

# Resetting hearing devices for multi-user application.

User Guide



# Introduction

Hygiene standards must be applied to all devices that are used with multiple clients (e.g. trial devices, loaners).

This includes all sections of a hearing system: RIC or BTE, RIC receiver. Each section must undergo thorough cleaning, disinfection and system reset before being reused with another customer.

RIC/BTE devices: In addition to cleaning/disinfection, deletion of personal data on the hearing instrument and an inspection assessing appearance and performance is required.

RIC receivers: If a receiver has been worn by a client for short-term try-on, typically lasting up to 15 minutes, it can be cleaned and disinfected in order to be transferred to another client. If a receiver has been worn for longer it can either be transferred to the client's final purchase device, or if not required it should be discarded.

# Cleaning procedure

## 1. Preparation

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Wear gloves during the device cleaning and disinfection

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### RIC

- Keep receiver connected or use putty to prevent cleaning fluid from entering receiver port

### BTE

- Remove the client's earmold

### Receivers

- Receivers worn for short term try-on can be hygienically cleaned for reuse
- Remove and discard dome and wax protection

## 2. Cleaning & Disinfection

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- For cleaning and disinfection, use a wipe with following active ingredients: quaternary ammonium and alcohol
- First wipe device(s) to remove visible contamination (e.g. wax)
- Wrap device(s) with fresh wipes ensuring surface contact with device(s)
- It is not necessary to wrap devices individually, multiple RIC/ BTE/ receivers can be simultaneously wrapped in same wipes

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### RIC and BTE

- Ensure device(s) are in contact with the wipe for at least 8 minutes in total
- If wipe becomes dry, utilize a fresh wipe to ensure devices remain wet during entire cleaning time

### Receivers

- Ensure receiver(s) are in contact with the wipe for at least 4 minutes in total

## 3. Drying

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- To remove cleaning fluid residue from the devices/receivers, wipe them with lint-free cloth moistened in tap water
- Let devices rest to dry completely before reuse

# Inspection

Perform the following checks:

- No signs of physical surface degradation, e.g. housing scratched, are visible.
- The hearing instrument can be charged (for rechargeable devices), the battery door is intact (for battery devices).
- Perform an acoustic test by triggering feedback. For RIC devices attach a receiver to the device for feedback test. If these points apply, proceed with preparing the devices for reuse, otherwise, for receivers: discard; for hearing instruments: send to GC for repair (repair fee applies if not in warranty, country specific) or, if not needed anymore, discard.

## Reset to factory settings

All trial devices must be reset to factory settings at the end of each trial period. You can achieve this through the fitting software by going to [Trial & tools] > [Reset to factory settings] > [Reset].

If the hearing instrument cannot be connected to the fitting software or fails during fitting, send to GC for repair (repair fee applies if not in warranty, country specific) or, if not needed anymore, discard.



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