma. Extended wear hearing aids may also be associated with skin irritation (e.g., redness),

infectious or non-infectious otitis externa, and soft-tissue injuries such as abrasions, bruising, skin growth, bulge, swelling, bleeding or ulceration.

SoundLync: Please note, side effects are not derived from the SoundLync, but from the compatible hearing aids.

Indications:

Clinical indications for the use of hearing aids and SoundLync are:

- Presence of hearing loss
 - Uni- or bilateral
 - Conductive, sensorineural or mixed
 - Mild to moderately severe

Contraindications:

Hearing aid: Clinical contraindications for the use of hearing aids are:

- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Evidence of active or chronic middle or outer ear pathology, chronic drainage or discharge, evidence of chronic inflammation
- Evidence of middle ear conditions such as tympanic membrane perforation, cholesteatoma, and pressure equalizer tubes
- Radiation therapy to the head or neck
- Neural hearing loss.

SoundLync: Please note, contraindications are not derived from SoundLync, but from the compatible hearing aids.

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

The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided.
- The condition has not worsened or changed significantly since the previous investigation and / or treatment

If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:

- The recommendation will not have any adverse effects on the patients' health or general wellbeing;
- The records confirm that all necessary considerations about the patient's best interests have been made.
- If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Prior to the use of Lyric, please clarify with your hearing care professional and/or your medical doctor (general practitioner or ears, nose and throat medical doctor) to check if you are a candidate for Lyric and no contraindications are present.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it.

The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading. Feedback, poor sound quality, too loud or too soft sounds, inadequate fitting or problems when chewing or swallowing, can be resolved or improved during the fine-tuning process at the fitting procedure by your hearing care professional.

The hearing aid 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.

Any serious incident that has occurred in relation to the hearing aid, 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.

10.1 Hazard warnings

- ⚠ The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accelerated accumulations of ear wax occur, please check with your hearing care professional or physician. Continued use under these conditions may lead to bone exposure. When to call your Lyric trained hearing care professional:
 - If the hearing aid malfunctions.
 - If you experience pain beyond the initial discomfort.
 - If you experience a sudden or significant change in your hearing.
- ⚠ Changes or modifications to the hearing aid that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing aid.

- ⚠ The SoundLync contains a magnet. If you use a medical device like a pacemaker or ICD device (implantable cardioverter defibrillator), please read the specific user guide to clarify possible impact of magnetic fields to your medical device. Do not place the SoundLync in your breast pocket. Keep a distance of at least 15 cm (6 inches) between the SoundLync and your medical device.
- ⚠ The hearing aid is a small device and contains small parts. This hearing aid is not for children and should be kept out of reach of children due to danger of swallowing. Do not leave individuals with cognitive impairment unsupervised with this hearing aid. Individuals with cognitive impairment should be supervised at all times to ensure their safety. If swallowed, consult a physician or hospital immediately as the hearing aid or its parts can cause choking!
- ⚠ 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).

- ⚠ If Lyric stops working for any reason, it must be removed within 24 hours, and a Lyric trained hearing care professional should examine your ear canal.
- ⚠ Do not put cotton swabs or anything else in your ear canal. They could damage the hearing aid and/or injure your ear.
- ⚠ Do not skydive, scuba dive or dive underwater. Diving while wearing Lyric may cause injury to your ear or damage to the hearing aid.
- ⚠ When holding the SoundLync in the ear canal, make sure to insert it slowly and with caution. Avoid any movement of the hearing aid as this can injure your ear and/or damage the hearing aid.
- ⚠ 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 (loudspeaker) of hearing aids, the Lyric SoundLync, the Lyric programming wand and the MiniControl 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.

 **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!

- ⚠ If you experience itching, redness, blisters, swelling, inflammation in or around your ears, inform your hearing care professional and contact your physician.
- ⚠ Lyric is water resistant, not waterproof, and should not be completely submerged underwater. Do not submerge your head unless you wear a custom made earplug to protect Lyric from water exposure.
- ⚠ Once Lyric is removed, it cannot be reinserted.
- ⚠ Medical imaging procedures, such as MRI scans, may adversely affect the correct functioning of your hearing aid. Lyric must be removed before you have an MRI scan because it contains metallic parts. Please see chapter 4 in the user guide for detailed information concerning CT scans or X-ray procedures.

- ⚠ Be careful when choosing the SLEEP or OFF mode as you may not hear alarm signal in case of an emergency.
- ⚠ The hearing aid is a potential choking or swallowing hazard so it should be kept out of reach of children, mentally challenged people and pets. If hearing aids are swallowed, consult your medical practitioner immediately!
- ⚠ If pushed too deep Lyric can lead to tympanic membrane (eardrum) issues like perforation or haematoma (bruising). If you experience pain or notice blood on your Lyric device do not reinsert or further push Lyric into your ear canal and contact your HCP or physician.
- ⚠ CAUTION: You might need medical help if a piece gets stuck in your ear. If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

10.2 Information on product safety

- ⓘ The surface of the SoundLync is nickel free but the keyring is not. Therefore, the keyring should not rest against the skin of those with allergies to nickel. For these clients, it is recommended to remove the keyring prior to using the SoundLync.

Your hearing care professional:

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