

HEARING HEALTHCARE PROVIDER

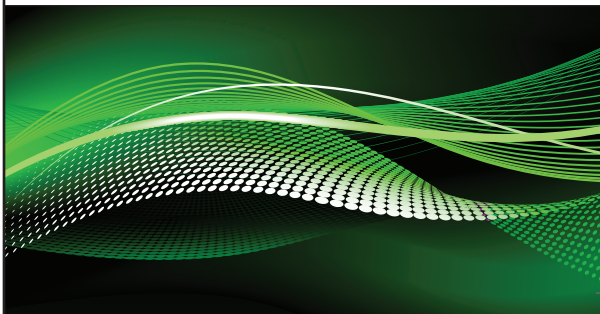


MADE IN U.S.A.



P.O. Box 877
Casselberry, FL 32718
www.audina.net

INSTRUCTION MANUAL
ver: 1.0 010109



- Extremely Flexible
- Contoured Comfort
- Crystal-Clear Sound





WELCOME

Welcome to a world of better hearing! We understand that hearing loss affects one's quality of life. That is why we are dedicated to building the highest quality hearing instruments. Your new hearing instruments will soon be indispensable to you and will bring new pleasure and enjoyment to your life.

Our family-owned, U.S. company was established in 1990 and is well-known domestically and internationally for offering high quality, reliable, state-of-the-art technology. These mini Behind-the-Ear (BTE) or Over-the-Ear (OTE) hearing instruments have been programmed or adjusted to your individual hearing loss to precisely fit your hearing and communication requirements. If necessary, your hearing healthcare provider can make further modifications to enhance your listening experience.

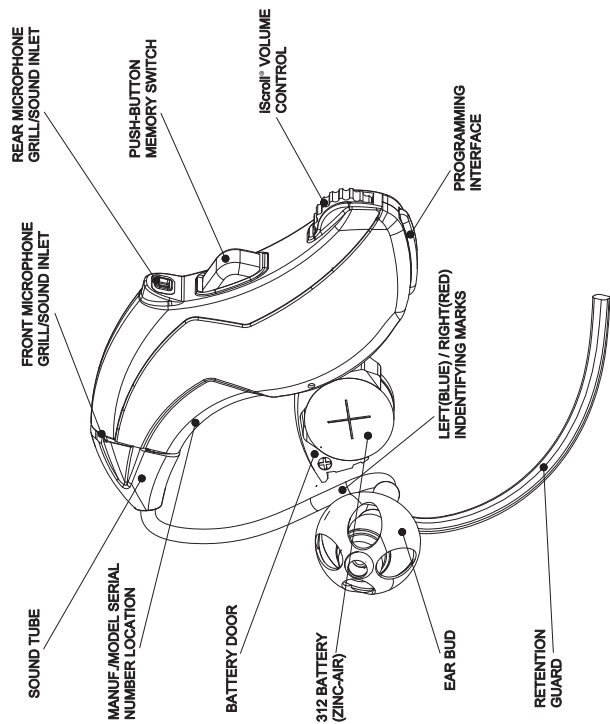
A period of adjustment may be needed to become accustomed to your new hearing instruments and the renewed world of sounds you will experience. The adjustment time varies for each individual and may be as little as a couple of weeks to as long as several months. Allow yourself time to become familiar with those sounds you have not heard for a long time.

Before operating your hearing instruments, please read this manual thoroughly.



TABLE OF CONTENTS

<i>flx</i> [®] Diagram	1
Proper Placement on Ear	2
Left & Right Instruments	3
On/Off Function	3
Battery Information	4
Cleaning Your Instrument	7
Caring For Your Instrument	10
Push Button Memory	12
iScroll [®]	12
Telephone Use	12
Cell Phone Compatibility	13
Do's and Don'ts.....	15
Troubleshooting.....	17
Binaural Amplification.....	19
Children with Hearing Loss.....	20
Warranty Information	21
Service and Repair Information	22
Notice to Prospective Users	23
Notice to Providers	24
Serial Numbers	25
Owner Information	26



flx® design is patent pending.

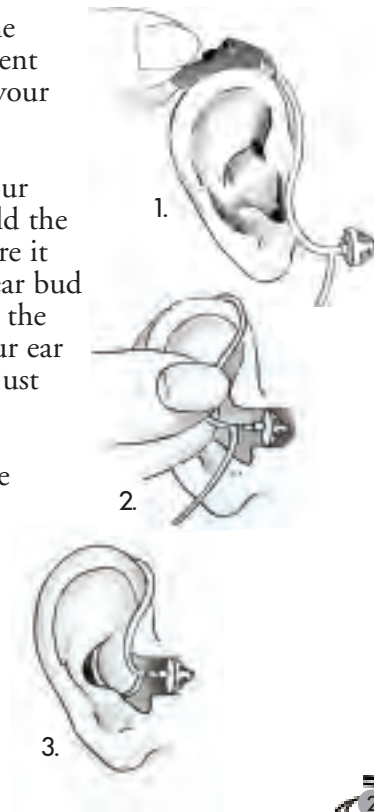
proper placement
on ear

Your *flx* hearing instruments should fit comfortably and easily over the top of your ears. Your hearing healthcare provider will provide instruction on proper insertion and removal.

Step 1: Place the hearing instrument over the top of your ear.

Step 2: With your index finger, hold the sound tube where it attaches to the ear bud and gently push the ear bud into your ear canal until it is just inside the canal.

Step 3: Place the retention guard of the sound tube into the bowl of your ear concha.



proper placement on ear continued

Placement of custom mold with sound tube or optional ear hook:

Step 1: Place the hearing instrument over the top of your ear. Then gently push down to rest behind the top of your ear.

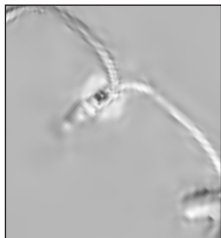


Step 2: With your index finger, hold the sound tube where it attaches to the custom earmold and gently push the earmold into your ear canal until it is properly seated inside the canal.

Be sure to open the battery door after removing the instruments from your ears, this will turn the instruments off and conserve battery power.

left and right instruments

If you are wearing hearing instruments on both ears, it is important to use the correct device in each ear. The sound tubes are marked with “red” lettering for the Right ear and “blue” lettering for the Left ear. Optional red and blue microphone



turning the hearing aid on and off:

To turn your hearing instrument “on”, you simply need to close the battery door after inserting a battery.

There are two ways to turn your hearing instrument “off”:

1. Grasp the notch on the battery door and pull it until one click is felt. Your instrument is now “off”.



2. You may choose to open the battery door completely which will also turn off the hearing instrument.

In fact, when the hearing instrument is not in use, it is recommended that you open the battery door and remove the battery. This helps to prevent excessive battery drain and allows for proper ventilation of the hearing instrument.

battery information

The low battery detection system continuously monitors battery life.

When the battery becomes low, the low battery warning sequence consisting of 3 double beeps is initiated. After the warning beeps are complete, normal operation resumes.

The low battery warning sequence will repeat every 10 minutes until the battery becomes critically low. At that time, the end of the battery life warning sequence consisting of 6 double beeps is issued. The device is then muted and put into low power sleep mode. Battery replacement will then be required.

The volume of the low battery indicator can be adjusted by your hearing healthcare provider.

To replace your hearing instrument battery, follow these steps:

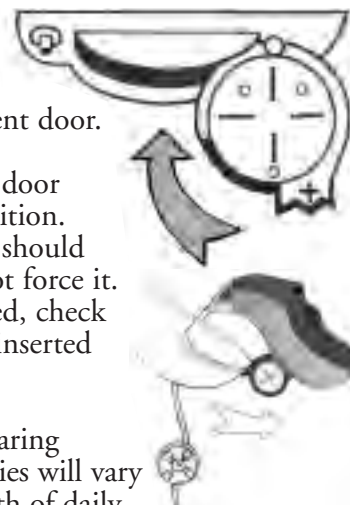
Step 1: Lift the notch at the edge of the compartment and swing the door open. Remove the battery.



Step 2: Remove the “brown” colored tab on the 312 battery, slide in the battery



with the “+” side up, matching to the “+” on the battery compartment door.



Step 3: Swing the door into the closed position. The compartment should close easily. Do not force it. If resistance is noted, check that the battery is inserted correctly.

The life of your hearing instruments' batteries will vary depending on length of daily use, listening environments, and how your hearing instruments are programmed. When the hearing instrument batteries go dead, remove them immediately and replace them with new batteries. Batteries may be purchased through your hearing healthcare professional.

When your hearing instruments are not in use, open the battery compartment to prevent excessive battery drain and ventilate the instruments.

Important: Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician or call the National Button Battery Hotline collect at (202) 625-3333.



cleaning your hearing instrument

The following instructions will assist in extending the life of your hearing instruments.

To Clean the Exterior of the Instrument:

You should inspect and clean your hearing instruments daily to control wax buildup. To clean, very gently wipe the surface with a soft, dry cloth or moist cleaning wipes made especially for hearing instruments. Do not allow water or liquid to enter any openings on the instruments.

The sound tube delivers the amplified sound from the hearing instrument into the ear. It is important that these components fit properly in your ear. The materials used in your hearing instruments are of the highest quality available, and the likelihood of an allergic reaction is slight. If the sound tube or the ear bud irritates your ear in any way, contact your hearing healthcare provider. Please don't attempt to modify the shape or length of the sound tube yourself. The tube and bud should be cleaned regularly according to the instructions on the following pages.

The wearing of a hearing instrument may accelerate the accumulation of ear wax. This

can easily be removed by your physician or in some cases your hearing healthcare provider. You should not use cotton swabs to clean your ears, due to the risk of pushing the wax deeper into the ear canal.

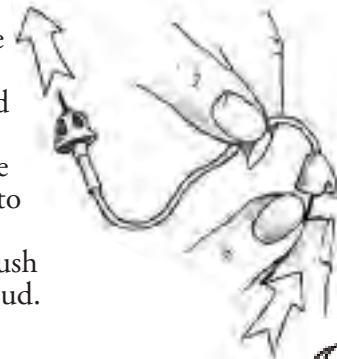
To Clean the Sound Tube and Ear Bud

Remove the sound tube from the hearing instrument by gently twisting the tube 90° and pulling it straight off, away from the instrument.



Use a damp cloth to clean the exterior of the sound tube and bud. Use the cleaning rod (provided in storage case) to clean the sound tube and bud.

Lightly "push" the cleaning rod through the sound tube, inserting at the opening where the tube attaches to the body of the instrument and push out through the bud.



cleaning your hearing instrument

Do not rinse or submerge these parts in water, there is a risk of damage if a water drop becomes trapped in the sound tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to the instrument's electronics.

Re-attach the sound tube onto the body of the instrument by holding the sound tube in one hand and the hearing instrument in the other hand. Line-up the sound tube and the connecting end of the instrument, push the sound tube straight on to the instrument body. No need to rotate the sound tube when re-attaching.



caring for your instrument

The sound tube and the bud may need to be changed if the sound tube becomes stiff, brittle, kinked or damaged. Only your hearing healthcare professional should change the ear bud. This is to prevent the bud from detaching from the sound tube during insertion into the ear. If your hearing healthcare provider instructs you to change the buds yourself, make sure they are securely fastened to the sound tube before inserting them in your ear. Failure to change the bud in accordance with the instructions could result in injury.

Hearing instruments are exposed to moisture in the form of humidity and perspiration while being worn. The daily use of a dehumidifying system or drying kit approved by your hearing healthcare provider is recommended. These accessories may be purchased from your hearing healthcare provider.

The most common causes of hearing instrument repair are wax and moisture. If you are encountering recurrent repairs, please discuss the various wax/moisture prevention systems and accessories with your hearing healthcare provider.

caring for your instrument

Sound Inlet Filters

Your *flx* hearing instrument is equipped with two microphone grills. The grills are located at the front and back on the top of the instrument; these grills prevent moisture and debris from getting into the hearing instrument. If the hearing instrument seems to have lost power and changing the battery does not correct the situation, the grills may be blocked and need to be changed. Consult your hearing healthcare provider to have the grills checked.



To help identify the left and right instruments, optional red and blue microphone grills are available from your hearing healthcare professional.

Extended Storage

If it is necessary to store your hearing instruments for an extended amount of time, follow the steps below for proper storage.

1. Remove the batteries.
2. Clean the instrument according to instructions in this manual.
3. Place the instruments in a cool, dry place.

Either their original container or a hearing instrument dehumidifier is recommended.

push button multi-memory

These hearing aids feature multiple memories for different environmental settings and listening situations. The push-button control is used to switch between memories that have been programmed for different situations. Your hearing healthcare provider will discuss these options with you and program the memories accordingly.

iScroll® volume control

The new iScroll® volume control gives you a smooth, gliding roller that is easy to adjust. If your hearing instrument has the iScroll® volume control, roll “up” to increase the volume and roll “down” to decrease the volume. A short beep will be heard to signal the lowest volume level and the highest volume level available as you roll the control in either direction.





adaptive directionality®

If your hearing aid is equipped with ***Adaptive Directionality***, it automatically switches between omni and directional microphones depending on the environment. This feature eliminates the need to push a button when in different listening situations, allowing hands-free operation of your hearing instrument. Ask your hearing healthcare provider if ***Adaptive Directionality*** is a featured option on your hearing instrument.



telephone use

Your *flx* hearing instrument allows you to use the phone as you normally do - holding the phone up to your ear. If you experience discomfort from the bud pressing in your ear canal, you may need a different size sound tube. If this occurs, contact your hearing healthcare professional.



cell phone compatibility

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible.

According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide “normal use;” a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

NOTE: The performance of individual hearing aids may vary with individual cell phones. Therefore, please try this hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

the do's and don'ts of hearing aid care

DO store the instruments overnight in a hearing aid dehumidifier to absorb moisture (Be sure and remove batteries first).

DO always carry spare batteries.

DO replace the battery when the low-battery warning beep sequence begins.

DO always care for your instrument as outlined in this manual.

DO dry the battery contacts with a cotton swab in cases of humid weather or heavy perspiration.

DO safely store hearing instruments when not in use. Keep them out of the reach of small children and pets.

DO remove your hearing instruments if you are going to have X-rays at your dentist or medical facility. It is best to keep them outside the room of the X-ray equipment.

DON'T leave your hearing instruments on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat and cold can damage the instruments.

DON'T wear the hearing instruments when using a hair dryer at home or when at the beauty salon, spa or barber.

DON'T wear the hearing instruments when having medical tests done such as MRI, X-rays or CT scans; as different types of radiation may damage the hearing instrument.

DON'T apply hair spray when wearing your hearing instruments. It may damage the microphone and erode the faceplate.

DON'T wear the instruments while taking a bath, shower, spa treatment or while swimming.

DON'T store the instruments in the bathroom during a shower or near a steam room as moisture created by the steam may cause damage.

troubleshooting guidelines

No Sound:

- Ensure that hearing instruments are turned on.
- Replace the battery.
- Ensure that there is no wax or debris in the sound tube.
- Microphone Grill may be dirty.
- Rotate iScroll volume control to increase volume

Not loud enough:

- Replace the battery.
- Ensure that there is no wax or debris in the sound tube.
- Ensure that hearing instruments are placed up, behind the ear and the dome (ear bud) is placed properly into the ear canal.
- Microphone Grill may be dirty.
- Excessive earwax can prevent sound from entering the ear. Contact your physician or hearing healthcare provider.
- Changes in your hearing loss can affect how you hear with a hearing aid. Contact your hearing healthcare provider if you suspect any change in your hearing status.

Whistling/Feedback:

- Ensure that hearing instruments are properly placed up, behind the ear and the dome (ear bud) is put into the ear canal.

- Excessive earwax and improperly sized instruments can cause whistling. Contact your hearing healthcare provider.

Sound is Distorted or Unclear:

- Replace the battery.
- Microphone Grill may be dirty.
- Hearing instruments may have a poor battery contact or may not be programmed properly. Return to your hearing healthcare provider.

Intermittent Sound:

- Replace the battery.
- Ensure that there is no wax or debris in the sound channel.
- Hearing instruments may have a poor battery contact. Return to your hearing healthcare provider.

Too Much Bass:

- Hearing instruments may need reprogramming. Return to your hearing healthcare provider.

Static Noise:

- Replace the battery.
- If you are near an electromagnetic field (i.e. near a computer screen or fluorescent lights), step away to see if the static clears.
- Hearing instruments may have a poor battery contact. Return to your hearing healthcare provider.

binaural amplification

Hearing loss can be improved, in most cases, through medicine, surgery, or with hearing instruments. Hearing aids are the most commonly chosen option.

Today's hearing instruments are quite small in size and feature sophisticated electronics that accommodate a wide variety of hearing losses. Nature gave us two ears for a reason and since the majority of people who have a hearing loss are affected in both ears, two (binaural) hearing instruments are typically recommended. Two hearing instruments should provide these benefits:

- Better overall sound quality when compared to one hearing instrument (“stereo sound”).
- The ability to locate a sound source in noisy and normal listening conditions.
- Increased ability to understand speech in noisy and normal listening conditions.
- A sensation of balanced hearing.

Talk with your hearing healthcare provider about what is best for you. Even the best technology can't do the work of two ears!

children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the education and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss.





warranty information

Please see your hearing healthcare provider regarding your specific warranty information. Our guarantee covers any defect in material or faulty production, except cords and batteries. We will, at our option, repair or replace the instruments or any defective part, at our expense, within the limits of the warranty.

This warranty will become invalid if the hearing instruments have been tampered with or altered in any way, or if the serial number has been altered, effaced, removed, or if any repairs have been made without authorization.

This warranty does not include a promise of specific hearing improvement because that depends upon your audiologic needs, proper fitting and adjustments by your hearing healthcare provider and proper use by the owner.

Any implied warranty shall be limited to two years from date of purchase. The only entity or individual who is authorized to perform the warranty obligations is the manufacturer. All in-house warranty work performed by the manufacturer will be done within a reasonable period of time. If warranty work is performed and there appears to be a defect, malfunction,

or failure to conform to the warranty, the obligations will be met if brought to our attention within one month from the date of the original warranty work.

This warranty is specifically limited to the scope set forth herein, and may not in any way be expanded by the other oral or written representations.



returning for service

You should visit your hearing healthcare provider if your hearing instruments are in need of service. If you no longer have a hearing healthcare provider and are in need of one, you may contact Audina and we will assist you in finding one in your area. If you are unable to visit a hearing healthcare provider, you may send your hearing aids directly to the manufacturer.

Before planning to return your instruments for repair, please refer to the troubleshooting chart on the preceding pages. Many times these solutions can prevent the time and cost associated with a repair.



**returning for
service continued**

If you need to send your instruments directly to the manufacturer, carefully pack your instruments in a sturdy box and send it to:

Audina® Hearing Instruments, Inc.
P. O. Box 877
Casselberry, FL 32718-0877

You must include your current phone number and home address. There is a \$25 charge to cover shipping and handling. Please include a check, payable to Audina Hearing Instruments, Inc. for said amount when sending your instruments for service. It is recommended to purchase shipping insurance when sending your hearing aids to the manufacturer.

If your hearing instrument(s) are out of warranty, we will assist you in finding a hearing healthcare provider in your local area.



**notice to
prospective users**

Good health practice requires that a person with a hearing loss have a medical exam by a licensed physician, who specializes in diseases of the ear, before purchasing a hearing instrument.

Licensed physicians who specialize in the diseases of the ear are often referred to as Otolologists, Otolaryngologists (ear, nose and throat - ENT) or Otorhinolaryngologists.

The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument.

A hearing healthcare professional will conduct an evaluation to assess your ability to hear. The hearing instrument evaluation will enable the hearing specialist to select and fit a hearing instrument to your individual needs. Federal law restricts the sale of hearing instruments to those individuals who have not obtained a medical evaluation from a licensed physician. Federal law allows a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best interest, and its use is strongly discouraged.

notice for hearing healthcare providers

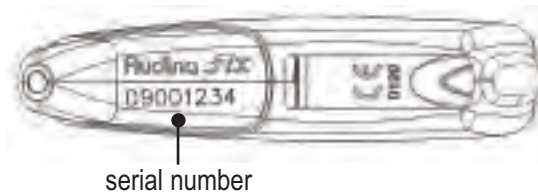
Hearing healthcare providers should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing healthcare provider determines through inquiry, actual observation, or review of any other available information, that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap greater than or equal to 15 decibels at 500 Hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen (wax) accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing instrument which has a maximum sound pressure level in excess of 132 dB (decibels) because there may be a risk of damaging the remaining hearing of the hearing instrument user.

interpretation of serial number

Each hearing instrument has its own unique number located on the exterior of the hearing aid. The first two digits of the serial number represent the year in which the instrument was manufactured.



 OWNER INFORMATION

Model: _____

Serial Numbers:

Left: _____

Right: _____

Purchase Date: _____

Battery Size: _____

Memory Set-Up:

Memory A: _____

Memory B: _____

Memory C: _____

Memory D: _____

Original Warranty Expires: _____

Hearing Health Care Provider: _____
