

Olive Max OTC

Olive Max OTC User Manual

In order to use the product safely and correctly, be sure to read this user manual before using the product.

Instruction For Use (Olive Max OTC) by Olive Union Inc.

Thank you for using Olive Max OTC. This product is a medical device. Before using the hearing aid, please read the user manual to familiarize yourself with how to use and care for the hearing aid in order to use the hearing aid more easily and conveniently. In order to check the labelling on the product, please check it in an environment with illumination of approximately 500 lux. If you have any questions, please contact the place of purchase, the Olive Union head office, or visit the Olive Union official website below.

Failure to follow the instructions below may result in product damage, malfunction, or even injury.

The publication date of the user manual OU-FU-001 is November 11th, 2022.

If the user manual is more than 3 years old from the date of publication, please contact Olive Union for additional information. If you have any questions about using the product, please contact Olive Union.

Manufacturer
Partron Co., Ltd. (Reg. No. : 5027)
 Part of 1st and 3rd floor, Ba-dong, 231,
 Dongbu-daero, Jinwi-myeon, Pyeongtaek-si,
 Gyeonggi-do, Republic of Korea

Legal Manufacturer
Olive Union Inc. (Reg. No. : 5832)
 5, 6th floor, 24, Banpo-daero 28-gil,
 Seocho-gu, Seoul, Republic of Korea
 www.oliveunion.com

Product Specification

- Product Name: Hearing Aids
- Brand Name: Olive Max OTC
- Model Name

Olive Max OTC Model Name	Etc.
OU1P0102	

4. General Information

Product Name	Specifications	
Hearing Aid	Rated input	Internal power, Lithium-ion coin cell , DC 3.7 V / 110mAh x2
	Radio frequency (RF)	2402~2480 MHz
	IP grade	<IPX7>
	RF test temperaturecv	0 °C ~ 50 °C
	Operating mode	Continuous mode
	Electric shock protection	Internally powered device, Type B Applied part
	Contact duration	Charging 1ss ~ <10s Operating 10mins
Charging Case	RF specification	Bluetooth v5.1
	Rated output	DC 5 V / 0.5A
	Rated input	DC 5 V / 1A or 3.7V, 500mA, 1.85Wh
	Charging method	USB cable / Wireless charging
	Electric shock protection	Class II ME equipment or Internally powered ME equipment
	Contact duration	1ss ~ <10s
	Battery	Battery type Lithium-ion Polymer rechargeable battery pack Duration time 5 Hours (0.2C discharged)

Date of manufacture	2023-06
Country of manufacture	Republic of Korea
Legal manufacturer	Olive Union
Manufacturer	Partron

5. Intended User Profile

Please read the information on the following pages before using your hearing aid.

Intended use: The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing. The Olive Max OTC software feature is intended for use by people with tinnitus who also desire amplification. It provides supplementary noise stimulation which can help focus the user's attention away from their tinnitus.

Indications: Presence of hearing loss. Presence of hearing loss in combination with tinnitus.

Contraindications: Evidence of active or chronic middle or outer ear pathology, chronic drainage or discharge, evidence of chronic inflammation. A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

The hearing aid is suitable for the home healthcare Target population: The target population is primarily the adult population over 18 years of age. This product may also be used with children 36 months of age or older (not applicable in combination with ActiveVent™ speaker). Individuals with cognitive impairment will require constant supervision by a caregiver.

The target group for the Olive Max OTC software feature are adults 18 years of age or older with tinnitus who also desire amplification. Any serious incident that has occurred in relation to the hearing aid, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

- the death of a patient, user or other person
- the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- a serious public health threat To report an unexpected operation or event, please contact the manufacturer or a representative.

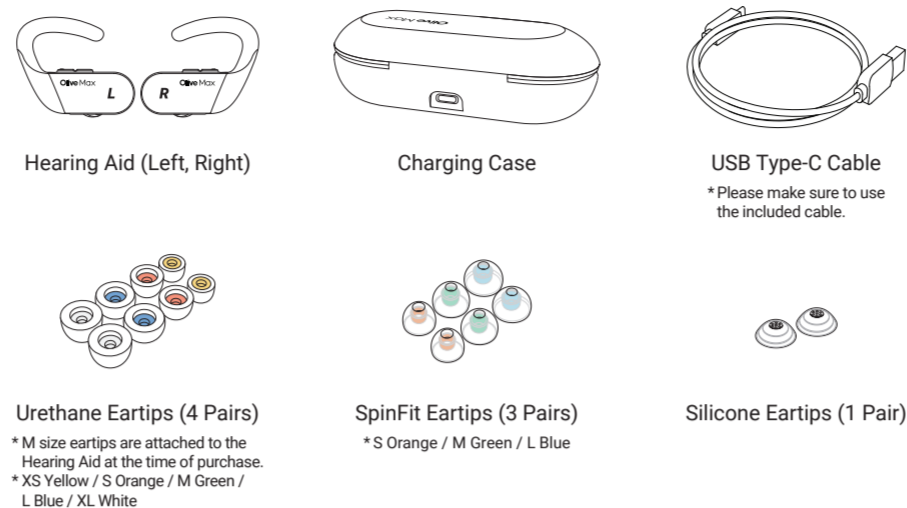
6. Product usable period: The internal battery of the hearing aid is guaranteed to be usable for at least one year.

7. How hearing aids work: This air conduction type hearing aid is a hearing aid for the hearing-impaired and is a hearing aid for those who have difficulty hearing sounds in some frequency bands among the audible frequency bands. Improves hearing condition. It collects external sound through a digital MEMS MIC and amplifies and compresses it according to the hearing condition of each user through the hearing aid algorithm installed in the internal DSP to supplement and assist the deficient hearing condition.

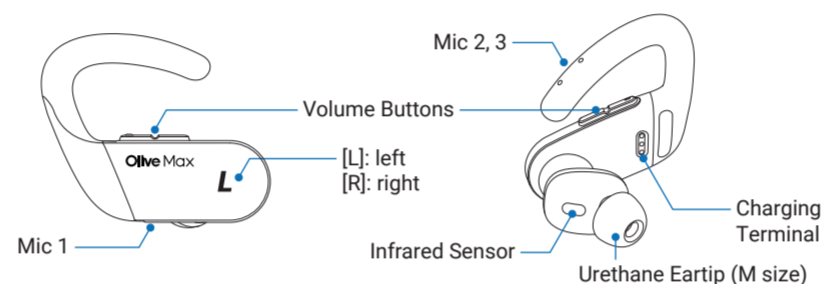
8. service engineer provided: Olive Union will provide circuit diagrams, parts lists, product descriptions, calibration information, or other information upon request to assist service engineers in repairing the product.

1 Olive Max OTC Overview

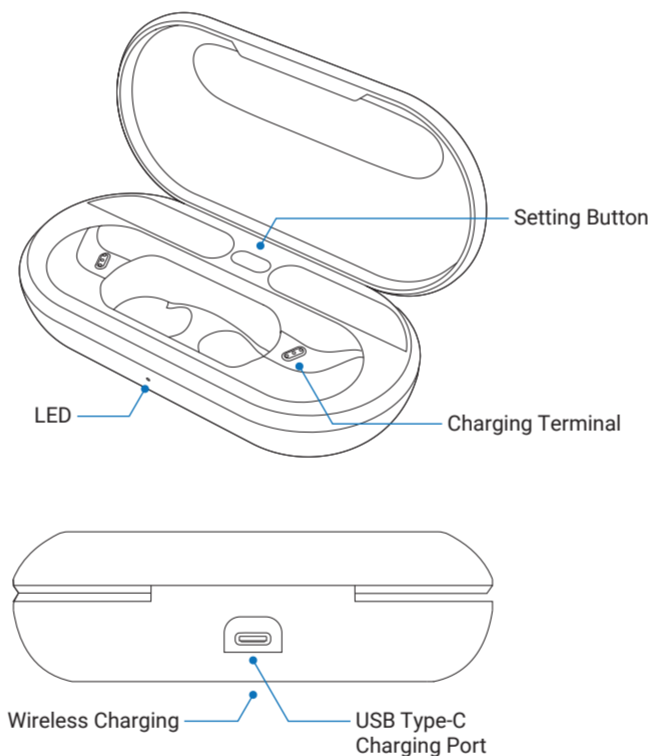
In the Box



Hearing Aid Details

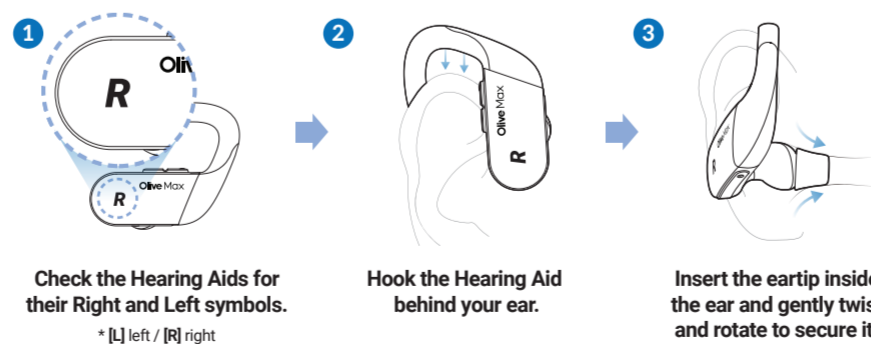


Charging Case Details



2 Wearing Hearing Aid

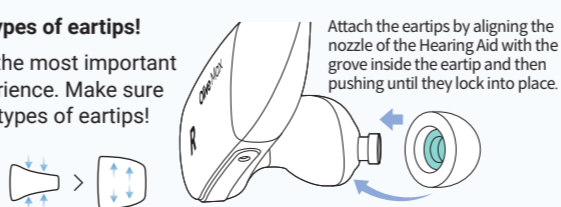
To prevent howling and ensure the best hearing experience, make sure to follow the instructions below when wearing your Hearing Aid.



Make sure to try all sizes and types of eartips!

A good fit and feeling is one of the most important factors for a good hearing experience. Make sure to try all the different sizes and types of eartips!

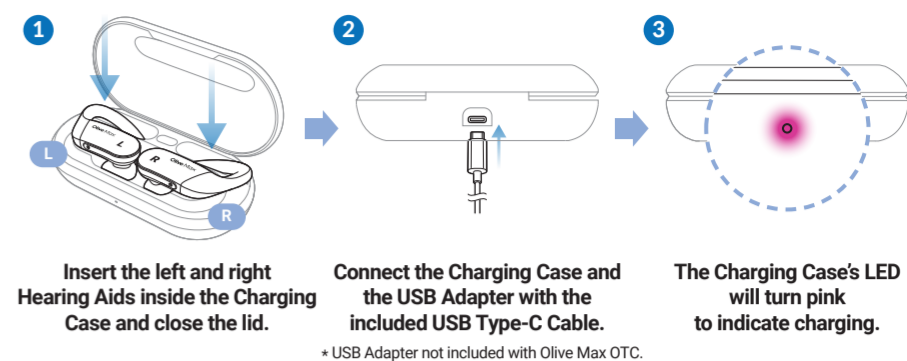
* Compress the urethane eartips with your fingers before inserting into your ear so they expand and create a tight seal.



3 Charging Hearing Aid

Before using your Hearing Aid for the first time, charge for at least 30 minutes!

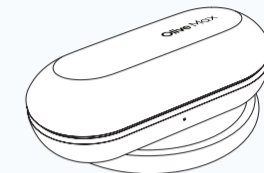
※ Use an adapter that meets the specifications of IEC 60601-1 or 60950-1 or 62368-1-1. (Class II, 5 Vdc, Min. 1 A)



Wireless Charging

The Olive Max OTC can be charged wirelessly! Place the Charging Case on a wireless charger.

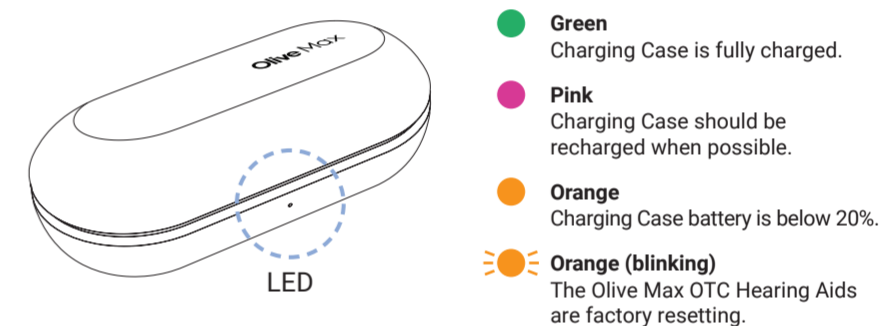
- * Wireless charger not included with Olive Max OTC.
- * Some wireless chargers not compatible.
- * Wireless charging may take longer than wired charging.



4 Charging Case LED Status Light

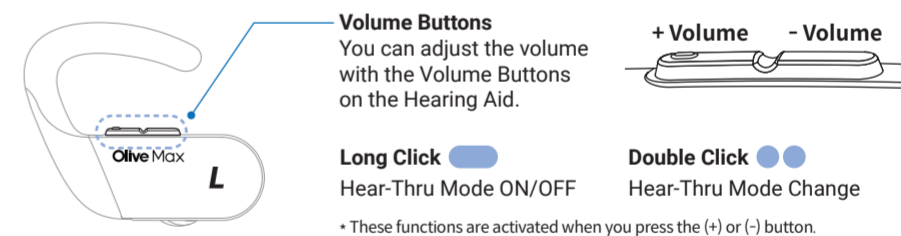
The Charging Case's LED light indicates different information. A solid color indicates the status of the Charging Case, and a blinking light indicates status of the Olive Max OTC Hearing Aid.

- * When the Charging Case's battery has run out of charge, the Olive Max OTC Hearing Aids can not be turned on or off. Please charge the Charging Case ASAP.
- * When the Hearing Aid battery is less than 10%, a warning sound is produced.

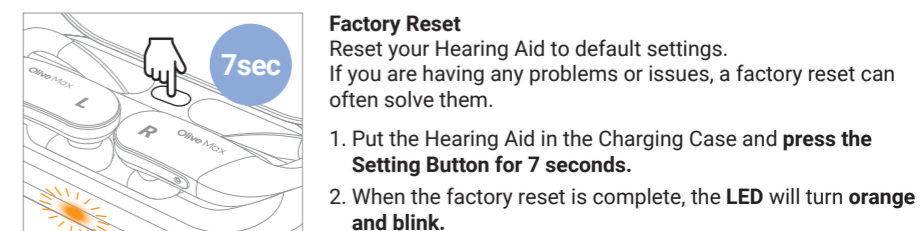
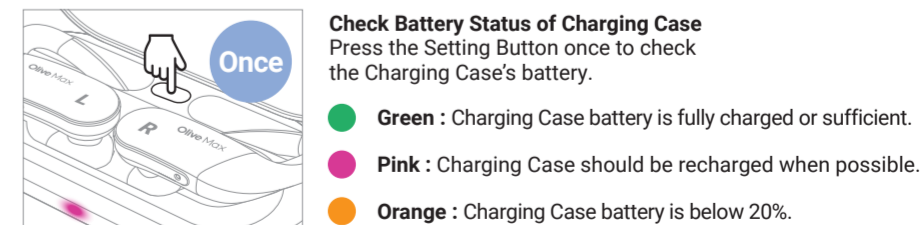
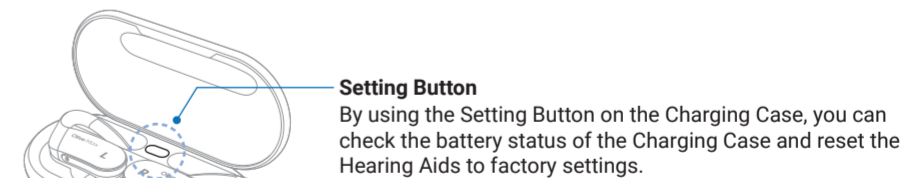


5 Olive Max OTC Setting Buttons

Olive Max OTC Hearing Aid Controls



Charging Case



Troubleshooting

Hearing Aid

Error or Error Message	Cause	Recommendation
Hearing aid does not work	Battery discharged Mic/eartip clogged Hearing aid power is off	Charge Hearing aid/charging case. Clean mic/eartip. Correctly insert hearing aid into charging case.
Beep sound is heard	Hearing aid not worn properly Ear canal is blocked with earwax	Wear hearing aid correctly. Consult with an ENT doctor or audiologist.
Sound is distorted or not audible enough	Hearing aid volume is too high Not enough battery Receiver/eartip is clogged Hearing aid volume is too low Change in hearing	Lower hearing aid volume. Charge battery. Clean receiver/eartip. Increase hearing aid volume. Consult an audio professional.
Hearing aid powers on and off repeatedly (intermittently)	Wet hearing aid	Wipe or dry the hearing aid with a dry cloth.

<p>Note: For additional support, please contact Olive Customer Support.</p> <p>Olive Customer Support Email: support_us@oliveunion.com For fastest assistance please email the above address.</p>
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How to Store and Care for Olive Max OTC

Regular maintenance of your hearing aid will help you to use it for a longer period of time. Take care of your hearing aid according to the guidelines below, and also check the precautions in the user manual.

General management: After checking the hearing aid for earwax or moisture, wipe it off with a clean cloth. Wipe the foreign matter and dust from the charging case with a soft cotton swab. Hairspray and cosmetics can damage hearing aids, so please remove them from your ears before use. When not wearing the hearing aid, be sure to dry the hearing aid and store it in the charging case.

Daily management: Hearing aids are cleaned daily with a soft cloth, and dehumidification. Never use regular soap or detergent to care for your hearing aids. For detailed care of your hearing aid, please contact your hearing care professional.

Weekly management: For detailed care of your hearing aid, please contact your hearing care professional.

Warnings and Precautions

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 age 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: 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 you 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 FDA as an adverse event according to the instructions that appear later.

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 our 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 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 fdagov/Safety/MedWatch or call 1-800-FDA-1088. You can also download a form to mail to FDA.

INDICATIONS FOR USE

The Hearing Aids are intended to amplify and transmit sound to the ear and thereby compensate for perceived mild to moderate hearing impairment in individuals 18 years of age or older.

They are adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary.

The product is to be used without the assistance of a hearing care professional.

CLINICAL STUDY

In a clinical study, adults age 18 and over with mild to moderate hearing loss reported they generally experienced similar hearing benefit, and were equally satisfied, when using the Hearing Aid compared with professional fitting of the same device.

There were no adverse events encountered during this study. The Hearing Aids were clinically evaluated in terms of:

(1) providing appropriate sound amplification; (2) hearing improvements; and (3) ease-of-use.

Over the course of 2-4 weeks of device wear, participants evaluated sound quality and speech intelligibility, and they completed various laboratory assessments, in-field assessments, and standardized questionnaires. The findings of this study confirmed that the Hearing Aids meet clinical expectations.

Warnings

⚠ Failure to observe the safety warnings mentioned in the user’s manual may result in fire, electric shock, personal injury, or damage to the product. Please read all safety precautions/warnings before using the product.

⚠ Rechargeable hearing aids contain a lithium-ion battery, and the charging case contains a lithium polymer battery that can be carried on an airplane as carry-on baggage.

⚠ Hearing aids operate within the 2.4 GHz - 2.48 GHz frequency range.

⚠ During X-Ray, CT, MR, PET examination, electrotherapy, or surgery, the product may be exposed to electromagnetic fields generated by these electromagnetic field inspection equipment and physical damage may occur, so please remove the hearing aid.

⊘ Hearing aids and components are harmful to the human body if swallowed. Keep hearing aids out of reach of children and seek medical attention immediately if hearing aids and components are swallowed.

■ Safety Information

- This product is designed and manufactured to satisfy the international standard "IEC 60601-1, 60601-1-2" applied to medical devices.**
- This product is designed for use by patients.**
- This product cannot diagnose any disease without the help of medical staff.**

■ General Safety/Warnings

- Do not disassemble, modify, or repair the product yourself.** It may cause fire and/or injury.
- Do not use it at unnecessarily loud volumes.** Prolonged use at loud volumes may cause hearing loss or worsen existing hearing loss.
- Do not expose this product to water, liquids or moisture. Do not reinsert the power plug or touch a powered device with wet hands. Also, do not attach any dust or foreign matter.** Contact with liquid may cause electric shock, malfunction or injury.
- Do not use damaged products. Do not use with charging terminals or charging terminal strips that exceed safe ratings.** Overloading an electrical circuit can cause a fire.
- Never use it while driving a car, motorcycle or bicycle.** It may cause accidents and injuries.
- Do not use any cables other than the supplied USB Type-C cable.** It may cause electric shock, malfunction or injury.
- Do not hit, drop, or apply excessive force to the product. Also, do not handle harshly, such as forcibly pulling parts.** It may cause damage, electric shock, fire or accidents.
- Do not install or store the product in the following places.** It may cause electric shock or malfunction. Places that generate very high or low noise / Near heat sources such as heating appliances or fires / Places that are easily exposed to water or high humidity such as in a bathroom / Places with a lot of dust / Places outdoors or in direct sunlight / Near hazardous substances / Near slippery substances (Grease, Oil, Snow, Paint, etc.)
- Do not use in the following cases.** It may cause unexpected accidents and injuries. When the product is damaged or its performance is deteriorated / When the product is corroded by chemicals / When the product is deformed by heat / When the ear tip causes trouble on the skin
- Do not use on children or persons requiring supervision.** Do not lend or rent this product. Keep out of reach of infants. Do not use if you think it is malfunctioning. Do not use at bedtime. It may cause unexpected adverse effects on the body, accidents, and injuries.
- Battery Leakage** Battery leakage may occur after the product's warranty period. If the problem occurs, immediately contact the seller for product inspection.

■ Hearing Aid Precautions/Warnings

- Hearing aids are hearing aids that amplify sound and send it into the ear to help people with hearing loss hear sounds. Hearing aids are fitted according to the degree of hearing loss and should only be used when a hearing aid is required. Hearing aids should not be used by people with hearing loss as they may damage their hearing.**
- Hearing aids may not be disassembled or repaired by any party other than those designated by Olive Union. Arbitrary disassembly or repair of the hearing aid may result in hearing loss and hearing aid malfunction.**
- If you experience itching, rash, pain, or a burning sensation around your ear while wearing your hearing aid, consult your doctor or audiologist.**
- Listening programs that use directional microphones reduce ambient noise. Wear your hearing aids knowing that sounds and warnings coming from behind, such as in a car, can be partially or fully reduced.**
- Do not connect your hearing aid to an external audio source, such as a radio. An electric shock may occur. Although very rare, part of the eartip may remain in the ear after the hearing aid is removed from the ear. If the eartip sticks to the ear canal, contact your doctor immediately. This is only applicable if you are using a medical device.**
 - Medical devices such as pacemakers or ICD devices (implantable defibrillators) should be kept at least 15cm away from the hearing aid. If interference occurs, stop using the hearing aid immediately and contact the medical device manufacturer.
 - Please be aware that such interference can also be caused by wires, electrostatic discharge (ESD), and metal detectors in airports.
 - Please keep a distance of at least 15cm between various hearing aid magnets and medical devices.
- The dome should never be used in patients with tympanic perforation, otitis media, middle ear cavity exposure, or surgical external ear canal deformity. It is recommended to use custom earmolds in these conditions. If some parts of the hearing aid remain in the ear canal after the hearing aid is removed from the ear, contact your doctor immediately.**

■ Waterproof

- The Olive Max OTC hearing aids are rated at IPX7. This rating is for the hearing aids only, and not the charging case.**
- Avoid subjecting the product to strong water pressure.**
- Do not wear the product while diving, snorkeling, or engaging in water sports in high-velocity areas.**
- When wet or handled by wet hands, dry thoroughly before use.**
- If the product has been exposed to liquids other than clean water (salt water, swimming pool water, soapy water, oil, perfume, sunscreen, hand sanitizer, chemical products such as cosmetics, etc.) clean immediately. Otherwise, there may be problems with the performance or appearance of the product.**
- If the product is dropped or subjected to strong impacts, be aware that waterproof function may be affected.**
- The Olive Max OTC is a non-degradable product. Do not disassemble by yourself as it may damage the waterproof function.**
- Do not expose the product to sudden changes in temperature or water temperature.**
- Do not use a heating device such as a hair dryer to dry the product.**
- Do not use the product in environments such as saunas and steam rooms, as the waterproof function may be impaired and damaged by steam.**

<p>Note: Olive Max OTC has been tested in a controlled environment (IEC60529) and has an IP rating for water resistance. For normal waterproof operation, please use it carefully. Failure to observe the above may result in product damage.</p>
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■ Environmental Conditions

Item	Description
Temperature conditions for operation/charging	5℃ ~ 45℃
Humidity conditions for operation&charging	10% ~ 95%
Temperature conditions for storage&transport	-20℃ to 70℃
Humidity conditions for storage&transport	10% ~ 95%
Atmospheric pressure conditions for operation&storage&transport	700hPa ~ 1060hPa

■ Check Before Use

- If you fall under any of these eight categories, please refrain from use and ask an otolaryngologist for a diagnosis.**
 - Otorrhea has occurred within the last 90 days due to otitis media.
 - Has damage or deformity due to surgery, injury, etc...
 - Has experienced sudden or progressive hearing loss within the last 90 days.
 - Has experienced hearing loss in one ear or the other within the last 90 days.
 - Has experienced acute or chronic dizziness.
 - Has lots/unusual amounts of earwax.
 - Has eczema, pain, or discomfort in the external auditory meatus.
 - Has abnormal air bone conduction in hearing at 500, 1000 and 2000 Hz.

■ User Notes

- This product 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 device 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 device 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.**
 - Change the direction or position of the receiving antenna.
 - Increase the distance between the equipment and the receiver.
 - Connect the device into an outlet on a circuit different from that to which the receiver is connected.
 - Ask the dealer or an experienced technician / TV technician for help.

■ Product Disposal Methods

Dispose of this product in an appropriate manner in accordance with the instructions of your local municipality or government.

■ External Temperature

- The maximum external temperature of this product may generate heat below 48℃, so care must be taken when using it.
- If the heat is detected, stop wearing the device and use it after reducing the heat.
- If the heat repeats, please contact the seller for product inspection.

Description of Symbols

1. Shipping Box Symbol

Symbol	Description
☔	During transportation keep dry.
🌡	Humidity during storage: 10% to 95%(not in use), if not in use. See instruction in chapter 23.2 regarding drying the hearing aid after use.
🌡	Atmospheric pressure during transportation and storage: Below 700hPa ~ 1060hPa for 6 Hours at Room Temp (Based on UN38.3)
🌡	Temperature during transportation and storage: -20° to 70° Celsius (-4° to 158° Fahrenheit).

2. Product Symbol

Symbol	Description
🏭	Indicates the manufacturer of medical devices.
LOT	Manufacturing unit
🚶	This symbol indicates that the product described in the user’s manual complies with the requirements of EN 60601-1 for type B applied parts. It is designated as a Type B application part on the surface of the hearing aid.
📅	Manufacturing date
🌐	This symbol indicates that it is important for the user to read and take into account the relevant information in these user manual.
SN	Indicates the manufacturer’s serial number so that a specific medical device can be identified.
REF	Indicates the manufacturer’s catalogue number so that the medical device can be identified.
🗑	This symbol indicates that the hearing aid cannot be disposed of with household waste. This product must be disposed of separately at the place of purchase of the hearing aid or at the disposal battery or electronic product collection point. Proper disposal protects the environment and health.
⚠	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in there user manual.
📖	Important information for handling and product safety.
MD	Indicates that the device is a medical device.
📖 i	This symbol indicates that it is important for the user to read and take into account the relevant information in this user manual.
⊘	A general prohibition sign indicating a prohibited action.

Performance

No	Item	Result
1	Maximum output (OSPL90)	115 dB SPL
2	Maximum output HFA (OSPL90)	110 dB SPL
3	Full-on gain max (50 dB SPL input)	50 dB
4	Full-on gain HFA (50 dB SPL input)	42 dB
5	Frequency range	250-8000 Hz
6	Equivalent input noise	25 dB SPL
7	Total harmonic distortion	500Hz: 0.5%
		800Hz: 0.4%
		1600Hz: 0.3%

Emission and Immunity Standards Compliance

Emission Standards		
EN 60601-1-2		CISPR32
IEC 60601-1-2		ISO-7637 2
EN 55011		CISPR25
CISPR11/AMD1		EN 55025
CISPR22		

Immunity Standards

EN 60601-1-2	EN 61000-4-5	EN 61000-4-11
IEC 60601-1-2	IEC 61000-4-5	IEC 61000-4-11
EN 6100-4-2	EN 61000-4-6	IEC 60601-1(4.10.2)
IEC 6100-4-2	IEC 61000-4-6	ISO-7637 2
EN 61000-4-3	EN 61000-4-5	
IEC 61000-4-3	IEC 61000-4-5	
EN 61000-4-4	EN 61000-4-8	
IEC 61000-4-4	IEC 61000-4-8	

Electromagnetic Information

1. Guidance and Manufacturer's Declaration - Electromagnetic Emissions

This product is intended for use in the electromagnetic environment specified below. In addition, users must use this product in the following environments.

Emission Test	Compatibility	Electromagnetic Environment - Guidance
RF emission CISPR 11	Group 1	This product uses RF energy only for its internal function. As a result, RF emissions are very low and do not interfere with nearby electronic equipment.
RF emission CISPR 11	Class A	This product is suitable for use in all establishments, including domestic establishments and those directly connected to the low-voltage power supply network that supplies domestic buildings.
High frequency emission IEC 61000-3-2	A	
Voltage fluctuation IEC 61000-3-3	Complies	

2. Guidance and Manufacturer's Declaration - Electromagnetic Immunity

This product is intended for use in the electromagnetic environment specified below. Users must use this product in the following environments.

Immunity Test	IEC 60601 Test Level	Conformity Level	Electromagnetic Environment - Guidance
Electrostatic discharge IEC 61000-4-2	±8kV Contact <p>±2kV, ±4kV, ±8kV, ±15kV air</p>	±8kV Contact <p>±15kV air</p>	The floor must be wood, concrete or ceramic tiles. If the flooring is synthetic, the relative humidity must be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2kV <p>1000kHz repetition frequency</p>	±2kV <p>1000kHz repetition frequency</p>	Main power must be of the quality of a typical commercial or hospital environment.
Surge Line-to-line IEC 61000-4-5	±0.5kV, ±1kV	±1kV	Main power must be of the quality of a typical commercial or hospital environment.
Surge Line-to-ground IEC 61000-4-5	±0.5kV, ±1kV, ±2kV	±2kV	
Voltage dips IEC 61000-4-11	0% UT; 0,5 cycle <p>At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°</p>	0% UT; 0,5 cycle <p>At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°</p>	Main power must be of the quality of a typical commercial or hospital environment.
Voltage interruptions IEC 61000-4-11	0% UT; 1 cycle and 70% UT; 25/30 cycles <p>Single phase: at 0°</p>	0% UT; 1 cycle and 70% UT; 25/30 cycles <p>Single phase: at 0°</p>	If the user needs to continue using it during a power outage, it is recommended that the device be powered through the uninterruptible power supply or battery.
Power frequency (50/60Hz) magnetic field IEC 61000-4-8	30A/m	30A/m	Power frequency magnetic fields should have typical location level characteristics for typical commercial or hospital environments.
Conductivity RF IEC 61000-4-6	3V <p>0.15 MHz - 80MHz <p>6V in ISM bands between 0.15 MHz and 80MHz <p>80% AM at 1kHz</p></p></p>	3V <p>0.15 MHz - 80MHz <p>6V in ISM bands between 0.15 MHz and 80MHz <p>80% AM at 1kHz</p></p></p>	Portable and mobile RF communication equipment must not be used on any part of this product, including cables, closer than the recommended separation distance calculated from the equation for transmitter frequency.
Radioactive RF IEC 61000-4-3	3V/m <p>80MHz - 2.7GHz <p>80% AM at 1kHz</p></p>	3V/m <p>80MHz - 2.7GHz <p>80% AM at 1kHz</p></p>	$d = \left[\frac{3.5}{V_1} \right] \sqrt{P}$ <p>$d = \left[\frac{3.5}{E_1} \right] \sqrt{P}$ 80 MHz to 800 MHz</p> <p>$d = \left[\frac{7}{E_1} \right] \sqrt{P}$ 800 MHz to 2.7 GHz</p> <p>P is the transmitter manufacturer's other transmitter's maximum output rating (W), and d is the recommended separation distance (M).</p> <p>Field strengths from fixed RF transmitters, as determined from electromagnetic site surveys, must be less than the compliance level for each frequency range.</p> <p>Interference may occur in the vicinity of equipment marked with the following symbol.</p>

Warranty & Service Policies

<p>Quality Guarantee</p> <ul style="list-style-type: none">The warranty period for Olive Max OTC is one year from the date of purchase. Olive Union agrees to follow in accordance with the Consumer Dispute Resolution Standards (public notice by the Fair Trade Commission).

Warranty & Service Policy Details

- Free service**
 - In the case of a failure occurring under normal use within the 1 year warranty period, Olive Union will offer one free unit exchange.
 - Consumable parts (eartips) or accessories (USB cable) are not covered under this warranty.
- Paid service. For the following cases, even within the warranty period, replacement and/or repairs will require payment.**
 - Failure or damage caused by customer carelessness, misuse, improper repair, or modification.
 - Natural disasters such as fire, earthquake, flood, lightning, contamination, abnormal voltage, and damage due to abnormal voltage and use of non-specified power supply.
 - Failure or deterioration due to use not in accordance with the User's Manual.
- Exchange and Refund**
 - For full details, please see our Return Policy at the below website. (<https://us.oliveunion.com/pages/return-policy-1>)

<p>[Contact Us] Olive Customer Support</p> <p>E-mail. support_us@oliveunion.com</p>
