

VERAS 9
VERAS 7
VERAS 5

Micro and Compact Power BTE

Behind-the-ear hearing instruments

INSTRUCTIONS
FOR USE

TABLE OF CONTENTS

| | |
|---|----|
| Introduction | 7 |
| Description of features | 8 |
| Inserting instruments with an earmold | 10 |
| Removing earmold and hearing instruments | 12 |
| Inserting instruments with a Spira Flex sound tube | 13 |
| Removing your instruments and Spira Flex sound tube | 14 |
| Operating your instruments (ON/OFF) | 15 |
| Changing the volume level | 16 |
| Changing programs | 17 |
| Telecoil function | 18 |
| Telephone use | 19 |
| Changing the battery | 21 |
| Data logging and learning | 24 |
| Direct Audio Input and FM | 25 |

| | |
|--|----|
| Operating instruments with remote control | 27 |
| Operating instruments with SoundGate | 28 |
| Instrument care | 29 |
| Using your hearing instruments | 35 |
| Using the telephone | 38 |
| Environmental protection | 39 |
| Product approval, markings and compliance | 40 |
| Compliance with radio communications requirements for the USA and Canada | 42 |
| Compliance with requirements for Europe | 45 |
| Cell phone and hearing instrument compatibility | 47 |
| International warranty | 49 |
| Your hearing instrument configuration | 50 |
| Accessories | 53 |
| General warnings and safety guidelines | 54 |
| Common problems and solutions | 58 |
| Service | 62 |

Congratulations on the purchase of your new Bernafon hearing instruments. With a little practice, you will soon be on your way to better hearing.

Please read the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

Introduction

The following instruments are covered in these instructions:

Veras Micro BTE



VR9 M
VR7 M
VR5 M

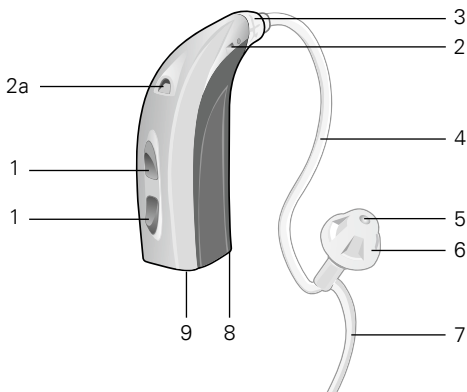
Veras Compact Power BTE



VR9 CP
VR7 CP
VR5 CP

Note: The instruments are available either with earhook or Spira Flex sound tube.

Description of features

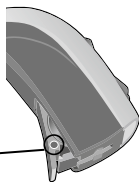


- | | | | |
|----|-----------------------|---|---|
| 1 | Multi control | 5 | Sound outlet |
| 2 | Microphone | 6 | Dome |
| 2a | Second microphone | 7 | Concha clip |
| 3 | Adapter | 8 | Battery drawer |
| 4 | Spira Flex sound tube | 9 | Direct Audio Input (with an optional DAI adapter) |

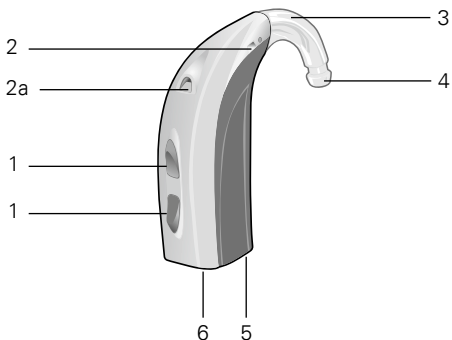
Left/Right ear marking

A color marking inside the battery drawer can help you distinguish the left and right instruments.

Red = right; Blue = left



Description of features



1 Multi control

2 Microphone

2a Second microphone

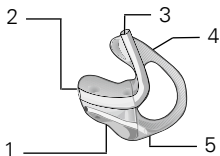
3 Earhook

4 Sound outlet

5 Battery drawer

6 Direct Audio Input
(with an optional
DAI adapter)

Earmold (used with earhook)



1 Canal

2 Sound outlet

3 Tubing

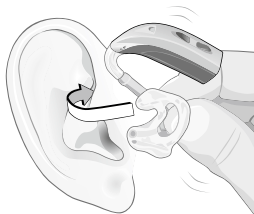
4 Helix

5 Vent

Inserting instruments with an earmold

It takes patience and **practice** to insert your earmold correctly. If you have difficulty, please consult your hearing care professional.

- Hold the earmold by the tubing so that the helix part is pointing straight up and the canal part is pointing at the ear canal entrance.



- Insert the canal part into your ear canal, twisting slightly to ease the helix portion into place. It may help to pull the ear lobe down with the other hand, or pull the top of the ear back and up.

- Run your index finger down the skin just in front of your ear. If you can touch the helix part of the earmold, it is not inserted correctly. Gently push it behind the fold of your ear.
- Lift the hearing instrument into place behind your ear. Be careful not to twist the tubing.



Removing earmold and hearing instruments

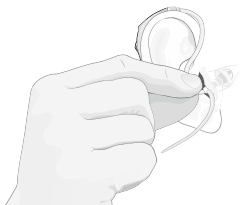
- Lift the instrument from your ear first.
- Push the back of your ear with your thumb to loosen the helix part of the earmold, then use your index finger to remove it.
- Grasp the helix part of the earmold and twist it forward.
- Gently pull the earmold straight out of the ear, holding on to the helix part of the mold.

Important: Do not remove the earmold by pulling on the hearing instrument. This could disconnect the instrument from the earmold or damage the tubing.

Inserting instruments with a Spira Flex sound tube

Practice inserting your sound tube correctly.

- First, position the hearing instrument behind your ear.
- Grasp the bend of the sound tube and gently push the dome into your ear canal until the tube rests against the side of your head.
- Push the ear grip into the bowl of your ear.
- If the sound tube is sticking out from your ear, insert the dome further. If the ear grip is sticking out, it has not been positioned correctly.

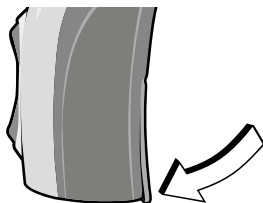


Removing your instruments and Spira Flex sound tube

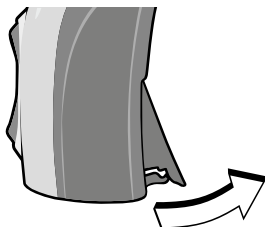
- Grasp the bend of the sound tube and gently pull the tube and dome out of your ear.
- Lift the instrument from behind your ear.

Important: Do not remove the sound tube and dome by pulling on the hearing instrument. This might disconnect the instrument from the sound tube.

Operating your instruments (ON/OFF)



Click "ON"



Click "OFF"

To turn the instrument ON

Close the battery door completely. The hearing instrument will emit one long beep when it starts up.

To turn the instrument OFF

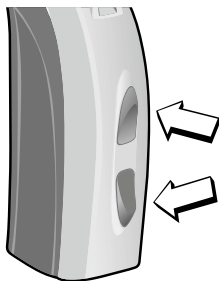
Open the battery door slightly until a click is felt.

Important: Never force the battery drawer open or closed.

Changing the volume level

To increase the volume

Give a short press to the upper button on the Multi Control, repeating until you reach the desired loudness level. You will hear a beep when you reach the programmed maximum.



To decrease the volume

Give a short press to the lower button on the Multi Control, repeating until you reach the desired loudness level. You will hear a beep when you reach the programmed minimum.

Note: Your instruments automatically return to a preset loudness level when the instrument starts, the battery is low, or when the program is changed. If you find that you frequently need to turn the volume up or down, your hearing care professional may need to adjust your settings.

Changing programs

Your hearing instrument can be configured with 3 to 4 listening programs. Please see page 50 to find out which programs have been configured for your hearing instruments. You can change programs as follows:

Multi Control

A long press (about 2 seconds) on either the upper or lower button will change the program. The number of beeps you hear will tell you which program you are in.

RC-P or SoundGate

The program can be changed with either of these devices. Please see pages 27 and 28 for instructions.

Note: Your hearing care professional can program the Multi Control to have only one function or to operate for program changes on one ear and volume level changes on the other ear, if you find this helpful. Please go to page 51 to see how your Multi Control has been configured.

Telecoil function

The telecoil helps you hear better when using a telephone or in buildings where inductive loop systems are installed (places of worship, halls, theatres, etc.). When the telecoil is active, you hear directly through the telephone or inductive loop. To access the telecoil, go to the telecoil program. See page 50.



This symbol or a similar sign should be displayed wherever a permanent loop has been installed.

Note: Not all telephones are compatible with hearing instruments.

Telephone use

Auto Telephone

Your instrument has an Auto Telephone functionality. When the hearing instrument is close to a telephone receiver, the Auto Telephone will activate a phone program. When you end your conversation, the hearing instrument will automatically return to the previous program.

Note: All telephones can activate the Auto Telephone. The telephone receiver may need to have a special magnet fitted. Please follow the separate instructions for mounting the magnet, which are available from your hearing care professional.



Your hearing care professional can configure your instruments to allow answering the phone on both ears or on your preferred ear. If you have a preferred ear, the instrument on the opposite side can be programmed to sound softer or to mute when the Auto Telephone is active. Please see page 52 to find out how your instruments are configured.

Warning

- Keep magnets out of reach of children and pets. If a magnet is swallowed, see a doctor immediately.
- Do not wear the magnet in a breast pocket and keep it 30 cm away from pacemakers and other active implants.
- Use the magnet on the opposite side from active implantable devices.
- Keep the magnet 30 cm away from credit cards or other magnetically sensitive items.

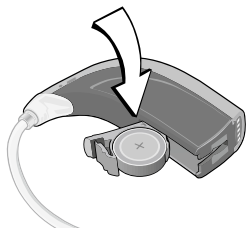
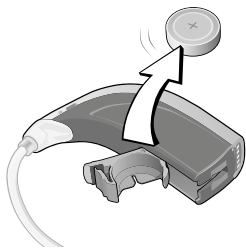
Changing the battery

When the battery is about to run out, the instrument will beep at regular intervals. The battery should be replaced immediately.

The following battery sizes are used:

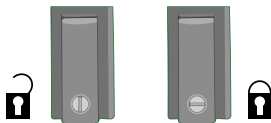
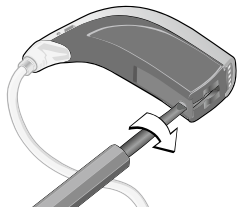
- Micro BTE: size 312 battery
- Compact Power BTE: size 13 battery

- Gently swing the battery drawer fully open, but do not force it.
- Take out the used battery.
- Remove the sticker from the new battery.
- Place the battery into the drawer with the flat, smooth side facing up (+ sign).
- Close the battery drawer securely.



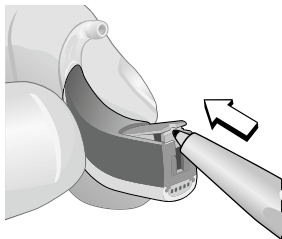
Optional tamper-resistant battery drawer for Veras Micro BTEs

- Insert a small screwdriver into the screw.
- Turn it 90 degrees to lock or unlock the battery drawer.



Optional tamper-resistant battery drawer for Veras Compact BTEs

- Insert a small screwdriver or a pen into the slit in the bottom of the instrument and push to open.



Important: Do not force the battery door beyond its fully opened position. Excessive force can deform the battery door, which will reduce its tamper resistant effectiveness.

Important battery information

- Battery life will vary with conditions of use (batteries will run down faster in noisy environments).
- Always keep spare batteries on hand.
- A used battery should be replaced immediately.
- If you are not going to use your hearing instruments for a few days, remove the batteries.
- Any moisture found on a battery should be wiped off immediately with a soft cloth.
- Used batteries should be returned to your battery supplier or hearing care professional for safe disposal.
- Never dispose of batteries by burning them. They may explode and cause injury.
- Never dispose of batteries with household waste. They cause environmental pollution.

Note: Always remove zinc-air batteries before drying your hearing instrument with a drying kit. Drying out zinc-air batteries shortens their lifetime.

Data logging and learning

Data logging

The data log automatically stores information about your use of the hearing instruments such as changes made to the volume control, hours of wear, etc. This information can be used by your hearing care professional to adjust your instruments. If you do not want this feature to be active, please ask your hearing care professional to turn it off.

Data learning (VR9 and VR7 BTEs only)

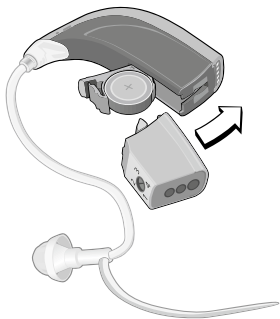
If your instrument is equipped with data learning, your hearing care professional can activate this feature to help customize your hearing instruments. When data learning is operating, the instrument keeps track of how often and how much you adjust the volume control and “learns” your preferred setting. This new setting can be made permanent during your follow-up visit.

Direct Audio Input and FM

A Direct Audio Input (DAI) adapter allows your hearing instrument to receive signals directly from external sources such as TV, personal stereos, etc. An FM receiver allows your instrument to receive signals directly from an external wireless FM transmitter.

Mounting of DAI adapters

- Open the battery drawer.
- Slide the DAI adapter onto the instrument.
- Close the battery drawer.
- Then insert the DAI cord or FM receiver into the adapter.



Note: When a DAI adapter is attached, the program cycle of the instruments operates differently than usual. Please see page 50 for a description.

Warning

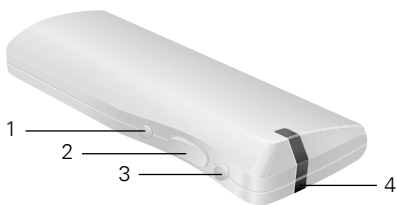
The safety of hearing instruments with DAI is determined by the external signal source.

When the DAI is connected to an electrically powered device, the equipment must comply with EN 60601-1-1, EN 60065 or equivalent safety standards.

Operating the hearing instruments with the optional RC-P remote control

If you have purchased a remote control you can use it to change programs, adjust the volume level up and down, or mute the instruments.

For complete operating instructions, please read the separate RC-P remote control instructions for use booklet.



- 1 Program cycle button
- 2 Volume control
- 3 Mute button
- 4 Status light

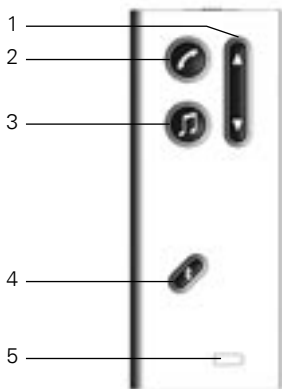
Operating the instrument with the optional SoundGate communication device (VR9 and VR7 BTEs only)

If you have purchased a SoundGate you may use it to perform basic functions such as program changes and volume adjustments. In addition, the SoundGate serves as a link between your hearing instruments and external sources such as music players, cell phones, computers, etc.

For complete operating instructions, please read the separate SoundGate instructions for use booklet.

SoundGate (optional)

- 1 Volume control and program change
- 2 Phone
- 3 Music connection e.g. MP3
- 4 Bluetooth® music/audio
- 5 Battery indicator



Instrument care

Healthy ears produce a waxy substance that can clog your hearing instruments. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance of your instruments.

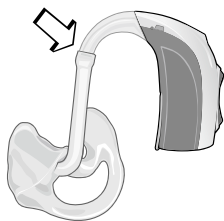
Every night

- Check your instruments for ear wax and wipe them clean with a cloth or tissue.
- If necessary, use the cleaning tool to remove wax from the canal and vent openings on your earmold.
- Open the battery drawer fully to allow air to circulate.
- A dry storage kit is recommended to remove any moisture that may have accumulated in the instrument.

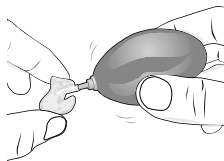
If you have an earmold

You should wash your earmolds regularly. The hearing instrument itself must never be washed or allowed to get wet!

- Handle your instruments over a soft surface to avoid damage in case you drop them.
- Disconnect the earmold from the hearing instrument by grasping the end of the hook firmly with one hand and grasping the tubing firmly with the other hand.



- Pull the tubing away from the earhook.
- Gently clean the **earmold** in warm soapy water.
- Rinse the earmold and allow it to dry completely.

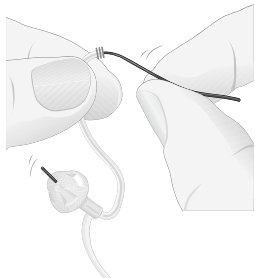


- Use an air puffer to remove any remaining moisture in the tubing.
- When re-attaching the earmold to the instrument, it is important to position it correctly, as shown above.

Cleaning the Spira Flex thin sound tube system

If you have the sound tube system, make sure that the tube and dome are kept free of ear wax at all times.

- Grasp the adapter firmly and disconnect the sound tube from the instrument by pulling it off.
- Use a soft dry cloth or tissue to clean the outside of the sound tube and dome.
- To remove wax from the sound tube, insert the cleaning floss at the connector end. Push the floss all the way into the sound tube until it comes out through the dome.
- Pull the floss out through the dome and discard it.
- Reattach the sound tube connector to the adapter.



Important: To avoid blocking the sound tube, do not use water to clean it.

Exchanging the dome

The dome should be changed regularly. The frequency of dome changes will depend on how fast ear wax builds up on the dome. Spare domes can be obtained from your hearing care professional.

- Remove the old dome by pulling it off the end of the sound tube.
- With clean fingers, push a new dome as far as possible onto the sound tube. When attached correctly, the dome should touch the plastic ring around the sound tube.

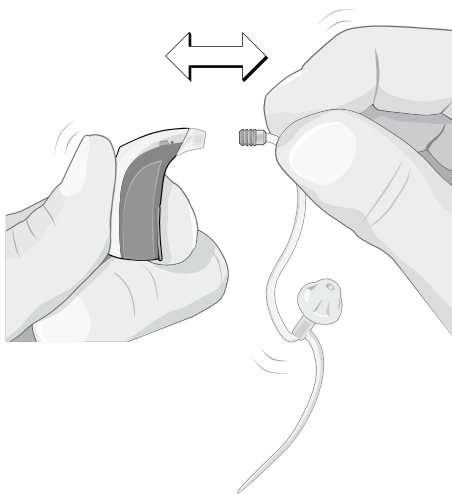
Warning

If the dome is not securely attached to the sound tube, it could fall off in your ear canal. If this happens, please see your medical practitioner.

Exchanging the Spira Flex sound tube

If the sound tube becomes discolored, stiff or brittle, it should be replaced.

- Hold the instrument by the adapter and grasp the tube close to the connector.
- Pull firmly to remove the old tube.
- Attach the new sound tube by pushing it firmly into the connector.



Avoid heat, humidity and chemicals

- Do not expose hearing instruments to extreme heat by leaving them in the car, near a radiator, etc.
- Avoid exposing your instruments to moisture i.e. steambaths, showers, heavy rain, etc.
- Never attempt to dry your instruments with a hair dryer, microwave oven, etc.
- Remove your instruments before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. Allow the product to dry before wearing your instruments.
- Protect your instruments by keeping them in the case when you are not wearing them.

Using your hearing instruments

Hearing instruments do not restore perfect hearing. They make sounds louder and help you make the most of the hearing you have. While some immediate benefit is usually noticed, it often takes several weeks for your brain to adapt to the new sounds.

The following tips will help you learn to use your instruments. If you have trouble adjusting, consult your hearing care professional.

Getting started

- Wear your instruments at home in a quiet environment. Have a conversation with one person or listen to a news program on TV.
- You will benefit most if you wear your instruments all day long. Increase the time each day until you are comfortable wearing them for several hours at a time.

- You may notice that your own voice sounds louder. If the voices of others are at a comfortable level, try speaking at a lower volume.
- Sounds like footsteps, chirping birds, rustling paper, etc. may seem quite loud at first because you probably haven't heard them for awhile. They will soon fade to the background.

Dining out

- Start with a quiet restaurant (no music or entertainment).
- Request a table away from the kitchen and other noisy areas.
- Conversation will be easier in a smaller group.

In the car

- Sit with your better ear toward the center of the car.
- Turn off the radio.
- Keep windows closed to minimize traffic, road and wind noise.

Attending theatre, concerts, lectures, etc.

- Ask if there is a loop system available. If not, request to be seated near the front.
- Try to sit with your better ear closer to the sound source.
- Become familiar with the program in advance to make it easier to follow.

At work

- Inform your co-workers about your hearing loss.
- If you hear only part of a conversation, repeat what you have heard and ask for the missing information.

Using the telephone

- Hold the receiver close to the microphone inlet of your hearing instrument. If this causes whistling, move the receiver away a small distance.
- If voices over the telephone are too soft or background noise is a problem, use the telecoil (be aware that not all phones are telecoil compatible).
- When using the telecoil, hold the phone behind the ear, next to your hearing instrument for better reception.
- Mobile phones may cause interference with the telecoil. In this case, the microphone mode will give a better result.
- Before purchasing a mobile phone, test it with your hearing instrument.
- People with a greater degree of hearing loss may need a volume control on the telephone.

Environmental protection

Your hearing instruments contain electronic components subject to the Directive 2002/96/EC on waste electrical and electronic equipment.

Help to protect the environment by not disposing of your hearing instruments or batteries with your unsorted household waste. Please recycle your hearing instruments and batteries according to your local regulations or return them to your hearing care professional for disposal.



Product approval, markings and compliance

All Bernafon Veras hearing instrument models comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the instruments all relevant approval markings are found in this document.

Electromagnetic interference

Your hearing instrument has been thoroughly tested for electromagnetic interference. However, some products may emit electromagnetic energy causing unforeseen interference with hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile phones, fax machines, personal computers, X-rays, CT scans, etc.

Even though your hearing instruments are designed to comply with the most stringent international standards of electromagnetic compatibility, they may emit electromagnetic energy that can cause interference with other devices.

Your hearing instruments may contain a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is $< -42 \text{ dB}\mu\text{A/m @ 10 m}$.

The electromagnetic emission from the radio system is well below international limits for human exposure. By comparison, the electromagnetic energy of the hearing instrument is lower than that generated by household items such as halogen lamps, computer monitors, dishwashers etc.

Compliance with radio communications requirements for the USA and Canada

Bernafon AG

Veras hearing instrument models VR9 M; VR7 M; VR5 M; VR9 CP; VR7 CP; VR5 CP



FCC ID U6XFUBTE02
IC: 7031A-FUBTE02

Statement of compliance:

This device complies with part 15 of the FCC Rules and RSS-210 of Industry Canada. 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.

This Class B digital apparatus complies with Canadian ICES-003.

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.

Caution: Changes or modifications not expressly approved by Bernafon AG could void the user's authority to operate the equipment.

Compliance with requirements for Europe

This device is in conformance with the requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. This is certified by applying the following marking:



This device also complies with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. It operates as an inductive application in a harmonized frequency band according to the Commission Decision 2008/432/EC and may be used in all member states of the EU and EFTA. This is certified by applying the following marking:



Declarations of conformity are available at:

Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland

Cell phone and hearing instrument compatibility

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

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 (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids).

For example, the sum of a hearing aid with a rating of 2 (M2/T2) and a telephone with a rating of 3 (M3/T3) would result in a combined rating of 5. According to the standard, 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 your Veras hearing instrument is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but Bernafon cannot guarantee that all users will be satisfied.

International warranty

Your hearing instruments have a limited warranty, covering defects in materials and workmanship. This warranty covers the hearing instruments themselves, but not accessories such as batteries, tubing, earmolds, etc.





This warranty is void if a defect is the result of misuse or mistreatment. The warranty is also void if the hearing instruments have been repaired by nonauthorized service personnel.

Please review the warranty with your hearing care professional and make sure that your warranty card is completed correctly.

Your hearing instrument configuration

Available programs

Your hearing instruments are programmed in the following way:

| Program | Beeps | Function |
|---------|---|----------|
| 1 | 1  | _____ |
| 2 | 2  | _____ |
| 3 | 3  | _____ |
| 4 | 4  | _____ |

When Direct Audio Input or an FM adapter is attached (instrument will start in program 2)

| Program | Beeps | Function |
|---------|-------|-----------------------|
| 1 | 1 | Instrument microphone |
| 2 | 2 | DAI/FM + Mic |
| 3 | 3 | DAI/FM only |

Multi-control operation

- Both volume control and program change
(___ right; ___ left)
- Program change only (___ right; ___ left)
- Volume control only (___ right; ___ left)
- No action (___ right; ___ left)

Right and left instruments synchronized

When this feature is active, changes made to one instrument are automatically made in the other through a wireless communication link.

- Active
- Inactive

Telephone use

Preferred telephone ear:

Both

Right

Left

Behavior of instrument on the non-telephone ear

No change

Microphone is 6 dB softer when Auto Telephone or Telephone Program is active

Instrument mutes when Auto Telephone or Telephone Program is active

Accessories

Bernafon offers a wide range of optional accessories that may be purchased to enhance your hearing system. Depending on hearing instrument type and local regulations, the following accessories are available:

- Remote control
- SoundGate communication device (for wireless connection to cell phones, music players, etc.)
- TV adapter (for wireless connection to your television via the SoundGate)
- Phone adapter (for wireless connection to your landline phone via the SoundGate)
- Cleaning and drying kit

For further information on accessories please contact your hearing care professional.

General warnings and safety guidelines

Hearing instruments and batteries can be dangerous if swallowed or improperly used. Such actions can result in severe injury, permanent hearing loss or even fatality.

Familiarize yourself completely with the following general warnings before using your hearing instruments.

- Hearing instruments should be used only as directed and adjusted by your trained hearing care professional. Misuse or improper adjustments can result in sudden and permanent hearing loss.
- Hearing aids will not restore normal hearing or prevent hearing loss resulting from organic conditions.
- Never allow others to wear your hearing instruments, because they are adjusted for your hearing requirements and may permanently damage another person's hearing.

- A slap to your ear while wearing the instrument could be harmful. Avoid wearing your hearing instrument while playing contact sports (e.g. rugby, football etc.).
- Be aware that use of a hearing instrument may cause excess ear wax to build up in the ear canal which may require removal by a trained medical professional.
- In rare cases, a hearing aid or earmold may cause a discharge from the ear or allergic reaction. See a physician immediately if these conditions occur.
- An earmold is a custom-made product. If you experience discomfort or irritation of your ear, please see your hearing care professional immediately for modification of the earmold.
- Hearing instruments, their parts and batteries should be kept out of reach of infants, children and anyone who might swallow these items or otherwise cause themselves injury.
- Discard batteries and keep them out of sight of infants, small children, persons of mental incapacity or pets.

- Clean your hearing instruments and their parts on a regular basis as recommended. Micro-organisms from unclean instruments may cause skin irritations.
- Be careful with leaking battery liquid, as it is a hazardous substance.
- Never try to recharge non-rechargeable batteries.
- Never change the battery or adjust the controls of the hearing instrument in front of infants, small children and persons of mental incapacity.
- Never put your hearing instrument or batteries in your mouth, they could easily be swallowed.
- Keep batteries away from medications. Batteries are easily mistaken for pills.
- In case a battery or hearing instrument is swallowed, see a doctor immediately.
- Be aware of the possibility that your instruments may stop functioning without notice. Keep this in mind while you circulate in traffic or otherwise depend on warning sounds.

- Traffic or other warning sounds may also be reduced in level by a directional microphone when these sounds are coming from behind you.
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing instruments.

Warning to instrument dispenser and user

Special care should be taken when fitting and using a hearing instrument with maximum sound pressure capability in excess of 132 dB SPL (IEC 711) since there may be a risk of impairing the remaining hearing of the hearing instrument user.

Common problems and solutions

| Problem | Possible cause |
|--|---|
| Instrument whistles or squeals | Instrument not inserted correctly |
| | Ear wax accumulation in ear canal |
| | Earmold may be too loose |
| | Tubing may be split or improperly connected |
| No volume, level too soft or humming noise | Instrument may not be turned ON |
| | Battery may be dead or inserted wrong way |
| | Volume level too soft |
| | Instrument may be in telecoil position |
| | Ear wax accumulation in ear canal |
| | Battery contacts may be dirty or corroded |
| | Instrument sound outlet may be blocked |
| | Microphone sound inlet may be blocked |
| | Your hearing loss may have increased |

Solution

Re-insert instrument

Consult your hearing care professional or physician

Consult your hearing care professional

Consult your hearing care professional

Check that the battery drawer is closed completely

Insert a fresh battery

Increase volume level with control on instrument
or remote control

Check to make sure you are in the intended
program

Consult your hearing care professional or physician

Open and close the battery drawer several times or
clean the battery contacts carefully with a dry Q-tip

Check the tubing and the earmold or dome

Consult your hearing care professional, do not try
to clean this yourself

Consult your hearing care professional

Problem**Possible cause**

Whirring noise,
fading, weak
or motor-boating
sounds

Battery contacts may be dirty
or corroded

Moisture in hearing instrument

Low battery

Instrument
switches from
ON to OFF
periodically

Low battery

Solution

Open and close the battery drawer several times or clean the battery contacts carefully with a dry Q-tip

Place instrument in Dry-Aid pack. Remove battery first. Consult your hearing care professional.

Insert a fresh battery

Insert a fresh battery

Service

If none of the actions, listed on the previous pages, solve the problem, contact your hearing care professional.

Do not attempt to repair your hearing instruments yourself.

Place stamp with dispenser name and address here:



FSC

Mixed Sources

Cert no. SW-COC-004246

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**For more information about
hearing and hearing loss**



11.09/BAG/956-80-410-00/subject to change

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