

User Manual

OTC Hearing Aids

Model: E-08

 WARNING**If you are younger than 18, do not use this.**

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

 WARNING**When to see a doctor.**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.

- Your hearing changes: it gets worse, then better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.



WARNING

This hearing aid should not cause pain when inserting it.

Remove the device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort does not go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.



WARNING

If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

These precautions point out situations which could cause minor or moderate injuries to the user or to the hearing aid.

- You should familiarize yourself fully with the entire contents of the user manual before using the hear aid to ensure personal safety and correct use.
- Contact the manufacturer for support if you experience unexpected operations or performance.
- In some acoustic environments, over amplification can cause discomfort and damage to the patient's hearing.
- A hearing aid should only be used as directed by your physician or hearing healthcare provider.
- Do not use your hearing aid in explosive or oxygen-enriched areas.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform your hearing healthcare provider and contact your physician.
- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal, but see your hearing healthcare provider if you continue to have difficulties.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.
- Remove your aids for CT and MRI scans or other electromagnetic procedures.
- Never leave your hearing aids or batteries where small children and pets can reach them. If batteries are swallowed or inhaled, contact the local poison control center immediately.
- If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with your hearing healthcare provider or physician.
- Your hearing aids have been adjusted for your hearing needs, please do not share your hearing device with other people.



CAUTION

This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.



CAUTION

The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.



CAUTION

You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the Ear plug, gets stuck in your ear, and you cannot 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, possible seriously.



Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.



Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening - for example noisy environments.

ⓘ Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events”, and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, call 1-800-FDA-1088. You can also download a form to mail to FDA.

Content

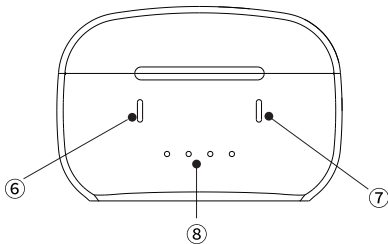
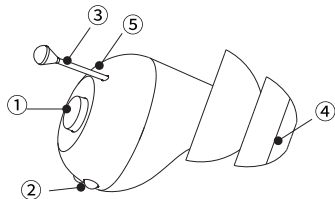
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Technical information

MAX Output (OSPL90)	<117dB
HF Average Output (OSPL90)	102±4dB
Full-on Gain (FOG50)	NA
HFA Full-on Gain (FOG50)	26±5dB
Equivalent Input Noise	≤32dB
Frequency Range	F1<250 Hz F2>5000 Hz
Total Harmonic Distortion	≤3%
Current Drain	NA

	Hearing Aid	Charging case
Charging Time	≤1.5H	≤2H
Endurance Time	≥16H	Fully charge a pair of hearing aids 4 times

Get to know your hearing aids and charging case



- ① Multi-function key ② Charging Magnetic contact ③ Pull line
④ Earplug ⑤ Microphone hole ⑥ Left hearing aid charging indicator
⑦ Right hearing aid charging indicator
⑧ Charging case digital battery indicator

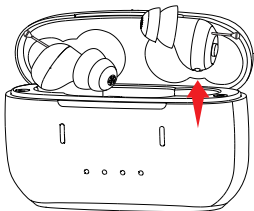
Power on and off

Power on:

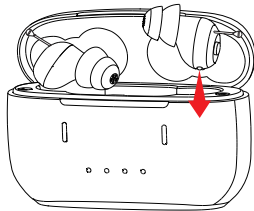
Remove one or both hearing aids from the charging case. They will automatically power on after emitting 6 beeps.

Power off:

Put the hearing aid back into the charging case, it will automatically turn off and save mode.



Power On



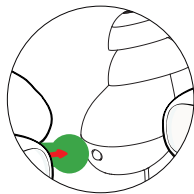
Power Off

Charging

Precautions before charging

In order to avoid power loss during transportation, the hearing aid will be affixed with insulating stickers on the charging contacts when it leaves the factory. Please remove the insulating stickers before charging for the first time.

Please remove sticker before usage.

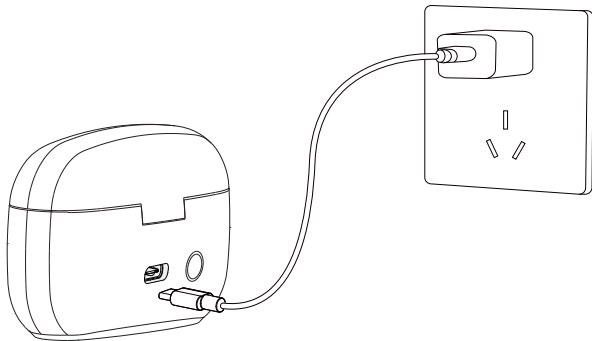


Charge devices while on the go

The charging case has energy storage function. You can always put your hearing aid into the charging case to charge it. When charging the hearing aid, the white light of the hearing aid charging indicator light is always on, and it automatically turns off after being fully charged.

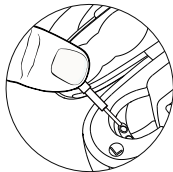
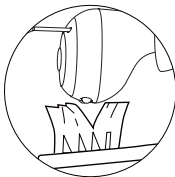
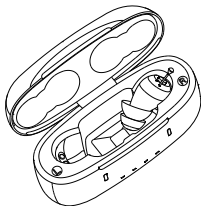
Charging via a power outlet

Insert the Type-C connector into the charging case. Connect the other end to a Type-C wall charger or computer (not provided). Four white lights indicate the charging status of the charging case.



Charging precautions

During the use of hearing aids, it may happen that the hearing aids cannot be charged. This situation is likely to be caused by poor contact of the charging contacts, which can be solved by the following methods:



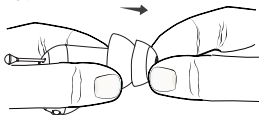
- Clean the hearing aid charging contacts and the charging contacts of the charging case.
- Put the hearing aid back into the charging case and twist the hearing aid left and right.

Replace ear domes

In order to make you have a better wearing experience, we will give away 6 pairs of ear domes of different sizes. You can try replacing ear domes when problems such as swelling of the ear canal and loud hearing aids occur.

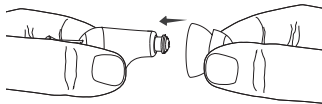
Step 1:

Pinch the body of the hearing aid with one hand and remove the inappropriate ear domes with the other hand.



Step 2:

Choose an ear dome of the right size from the matching ear dome and align it with the hearing aid for installation.



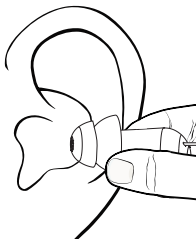
Wearing a hearing aid

Step 1:

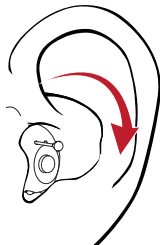
Pinch the hearing aid between your thumb and forefinger and place it comfortably inside the ear canal.

Step 2:

Fine-tune the hearing aid position to adjust the hearing aid to a comfortable position.



Step 1:



Step 2:

Volume adjustment

Click on the multifunctional button of the hearing aid, and press the button briefly to prompt a "beep" sound to adjust the volume. The volume level is 1-6 levels, and the sound is adjusted from small to large. Every time you change the volume, you will hear a beep sound. When the volume reaches its maximum value, a "beep" sound will be emitted. Pressing the volume button again will loop back to level 1.



Mode Adjustment

Long press the multifunctional key on the hearing aid for 3 seconds to adjust the hearing aid mode. The hearing aid has 3 different modes distinguished by different tones.

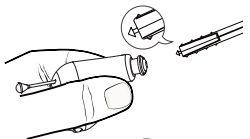
Cue Tone	Mode	Application Environment
"Beep" sound	Quiet mode	Suitable for quieter indoors
"Beep" twice	Noise Reduction Mode	Suitable for noisy indoor environments such as restaurants and shopping centers
"Beep" three	Outdoor Mode	Suitable for open outdoor environments

Wax guards replacement

The wax guard filter, located in the speaker of the hearing aid, effectively prevents wax from entering and damaging the device. Replace the wax guard filter every 3 months and avoid reusing used filters.

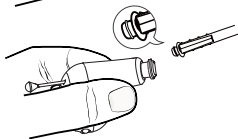
Step 1:

Insert the "removal hook side" of the ear guard holder into the ear guard of the sound amplifier.



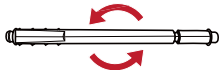
Step 2:

Pull out the wax guard, the wax guard will be pulled out along with it.



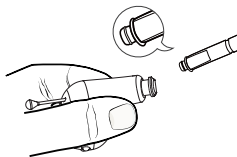
Step 3:

Rotate the wax guard holder.



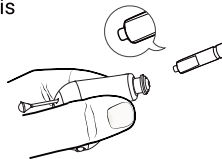
Step 4:

Push the new wax guard into the hearing aid.



Step 5:

Pull the Wax Guard Holder straight out. A new wax guard is installed on the hearing aid.



Precautions for replacement of accessories

After replacing accessories, please make sure that the accessories are installed tightly to prevent them from falling into the ears. If accessories accidentally fall into the ears, please contact a professional doctor for treatment.

Cleaning and maintenance

Ear wax may accumulate in the Click Sleeves which may affect sound quality.

- Clean your hearing aids daily with a soft and dry tissue. Never use water. Only use cleaning products declared for use with hearing aids.
- Protect your hearing aids from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.
- Protect your hearing aids from extreme heat. Do not store them in direct sunlight.
- Do not dry your hearing aids in the microwave oven.
- Do not use alcoholic solvent on the charging contacts.
- To avoid corrosion, use a soft and dry tissue to wipe off sweat or liquid from the charging contacts or hearing aids before inserting them in the charger.

Troubleshooting guide

Trouble	Probable Cause	Solution
No Sound	Volume too low	Volume Up
	Low battery	Charging hearing aids
	Microphone blockage	Remove debris from the microphone hole
	Earplug blockage	Remove debris from earplugs
Voices are low, very weak, or unclear	Low battery	Charging hearing aids
	The earplugs are too loose	Replace earplugs
	Changes in hearing conditions	If hearing drops suddenly, please contact a doctor
The hearing aid is whistling in the charging case	Incorrect orientation	Place the hearing aid correctly in the charging case

Trouble	Probable Cause	Solution
The hearing aid is whistling in the charging case	Charger battery depleted	Reposition your hearing aids in their slots, ensuring the contact points are touching the charge points in the base.
The hearing aid is placed in the charging case, but the indicator light is not on	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging case
	Incorrect orientation	Place the hearing aid correctly in the charging case

Contraindications and Precautions

contraindication:

Acute otitis media, otitis media, chronic suppurative otitis media (in the stage of purulent infection), acute suppurative otitis media, and those allergic to the material of this product.

Precautions

- Please do not debug hearing aids without authorization. Incorrect debugging may cause short-term or long-term hearing loss.
- When the battery level drops below a certain level, the hearing aid will stop working and emit a low battery warning sound of "beep, beep".
- This hearing aid must be adjusted using the specialized fitting software provided by our company. Any third-party software that adjusts this sound amplifier may cause abnormal or damaged operation of the sound amplifier.
- Do not allow others to use your hearing aids.
- When storing and using hearing aids, they need to be moisture-proof, shockproof, and heat-resistant.

- Hair gel, cosmetics, etc. may damage the shell of the hearing aid. Before applying makeup, the hearing aid should be removed from the ear.
- The function and volume control switch should be used correctly, with light opening and closing to avoid excessive force.
- Swallowing hearing aids can cause poisoning, and hearing aids, batteries, and other accessories should be kept away from children and pets. If swallowed by mistake, seek medical attention immediately.
- Due to improper use or hard operation, some small parts of the hearing aid may become loose. If this situation occurs and causes the small component to fall into the ear, please seek medical attention immediately.
- Avoid wearing hearing aids in areas with gas leaks, and do not enter X-ray or MRI treatment rooms with hearing aids. X-rays may have adverse effects on the function of hearing aids. It is recommended to remove the hearing aid during filming and leave it outside the radiation room.
- Please turn off hearing aids in mining areas or explosive environments. It can only be used after confirming that there is no harm.

- Keep the outer surface of the hearing aid clean and regularly clean the earwax in the earplugs.
- Faulty hearing aids must be repaired by qualified professional technicians. Do not disassemble or dispose of them without authorization, otherwise the warranty will be invalid.
- Your hearing aid is made of high-tech non allergenic materials, but there is still a very small possibility of causing skin allergies. If you feel an allergic reaction such as itching, redness, pain, inflammation, or burning sensation inside or around your ear, please contact your optometrist immediately and seek medical attention.

Important information

The hearing aids are designed for an expected service life of 5 years. They are expected to remain safe for use for this duration.

Operating, Transportation, and Storage Conditions

Transportation and Storage Conditions

Temperature: 0 to +38 °C

Relative humidity: 0% to 80%

Operation Conditions

Temperature: -10 to +40 °C

Relative humidity: 0% to 80%

Atmospheric pressure: 860 to 1060 hPa



Waste disposal

Charging cases, hearing aids, and charging cables should not be discarded as household waste and should be sent to appropriate collection facilities for recycling. Everything else is normal waste. Proper handling and recycling can help protect natural resources, human health, and the environment.

Expected Service Life of Product and Components: 5 Years

Classification: The hearing aids are classified as a Type BF Applied Part,
IEC 60601-2-66 . 

Symbols on the device or packaging



Points out a situation that could lead to serious, moderate, or minor injuries.



Advice and tips on how to handle your device better.



Temperature during transportation and storage. Read more in section "Operating, transport and storage conditions".



Relative humidity during transportation and storage. Read more in section "Operating, transport and storage conditions".



Atmospheric pressure during transportation and storage. Read more in section "Operating, transport and storage conditions".



Magnetic material



Do not dispose of the device with general domestic waste. Read more in section "Disposal information".



Read and follow the instructions in the user guide.



According to IEC 60601-2-66, the applied parts of this device are classified as type BF.



Keep dry during transportation and storage.



Manufacturer



Date of manufacture

Enjoy hearing enjoy life