

# TINNITUS INSTRUMENTS

## User Manual

- sueno pro S
- sueno pro R
- sueno pro ITE



# CONTENTS

## Intended purpose

Tinnitus instruments from audifon are used in the framework of tinnitus therapy. They use artificially generated background noise to distract sufferers from their tinnitus and help with the long-term goal of accustoming them to it.

Tinnitus instruments need to be fitted individually by a hearing care professional or an ENT doctor.

Diagnostics and the prescription of tinnitus instruments is the task of an ENT doctor.

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## WARRANTY CARD

## 1 INTRODUCTION

Congratulations on the purchase of your new audifon tinnitus instrument. You now have at your disposal an instrument designed to help you get accustomed to your tinnitus and/or hyperacusis (excessive sensitivity to sound). It assists with correcting disorders of the audiological system and masking tinnitus and/or improving existing hyperacusis.

Please read through the following operating and care instructions carefully to avoid malfunctions and faults.

The exact designation of your tinnitus instrument is shown on the sticker on the packaging, on the warranty card or printed on the instrument itself.

If you have any further questions about environmentally friendly disposal of your old audifon tinnitus instrument, please contact your doctor or your hearing care professional.

# 2 YOUR TINNITUS INSTRUMENT

## 2.1 Type

Your tinnitus instruments may be behind-the-ear devices with or without an external receiver or in-the-ear devices. Please see the relevant sections for their operation.

## 2.2 Technical features

Model	Battery	
	Size	Average service life (zinc air) in h
sueno pro S	312	120
sueno pro R	312	130
sueno pro ITE	312	140

Detailed acoustic data for your tinnitus instruments can be found in a separate data specification. This and further information are available from your hearing care professional or [www.audifon.com](http://www.audifon.com).

## 2.3 Batteries

To start your tinnitus instruments first insert a battery in the battery compartment.

Make sure you only use zinc air batteries. Please follow the instructions on the battery packaging. For the exact type of battery in your tinnitus instrument please see the overview table.

Always switch your tinnitus instruments off after use. Remove the battery if your instruments are out of use for long periods, to avoid damage.

### 2.3.1 Information on battery

A zinc air battery is used to supply the power for your tinnitus instruments. This type of battery is only activated when oxygen comes through the air holes into the button cell and a chemical reaction is initiated. During production, the air holes are sealed with a protective strip.

This ensures the battery remains fresh until use and lasts longer when it is sealed. Removing the protective strip allows oxygen to enter and the chemical reaction is initiated.

## Important warnings

- ⚠ Refitting the strip when the battery is not in use will not extend its service life.
- ⚠ Your batteries should be stored at room temperature. Avoid keeping them in hot places or rooms with high humidity (e.g. bathroom). Storage in a cooled location is not necessary.
- ⚠ Never carry batteries loose in a trouser pocket or a purse. Metal objects like coins or keys could cause batteries to short-circuit.
- ⚠ Old batteries may contain hazardous substances or heavy metals that can pollute the environment and harm health. Batteries are recycled as they contain valuable raw materials such as iron, zinc, manganese or nickel. Old batteries should not be discarded with household waste. Consumers are obliged to dispose of batteries at a collection point provided by the local authority or a sales outlet. After use you can also return the batteries in the appropriate containers at the premises of your hearing care professional free of charge.

### 2.3.2 Low battery warning

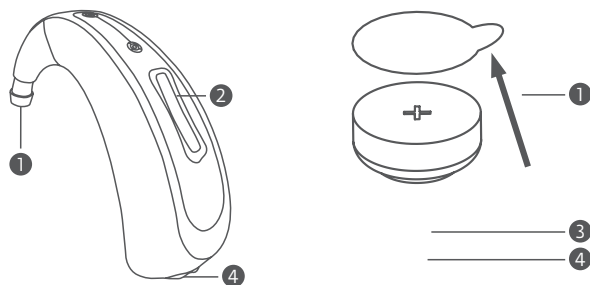
An audible signal indicates the end of the battery life in good time (approx. 30 minutes before the end of the battery's life).

## 3 OPERATION – SUENO PRO S

### 3.1 Construction

The tinnitus instruments consist of the following elements:

- ① Ear hook
- ② Multifunctional rocker switch
- ③ Battery compartment lock
- ④ Battery compartment / ON/OFF switch



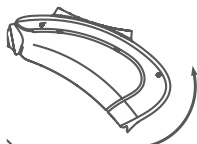
- ☞ The tinnitus instruments have markings for the sides: blue = left, red = right
- ☞ Your tinnitus instruments may differ from the illustrations.

### 3.2 Inserting battery

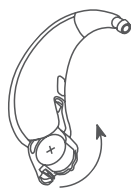


Remove a battery from its packaging.

If the battery has a protective film, remove and wait a few minutes before inserting the battery.



First, push the battery compartment up until it clicks into the first catch position (OFF position). You should now be able to open it fully.

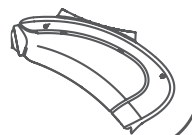


Then insert the battery in the battery compartment. Ensure that the + symbol marked on the battery is visible when you have inserted it.

⚠ Please do not open the battery compartment any wider than shown here. This might damage the device.

⚠ **Note:** Do not force the battery into the battery compartment. If it does not fit, check whether you are inserting it correctly and that it is the correct type of battery (see Section 2.2).

### 3.3 Removing battery



First, push the battery compartment up until it clicks into the first catch position (OFF position). You should now be able to open it fully.

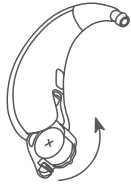


Then remove the battery from the battery compartment.

⚠ Please do not open the battery compartment any wider than shown on page 9. This might damage the device.

### 3.4 Switching tinnitus instruments on and off

Your tinnitus instruments are switched on and off via the battery compartment.

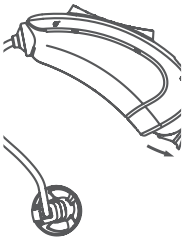


#### Switching on

Close the battery compartment securely by moving it past the catch of the OFF position into the casing.

You will feel the battery compartment clicking into place as you close it.

The tinnitus instruments are now switched on. After a preset delay and a start-up jingle, the first program will activate and the instruments are now ready for use.



#### Switching off

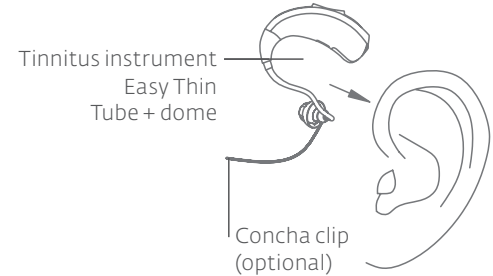
To switch the device off, press the battery compartment out to the first catch position. This is the OFF position.

If they will be out of use for a long time, open the battery compartment fully and remove the battery.

### 3.5 Inserting and removing tinnitus instruments

#### 3.5.1 Inserting with Thin Tube

Switch the tinnitus instrument on by closing the battery compartment securely.



Place the tinnitus instrument behind your ear.

Slide the earpiece carefully into your ear canal.

Rotate slightly until it is positioned properly.

Open and close your mouth to avoid air being trapped in the ear canal.

The optional concha support helps improve the fit of the earpiece in the ear.



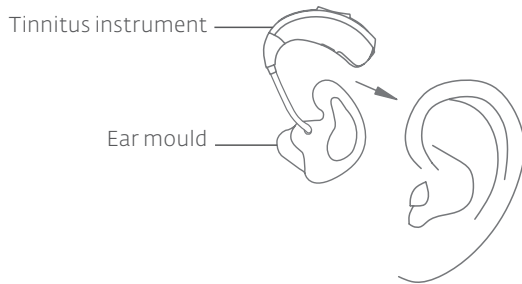
To position the concha support, bend slightly and place it carefully in the outer part of your ear.

**⚠ Caution: Risk of injury!**

Always wear the thin sound tube with the dome and check that the dome is positioned securely on the tube.

### 3.5.2 Inserting with ear mould

Switch the tinnitus instrument on by closing the battery compartment securely.



Place the tinnitus instrument behind your ear.



Insert the ear mould in your ear, rotating slightly as you do so.

Move the upper part of the ear mould backwards and forwards slightly to adjust.

### 3.5.3 Removing tinnitus instruments

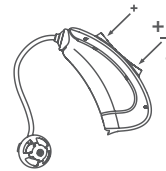
Lift your tinnitus instrument and slide carefully over the outer part of your ear. Carefully pull the tube with the earpiece out of the ear canal. Switch the hearing aid off by moving the battery compartment to the OFF position.

**⚠ Warning: Risk of injury!**

In some very rare cases the dome may remain in the ear canal on removal. Should this happen, please contact your doctor or hearing care professional at once. Please do not try to remove the dome yourself.

## 3.6 Volume control and program selection

### 3.6.1 Multifunctional rocker switch



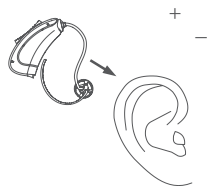
Your tinnitus instruments feature a multifunctional rocker switch for controlling volume and selecting different programs. The rocker switch can be activated by pressing the top (+) and bottom end (-).

The rocker switch can be programmed with one of three functions. Your hearing care professional has marked here which of the functions has been set for your hearing aids:



- **Volume control**  
To control the volume, press the multi-function rocker switch briefly on the top or bottom (also see 3.6.2).
- **Program selector switch**  
To change the program, press the multi-function rocker switch briefly on the top or bottom (also see 3.6.3).
- **Volume control and program selector switch combined**  
To control the volume, press the multi-function rocker switch briefly on the top or bottom; to change the program hold the switch down for approx. 1 second (see also 3.6.2 and 3.6.3).


### 3.6.2 Volume selection



The volume can be adjusted in steps using the rocker switch. Briefly pressing the top end of the switch increases the volume, while briefly pressing the bottom end reduces the volume.

When you switch your devices on, they will be at the volume set for you. You can now increase or reduce the volume in steps. Each time you press the switch, you will hear audible confirmation.

Once you have reached the upper or lower volume limit, you will hear a clear signal.

 Volume control and program selection are optional functions. Your hearing care professional will adjust your devices to your individual requirements.

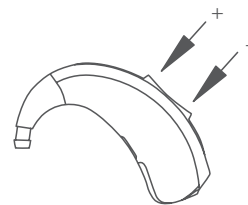
### 3.6.3 Selecting hearing programs


#### Multifunctional rocker switch

Your hearing care professional will have adjusted your hearing aids to various hearing situations with you and assigned them to specific hearing programs.

The rocker switch allows you to swap between the hearing programs. To do so, simply hold down one end of the rocker switch until you hear audible confirmation of the change in program. The number of signals indicates the number of the program selected. You can move up or down through the hearing situations.

Program change sequence\*:



 Volume control and program selection are optional functions. Your hearing care professional will adjust your hearing aids to your individual requirements.

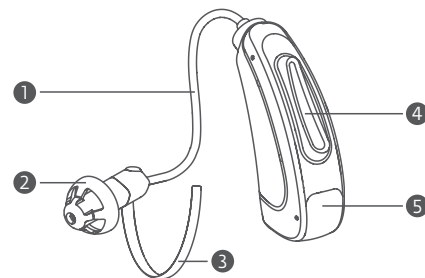
Hearing program	Description of setting
1	_____
2	_____
3	_____
4	_____

## 4 OPERATION – SUENO PRO R

### 4.1 Construction

The tinnitus instruments consist of the following elements:

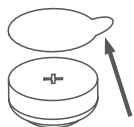
- ① Receiver module
- ② Dome
- ③ Concha clip (optional)
- ④ Rocker switch
- ⑤ Battery compartment / ON/OFF switch



☞ The tinnitus instruments have markings for the sides:  
blue = left, red = right

☞ Your tinnitus instruments may differ from the illustrations.


## 4.2 Inserting battery



Please remove a battery from its packaging. If the battery has a protective film, remove and wait a few minutes before inserting the battery.




Open the battery compartment carefully with your fingernail at the edge for opening and swing it right out.

 Please do not open the battery compartment any wider than shown here. This might damage the device.



Then insert the battery in the battery compartment. Make sure the (+) symbol on the battery matches the (+) symbol on the battery compartment.

 **Note:** Do not force the battery into the battery compartment. If it does not fit, check whether you are inserting it correctly and that it is the correct type of battery (see Section 2.2).

## 4.3 Removing battery



Open the battery compartment carefully with your fingernail at the edge for opening and swing it right out.

Then remove the battery from the battery compartment.

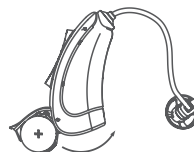
Please do not open the battery compartment any wider than shown in Section 4.2. This might damage the device.

## 4.4 Switching tinnitus instruments on and off

Your tinnitus instruments are switched on and off via the battery compartment.

### Switching on

Close the battery compartment securely by moving it past the catch of the OFF position into the casing.



You will feel the battery compartment clicking into place as you close it.

The tinnitus instruments are now switched on. After a preset delay and a start-up jingle, the first program will activate and the instruments are now ready for use.



### Switching off

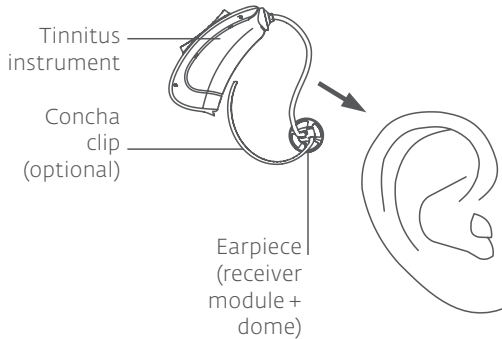
To switch the device off, press the battery compartment out to the first catch position. This is the OFF position.


If the devices are going to be out of use for a long time, open the battery compartment fully and remove the battery.

## 4.5 Inserting and removing tinnitus instruments

### Inserting

Place the tinnitus instrument behind your ear.



 The tinnitus instruments have markings for the sides: blue = left, red = right

Slide the earpiece carefully into your ear canal. Rotate slightly until it is positioned properly.



Open and close your mouth to avoid air being trapped in the ear canal.

The optional concha support helps improve the fit of the earpiece in the ear. To position the concha support, bend slightly and place the support carefully in the outer part of your ear.

Switch the tinnitus instrument on by closing the battery compartment securely.

### **Caution: Risk of injury!**

Always wear the receiver module with its dome or PowerSleeve and check that they are positioned securely on the tube.

### Removing

Lift your tinnitus instrument and slide carefully over the outer part of your ear.

Carefully pull the tube with the earpiece out of the ear canal.

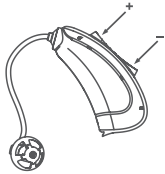
Switch the tinnitus instrument off by moving the battery compartment to the OFF position.

### **Warning: Risk of injury!**

In some very rare cases the dome may remain in the ear canal on removal. Should this happen, please contact your doctor or hearing care professional at once. Please do not try to remove the dome yourself.

## 4.6 Volume control and program selection

### 4.6.1 Multifunctional rocker switch

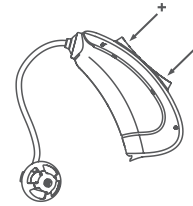


Your tinnitus instruments feature a multifunctional rocker switch for controlling volume and selecting different programs. The rocker switch can be activated by pressing the top (+) and bottom end (-).

The rocker switch can be programmed with one of three functions. Your hearing care professional has marked here which of the functions has been set for your tinnitus instruments:

- Volume control**  
To control the volume, press the multi-function rocker switch briefly on the top or bottom.
- Program selector switch**  
To change the program, press the multi-function rocker switch briefly on the top or bottom.
- Volume control and program selector switch combined**  
To control the volume, press the multi-function rocker switch briefly on the top or bottom; to change the program hold the switch down for approx. 1 second.


### 4.6.2 Volume selection



The volume can be adjusted in steps using the rocker switch. Briefly pressing the top end of the switch increases the volume, while briefly pressing the bottom end reduces the volume.

When you switch your devices on, they will be at the volume set for you. You can now increase or reduce the volume in steps. Each time you press the switch, you will hear audible confirmation.

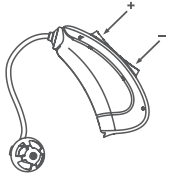
Once you have reached the upper or lower volume limit, you will hear a clear signal.

-  Volume control and program selection are optional functions. Your hearing care professional will adjust your devices to your individual requirements.


### 4.6.3 Selecting the hearing programs

#### Rocker switch

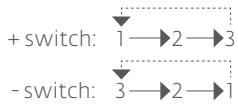
Your hearing care professional will have adjusted the various hearing programs with you.



The rocker switch allows you to swap between the hearing programs. To do so, simply hold down one end of the rocker switch until you hear audible confirmation of the change in program. The number of signals indicates the number of the program selected. You can move through the hearing programs up or down.

 Volume control and program selection are optional functions. Your hearing care professional will adjust your devices to your individual requirements.

Program change sequence\*:



Hearing program	Description of setting
1	_____
2	_____
3	_____
4	_____

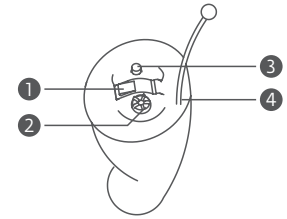
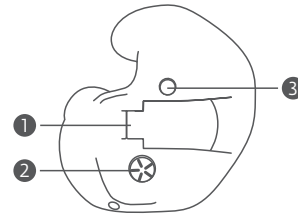
\* Example with three hearing programs


## 5 OPERATION – SUENO PRO ITE


### 5.1 Construction


Your tinnitus instruments consist of the following elements:

- ① Battery compartment
- ② Volume control
- ③ Program switch\*
- ④ Drawstring\*



 Your tinnitus instruments may differ from the illustrations as they have been made according to an individual impression of your ear.

 Depending on the type you have, your tinnitus instrument may not feature the elements marked with the asterisk\*.

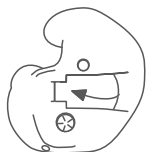
 Depending on the model, your tinnitus instruments have markings for the sides: blue = left, red = right

## 5.2. Inserting battery

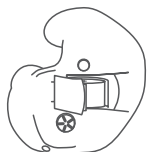


Remove a battery from its packaging.

If the battery has a protective film, remove and wait a few minutes before inserting the battery.



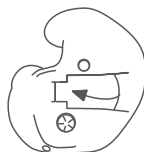
Open the battery compartment carefully with your fingernail at the edge for opening and swing it right out.



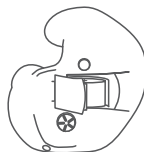
Then insert the battery in the battery compartment. Make sure the (+) symbol on the battery matches the (+) symbol on the battery compartment.

ⓘ **Note:** Do not force the battery into the battery compartment. If it does not fit, check whether you are inserting it correctly and that it is the correct type of battery (see Section 2.2).

## 5.3. Removing battery

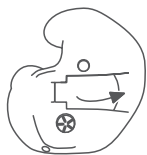


Open the battery compartment carefully with your fingernail at the edge for opening and swing it right out.



Then remove the battery from the battery compartment.

## 5.4 Switching tinnitus instruments on and off



on

### Switching on

Your tinnitus instruments are switched on and off via the battery compartment.

They are now switched on as soon as the battery compartment is closed.

After a preset delay and a start-up jingle, the first program will activate and the instruments are now ready for use.



off


### Switching off

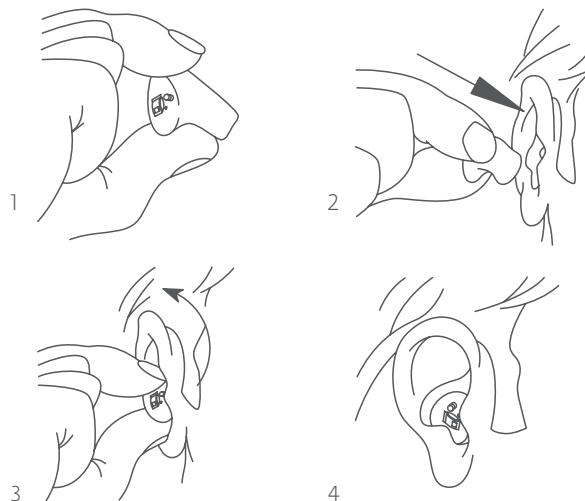
The tinnitus instruments are switched off as soon as the battery compartment is opened.

If they will be out of use for a long time, open the battery compartment fully and remove the battery.

## 5.5 Inserting and removing tinnitus instruments

Before use, check that your tinnitus instruments are clean. After use earwax and other residues may be present. Remove before using again.

 Depending on the model, your tinnitus instruments have markings for the sides: blue = left, red = right



### Inserting

Insert your tinnitus instruments in the outer part of the ear so that the tip points towards the ear canal. To insert, pull the earlobe down slightly and at the same time press the tinnitus instrument into your ear. Your tinnitus instrument will then slide into the right position.

### Removing

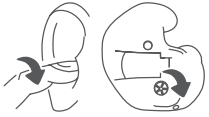
Take your tinnitus instrument out by pulling your earlobe with one hand and pushing gently behind the ear. This will release the instrument from the ear canal.

If it has a drawstring, use it to carefully pull your tinnitus instrument out of your ear.



## 5.6 Volume control and program selection

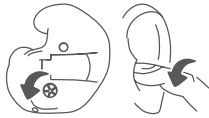
### 5.6.1 Volume selection



right ear

When you switch your hearing aids on, they will be at the volume set for you.

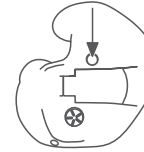
- **Increase volume**  
Slowly turn the controller forwards.
- **Reduce volume**  
Slowly turn the controller backwards.



left ear

Once you have reached the upper or lower volume limit, you will hear a clear signal.

### 5.6.2 Selecting hearing programs (tinnitus instruments with a program switch)



Press the program switch on your devices to run through the various hearing programs.

Each time you press the program switch, the next hearing program will be activated. An audible signal confirms each program change.

Hearing program	Description of setting
1	_____
2	_____
3	_____
4	_____

## 6 ACCESSORIES

The tinnitus instruments from the sueno pro family feature the following accessories, which are available from your hearing care professional. For further information contact your hearing care professional.

Accessories	Description
Side marking	Shows the side of your tinnitus instruments: red = right, blue = left
UniTip Soundshell	Individual ear adapter piece for your tinnitus instruments
UniTip receiver module S	The receiver module is used to emit the noise into the ear canal.
CeruStop filter	Small filter that protects the receiver module from blockages and that should be replaced regularly.
UniTip domes	Universal earpieces for use with your tinnitus instruments
Easy Thin Tubes	Thin Tube for use of your tinnitus instruments
Concha clip	Secures the Thin Tube in your ear
Open Fit adapter	Adapter for connecting Easy Thin Tubes to your tinnitus instrument
audifit software version 5.8 or higher	Fitting software used by the hearing care professional to adjust your tinnitus instruments for you

## 7 CARE INSTRUCTIONS

### 7.1 General

To ensure your devices function perfectly for years to come, audifon offers special care products to enable optimum cleaning.

Protect your tinnitus instruments from moisture (e.g. showers, sweat, rain) and take them out before using hairspray or similar cosmetic products.

We also recommend that you carry out daily care on your tinnitus instruments as they are exposed to moisture and dust during proper use, even when handled with care.

Whatever type of tinnitus instrument you use: Each one is in direct contact with the skin. This produces perspiration, which may damage your tinnitus instrument in the long term unless dried on a daily basis. In-the-ear hearing aids are coated with a water-repellent finish to prevent any damage from moisture.

Wearing a tinnitus instrument or insertion of the ear adapter piece in the ear canal will always involve soiling with earwax. For this reason we recommend regular cleaning. Do not use a damp cloth to clean your tinnitus instruments. Always use a soft, dry cloth.

Should your tinnitus instrument still not function correctly despite regular care, call on your hearing care professional. Do not try under any circumstances to repair your tinnitus instrument yourself.

## 7.2 Cleaning and care of behind-the-ear-tinnitus instruments with external receiver

Tinnitus instruments with an external receiver involve special features in terms of cleaning and care. Please proceed as follows:

To clean your tinnitus instruments on the outside, either use an audifon pro care Cleaning-Tissue or a dry, lint-free cloth which you have moistened with audifon pro care Cleaning-Spray. Rub your behind-the-ear tinnitus instrument carefully with a tissue or cloth. This will remove soiling and residues of earwax quickly and easily. When handling the external receiver, please take special care.

## 7.3 Changing the earwax protection filter

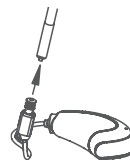
Your tinnitus instruments have protection filters to prevent earwax being deposited inside the receiver. It is necessary to regularly change the filter to ensure your tinnitus instruments function perfectly. To replace the filter, proceed as follows:



Where present, first remove the dome from the receiver module and clean it.



Remove the replacement tool from the filter dispenser and slide it into the filter.



Remove the filter.



Turn the replacement tool so the new filter is at the bottom.



Press the new filter with the replacement tool into the filter opening of the tinnitus instrument until it clicks into place. Then simply pull out the replacement tool and dispose of it.

## 7.4 Drying tinnitus instruments

Your tinnitus instruments should be dried after use at the end of the day and above all after cleaning. If you take care of your tinnitus instruments by drying them carefully, this will significantly increase their service life. There are two ways of doing this. If you have an audifon drying station of the type dry star UV 2 or dry go, use this for drying. Take note of the individual product instructions for further details. Alternatively, you can dry your tinnitus instruments in the audifon pro care Drying-Tub with an audifon Drying-Capsule.

### dry star UV 2

The audifon dry star UV 2 will dry your devices gently yet thoroughly through a constant circulation of uniformly warm air inside the casing.

The audifon dry star UV 2 is not only automatic but also consumes very little power, switching itself off at the end of the drying program.

The drying station is simple to operate using a single sensor button.



### dry go

The audifon dry go is the perfect solution for drying your devices when on trips or if out and about. Once connected, for example to the USB port on your laptop, the drying program can be conveniently started at the touch of a single button. A flow of warm air inside the audifon dry go will then dry your devices reliably. The drying station switches off automatically at the end of the drying program.



## 8 TROUBLESHOOTING

If you experience any malfunctions when using your tinnitus instruments, this does not necessarily mean that the tinnitus instrument is faulty. First check on the relevant instrument whether:

- the tinnitus instrument is switched on (see "Switching on and off" Section 3.4 and 4.4),
- the batteries are not weak or dead,
- the volume control is not at the lowest setting (increase the volume slightly if necessary),
- the right program has been set (change program if necessary),
- the receiver unit/earwax protection system is not blocked.

If this does not eliminate the fault, consult your hearing care professional, who will be pleased to help you.

### ⓘ **Note: Malfunctions!**

Your devices may be subject to interference from other electrical equipment despite their EMC-compatible design. In this case move away from the source of interference.

## 9 SAFETY INFORMATION

### 9.1 Important warnings

#### ⚠ **Warning: Risk of suffocation!**

Batteries, tinnitus instruments and other small parts can be swallowed. Keep such parts out of the reach of children under the age of 36 months, the mentally disabled and pets.

Should a battery, tinnitus instrument or other small parts be accidentally swallowed, please consult a doctor immediately.

#### ⚠ **Warning: Risk of injury!**

In some very rare cases the dome may remain in the ear canal on removal. Should this happen, please contact your doctor or hearing care professional at once. Please do not try to remove the dome yourself.

#### ⚠ **Warning: Damage to hearing!**

The maximum volume of the tinnitus instrument lies in a range that may lead to hearing loss according to OSHA regulations. The tinnitus instrument should not be used for longer than eight (8) hours, at a sound pressure level (SPL) of less than 90 dB SPL. At a higher sound pressure, the device should not be used for more than two (2) hours daily. Under no circumstances should the tinnitus instrument be used at a volume that is perceived by the user as being disagreeable.

#### ⚠ **Warning: Risk of explosion!**

Do not use hearing aids in environments where there is a risk of explosion (e.g. in mines or industrial plants subject to such risk).

**⚠ Warning: Risk of injury!**

Tinnitus instruments are adjusted to the individual hearing loss of each wearer and should therefore only be used by this person.

If the tinnitus instrument is worn by other persons, this may harm their hearing.

**⚠ Warning: Risk of injury!**

Please only use genuine consumables specified by the manufacturer (dome, tubing, etc.) and accessories (magnets, etc.). Unauthorised changes or modifications that have not been explicitly approved can result in injury in the worst-case scenario.

**⚠ Warning: Interference with active and inactive implants!**

If you have an active or inactive implant (e.g. defibrillator, pacemaker), follow the implant manufacturer's instructions regarding the use of mobile devices. In the event of malfunctions, stop using your tinnitus instrument and contact your doctor or the implant manufacturer.

If you have an active brain implant, ask your doctor or the implant manufacturer for a risk analysis.

**⚠ Warning: Risk of injury!**

Always wear your receiver module with its dome or PowerSleeve.

## 9.2 Information about product safety

**ⓘ Note: Damage to tinnitus instrument!**

Tinnitus instruments are susceptible to impact, so avoid any hard knocks (e.g. by dropping them).

**ⓘ Note: Modifications to the device** No modifications should be made to the tinnitus instruments unless performed directly by the manufacturer.

**ⓘ Note: Damage to tinnitus instrument!**

To avoid damage to your tinnitus instruments, please do not wear your hearing aids in the following situations:

- when swimming, in the shower or bath
- when washing or blow-drying your hair
- when using hair spray, perfume, aftershave or body lotion
- during high-frequency heat therapy treatment
- when it is very hot or raining heavily

Should your tinnitus instrument become damp, remove the battery and dry the hearing aid in one of the drying containers specified by the manufacturer. Do not dry your tinnitus instrument in the microwave under any circumstances.

**ⓘ Note: Damage to tinnitus instrument!**

Do not force the battery into the battery compartment. If it does not fit, check whether you are inserting it correctly and that it is the correct type of battery.

- ❗ **Note: Leaking batteries can damage your tinnitus instrument!**  
If you are not going to use your tinnitus instrument for a long time, remove the battery to increase its service life, to avoid leakage and to prevent corrosion to the battery contacts.
- ❗ **Note: Strong radiation can damage tinnitus instruments!**  
Make sure you take out your tinnitus instruments if you are undergoing a CT or MRI scan, other magnetic field-based examinations or radiotherapy.
- ❗ **Note: Damage to tinnitus instrument!**  
Never leave your tinnitus instrument in the sun, near a naked flame or in a hot vehicle. Otherwise your hearing aids might become damaged.
- ❗ **Note: Damage to tinnitus instrument!**  
Never try to change the shape of your tinnitus instrument, ear mould or tubing yourself. Otherwise your tinnitus instruments may be damaged.
- ❗ **Note: Malfunctions!**  
Your devices may be subject to interference from other electrical equipment despite their EMC-compatible design. In this case move away from the source of interference.
- ❗ **Note: Interference with electronic devices!**  
If you are in an environment where use of electronic or wireless devices is restricted, check if your tinnitus instruments must be turned off.

- ❗ **Note: Age of user!**  
Behind-the-ear tinnitus instruments are not suitable for children under the age of 36 months. In-the-ear tinnitus instruments are not suitable for children and teenagers under the age of 16 years.
- ❗ **Note: Reporting serious incidents!**  
All serious incidents that occur involving the product should be reported to the manufacturer and the competent authorities in the member state in which the user and/or the patient are registered.

## 10 SIDE EFFECTS

Please consult a doctor at once if you notice the following side effects:

- Sensation of a foreign body
- Build-up of earwax
- Skin irritation
- Dizziness
- Vomiting
- Headache
- Pain in or behind the ear
- Any subjective deterioration in your hearing or increase in the tinnitus level

## 11 OPERATING CONDITIONS

- Relative humidity between 10% and 90%
- Operating temperature between 0 °C and 40 °C
- Air pressure between 500 and 1100 hPa

## 12 TRANSPORT AND STORAGE CONDITIONS

- Relative humidity between 10% and 60%
- Storage temperature between -20 °C and 60 °C
- Remove battery for prolonged storage periods
- Store away from magnetic fields

## 13 ENVIRONMENTALLY COMPATIBLE DISPOSAL

Old tinnitus instruments and batteries must not be discarded with your household waste. Please return used tinnitus instruments and batteries to your hearing care professional for environmentally compatible disposal. This is the person to contact in the disposal chain for electronic waste.





## 14 OTHER INFORMATION

### EU declaration of conformity

Audifon GmbH & Co. KG hereby declares that the tinnitus instruments sueno pro S, sueno pro R and sueno pro ITE comply with the following directives:

93/42/EEC for medical devices  
2011/65/EU RoHs for the reduction of hazardous substances.  
RED directive 2014/53/EU on radio and telecommunications terminal equipment

The declaration of conformity is available for inspection at

audifon GmbH & Co. KG  
Werner-von-Siemens-Straße 2  
99625 Kölleda Germany  
and at **[www.audifon.com](http://www.audifon.com)**.

## 15 SERVICE

Arrange for your tinnitus instruments to be checked regularly by a hearing care professional.

\_\_\_\_\_

Date

\_\_\_\_\_

Hearing care professional

\_\_\_\_\_

Date

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Hearing care professional

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Date

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Date

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Hearing care professional

## 16 KEY TO SYMBOLS



Indicates a situation that may result in serious, moderate or minor injury.



Indicates possible damage to property.



Additional information for better understanding



Manufacturer of the device



Do not dispose of hearing aids with your household waste.



Please read and observe the directions in the user manual. It contains important warnings and information about safety precautions.



Restrict humidity.



Restrict temperatures.



This is a medical device



Item number



Serial number



Batch number

Date

Hearing care professional

Date

Hearing care professional

Date

Hearing care professional

# WARRANTY CARD

You have chosen high-quality tinnitus instruments from audifon. Your hearing care professional offers a \_\_\_\_\_ month warranty on our tinnitus instruments from the date of purchase (date of invoice). The warranty covers defects in materials and manufacture. It does not cover batteries, chemical or electrochemical effects, wear and tear or mechanical damage due to improper handling. The right to claim under warranty is voided if you or any unauthorised third persons perform modifications or improper repair. Therefore please always follow the safety and care instructions. Proof of purchase must be provided as proof of warranty. The date of purchase and the serial number must be clearly visible. Warranty obligations will not result in any extension of the warranty period, nor will they give rise to a new warranty period for the tinnitus instrument.

 The warranty period for built-in spare parts ends at the same time as the warranty period for the entire tinnitus instrument.

Device type

\_\_\_\_\_

Date of sale

\_\_\_\_\_

Your hearing care professional

\_\_\_\_\_

Signature

Stamp:

Name \_\_\_\_\_

No., street \_\_\_\_\_

Town, postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Date of issue \_\_\_\_\_

**R**

Type \_\_\_\_\_ Side \_\_\_\_\_

Serial number \_\_\_\_\_

Warranty \_\_\_\_\_ Battery type \_\_\_\_\_

**L**

Type \_\_\_\_\_ Side \_\_\_\_\_

Serial number \_\_\_\_\_

Warranty \_\_\_\_\_ Battery type \_\_\_\_\_

# audifon



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made in Germany