

Replacing The Wax Guards

Change your wax guards every 2-4 weeks

Remove the Ear Domes & locate the Wax Guard Replacement Kit.





New Waxguard

Empty End

Use the Empty End side of the Wax Guard Tool to remove the old Wax Guard from the Ear Tube.



Insert the new Wax Guard into the Ear Tube. Clean the Ear Tube with the Cleaning Brush if needed.



Feedback/Whistling

- To resolve this, lower the volume and increase it slowly. Ensure the earbuds on your device snuggly fit your ear canal.
- You may be accidentally putting pressure or obstructing the microphone when fitting the device. Do not worry. Once the device is secure in your ear, remove your hands and the whistling should stop.

No Sound/Not Working

- Change your wax guards.
- Clean all charging connectors, ensure there is nothing obstructing the charging port. Fully charge the device, then try using them again. Be sure that both devices are secure in their Charging Case, making a firm connection.
- Remember that it's expected for your device to NOT feel normal for the first few weeks. Focus on using your devices every day for a few weeks, and you will become acclimated to the device.

Technical Specifications

MAX Output (OSPL90)	<117 dB
HF Average Output (OSPL90)	106dB±4dB
HFA Full-on Gain (FOG50)	35±4 dB
Equivalent Input Noise	≤32 dB
Frequency Range	F1<250 Hz F2>5000 Hz
Total Harmonic Distortion	≤3%
Current Drain	NA

Power adapter

Input: 100-240VAC, 50-60hz

Output: 5VDC 1A, USB-A

For additional specifications, go to audienhearing.com/pages/ionPro-manual

FCC ID: 2A7JZ-002408

Production Date & Product Life

The product needs to be stored and used as required. After exceeding the specified service time, it's expected that the function will be affected. (e.g unable to meet the requirements of product performance indicators, etc). The normal usage life of hearing aids is 3-5 years.

Please see the label for the Production date.

USAGE WARNINGS & REGULATIONS

PRECAUTIONS

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

You should go to the 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 or 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 earwax, or 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 gets 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 this 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 doesn't go away, contact your hearing healthcare professional. You can also report this to the FDA as an adverse event according to the instructions that appear later.

PRECAUTIONS

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.

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 hearing aid to ensure personal safety and correct use.
- Contact the manufacturer for support if you experience unexpected operations or performance.
- Do no attempt to modify the shape of the hearing aid or slim tube yourself.
- These precautions point out situations which could cause minor or moderate injuries to the user or to the hearing aid.
- 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.

PRECAUTIONS

Caution: This is not hearing protection

You should remove this device if you are experiencing 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 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.

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 out 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 the FDA as soon as possible after the problem. The 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 www.fda.gov/safety/MedWatch or call 1-800-FDA-1088. You can also download a form to mail to FDA.

PRECAUTIONS

RF exposure statement

This equipment complies with the FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Warning

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: 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.

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.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.