

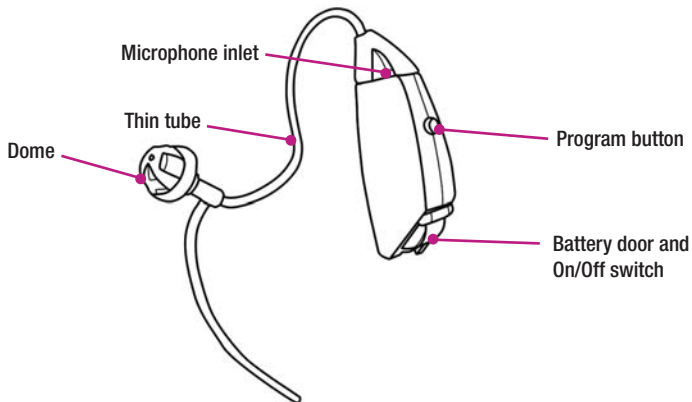


Operating instructions

Before use, please read these instructions to help you get the best out of your HearingDirect.com hearing aid

Introduction

Thank you for selecting a **Hearing Direct** hearing system. We are proud of our hearing products and are confident you have chosen one of the best products available. Please familiarise yourself with the information in this guide. It contains important instructions for proper use and care, technical performance information, and other general information about your hearing system.



Becoming accustomed to amplification

While purchasing a hearing system is a major step, it is only one step in a process towards more comfortable hearing. Successfully adapting to the amplification your hearing system provides takes time and consistent use.

You will enjoy more benefits from your **Hearing Direct HD210** hearing system by taking the following actions:

- Wear the system regularly in order to get comfortable with using it.
- Begin by wearing your system for short periods of time in quiet environments.
- As you get more comfortable with the system, increase the wearing time and wear your hearing system in multiple types of listening environments.

It may take as long as several months for your brain to get used to all the “new” sounds around you. Following these suggestions will give your brain time to learn how to interpret amplification and increase the benefits you get from using a **Hearing Direct HD210** hearing system.

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On/Off function

The door to the battery compartment serves as the On/Off switch for your hearing instrument. When the door is fully closed, the instrument is on. To turn the instrument off, put your fingernail under the nail grip and pull gently to open it completely.

Tip: To reduce battery consumption, turn the instrument off when it is not in use.

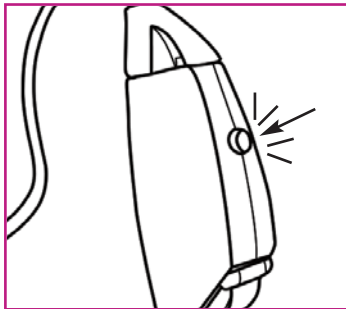


Switch off the instrument.

Changing memory programs

Whenever the hearing instrument is turned on, Memory 1 is automatically activated. Memories can then be selected by pushing the Program Button on the instrument.

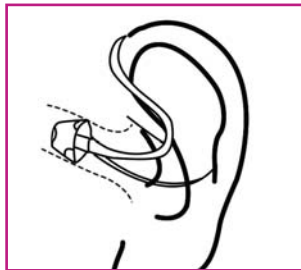
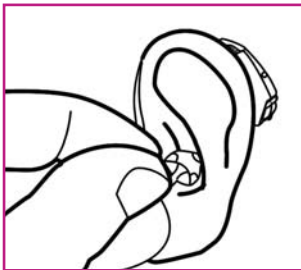
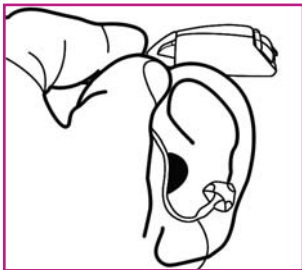
Your hearing instrument may have up to 4 programs. These act as different volume settings. Setting 1 is the softest option, setting 4 is the loudest. Special tones will indicate which memory has been activated. One tone will sound when Memory 1 is activated, two tones will sound when Memory 2 is activated, etc. Memories are always activated in sequence, for example, with three memories: 1 to 2, 2 to 3, 3 to 4, 4 to 1.



Correct placement in the ear

Inserting the dome and BTE instrument:

- Hold your hearing instrument by the tube, right where it bends. You may wish to open the battery door so the instrument is turned off while it is placed in the ear.
- Hang the instrument over the top of your ear so that the housing portion is behind your ear and the dome is in front.



Correct placement in the ear

- Push the dome into your ear until it sits comfortably and the tube lies flat against the side of your head. Note: When the dome is placed correctly, you should not see the tube sticking out when looking directly into a mirror.
- If you have not already turned on your hearing instrument, switch it on by closing the battery door.

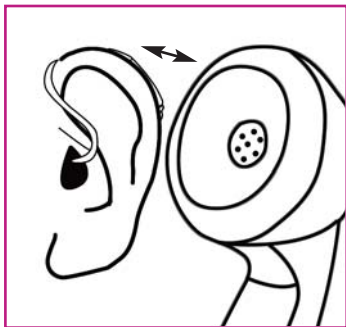
Note: If your hearing instrument irritates your ear in any way and prevents you from wearing your hearing instrument, please contact us. Never attempt to modify the shape of your hearing instrument yourself.

To remove the hearing instrument from your ear, simply pull the tube outward with your thumb and forefinger.

Using the telephone while wearing your HD210

Close proximity to a telephone can sometimes cause hearing instruments to make a squealing sound, also known as feedback. To reduce the potential for this problem, your system is equipped with feedback suppression, which greatly reduces the chance of feedback.

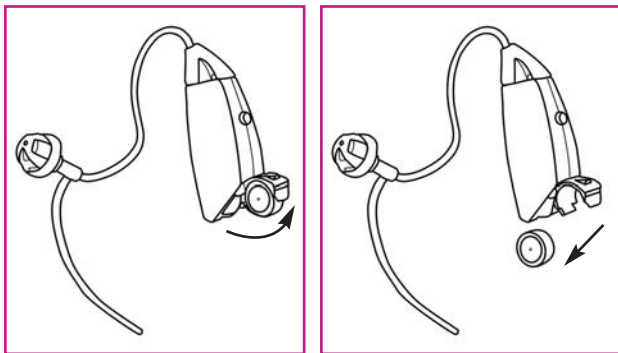
Further measures to avoid feedback include positioning the phone close to the hearing instrument, but not directly on the instrument. If there is feedback, it may take a few seconds for the instrument's signal processing to adapt. This technique may require practice.



Removing the battery

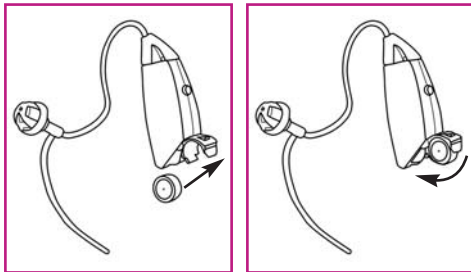
Open the battery compartment completely with your fingernail under the nail grip and pull gently to open it completely. Remove the used battery from the battery compartment.

Tip: Hold the instrument over a table or a soft surface in case the battery falls out.



Inserting the battery

Remove the film from a new battery and place the new battery into the battery compartment, matching the plus (+) sign on flat side of the battery to the plus sign in the battery compartment. A magnifying glass and good lighting may be helpful in seeing these small markings. Close the battery compartment tightly but do not use force - it should close very easily. Your hearing system should now be on.



Tip: Removing the battery when the instrument is not being worn will help prevent corrosion of the battery contacts. Corrosion can decrease efficiency, causing excessive battery consumption.

Low battery warning

Your hearing system features a Low Battery Warning function to give you notice when your battery is getting low. The instrument will signal when the battery power decreases to a certain level, and will continue beeping until the instrument automatically switches off.

Tip: It is helpful to keep spare batteries with you in case you need them.

Your HD210 uses a size 10A battery.

Battery safety

- Dispose of used batteries properly.
- Keep batteries out of reach of children or people with diminished mental capacity.
- Keep batteries away from pets.
- Do not place batteries in your mouth. If a battery has been swallowed, consult a GP immediately.

To prevent batteries from leaking or exploding:

- Do not expose batteries to temperature extremes.
- Do not dispose of batteries in fire.
- Do not attempt to recharge batteries which are not specifically designated rechargeable, or reverse a battery's polarity.

Maintenance and cleaning

Earwax (cerumen) can accumulate in and on the dome and tubing during use. Therefore, clean your dome and tubing regularly. Failure to do so can lead to an accumulation of earwax, impairing sound quality.

Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove grease or moisture. You should avoid exposing your instrument directly to moisture such as rain or water from the shower. If your instrument does get wet or if it has been exposed to high humidity or perspiration, it should be left to dry out overnight with the battery out and the battery compartment open.

Alternatively, you could store the instrument in a dry aid kit available from www.hearingdirect.com

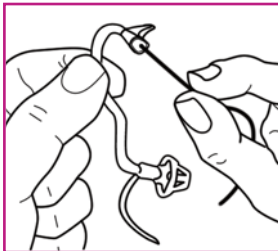
When you are not using your instrument, keep or transport it in the box supplied. Leave the battery door open. Keep your instrument in a dry place, not in a bathroom or other humid place.

Maintenance and cleaning

Cleaning the thin tube and dome

The thin tube feeds the amplified sound from the hearing instrument into the ear. It is important that the thin tube and the dome fit correctly into your ear.

The thin tube and the dome should be cleaned regularly. Remove the thin tube from the instrument before cleaning. Remove the thin tube from the instrument before cleaning by twisting the top of the tube 90 degrees away from the instrument and then lifting up. Use a damp cloth to clean the thin tube and dome on the outside and use the black cleaning rod to “push” any debris out of the sound tube. The cleaning rod should be inserted where the thin tube attaches to the instrument and pushed all the way through the thin tube and out through the dome.



Maintenance and cleaning

It is not recommended to submerge or rinse the thin tube and dome with water, as there is a risk that a water drop may become lodged in the thin tube. If this should occur, it will prevent sound coming through the thin tube, and may be harmful for the instrument's electronics.

The thin tube and dome should be changed every few months or sooner if the thin tube becomes stiff or brittle. When changing the domes yourself, make sure that they are securely fastened to the thin tube before inserting in your ear. A failure to change the domes in accordance with the instructions could result in injury.

General advice

Things that can damage your HD210

Keep in mind that some of your day-to-day routines require that you remove your hearing system.

Moisture

Avoid getting moisture in the hearing system. It should not be worn in the shower, bath, or sauna. Do not submerge the instrument in water or other liquids. If perspiration or humidity is an issue, you may find it beneficial to use a drying kit specially designed for hearing systems.

Temperature extremes

Do not expose your hearing system to extremes of heat. Some typical situations to avoid:

- Do not wear your hearing system when using a hair dryer.
- Do not leave your hearing system in your car or in direct sunlight.
- Do not attempt to dry your hearing system in any device other than an approved drying kit.

General advice

Rough treatment

Protect your hearing system from rough treatment by storing it in the provided carrying case when it is not in use.

Corrosive substances

- **Non-Approved Cleaning Solutions** - If you use cleaning products, only use those recommended by your hearing healthcare professional, as housing can be damaged by certain cleaning agents such as mineral acids, hydrocarbons (benzol), esters, alcohols and ketones.
- **Debris from Daily Hygiene Routines** - It is suggested you not wear your hearing system while applying the following: hairspray, cosmetics, colognes, perfumes, sunscreens, insect repellent, etc.

General advice

General warnings

Hearing instruments can be dangerous if improperly used.

- Do not allow others to use your instrument. It may cause permanent damage.
- Do not take your instrument into rooms where you receive treatment with X-rays or MRI.
- Wearing an instrument might cause an increased production of earwax. In rare cases, the anti-allergenic materials may cause skin irritation. If so, or if in doubt, consult your GP or ENT consultant.

Trouble shooting

Your **Hearing Direct HD210** instrument is a reliable one. In case of minor problems or malfunctions, you may be able to solve them yourself.

Symptom	Cause	Possible Remedy
Feedback 'whistling'	<ul style="list-style-type: none">● Is the dome or the thin tube inserted correctly?● Are you holding your hand or an object (e.g. a hat) too close to the instrument?● Is your ear full of wax?	<ul style="list-style-type: none">● Put it in again● Move your hand away or create some more space between the instrument and the object● Visit your GP
No sound	<ul style="list-style-type: none">● Is the instrument switched on?● Is there a battery in the instrument?● Is the battery still good?● Is your ear full of wax?	<ul style="list-style-type: none">● Switch it on● Insert a battery● Replace it with a new one● Visit your GP

Trouble shooting

Your **Hearing Direct HD210** instrument is a reliable one. In case of minor problems or malfunctions, you may be able to solve them yourself.

Symptom	Cause	Possible Remedy
Sound is distorted, spluttering or weak	<ul style="list-style-type: none">● Is the battery dead?● Is the battery dirty?● Did your instrument get moist?	<ul style="list-style-type: none">● Replace it with a new one● Clean it or use a new one● Use a desiccator
Battery drains very quickly	<ul style="list-style-type: none">● Did you leave your hearing instrument switched on at night?● Is the battery old?	<ul style="list-style-type: none">● Always switch off the instrument at night● Check the date on the battery packaging

General precautions

- Consult a GP if you find a foreign object in your ear canal, if you experience skin irritation or if excessive ear wax accumulates with the use of the instrument.
- Different types of radiation, e.g. from NMR or CT scanners, may damage the instrument. Therefore, do not wear the instrument during these or other corresponding scanning procedures. Other types of radiation (burglary alarms, room surveillance systems, radio equipment, mobile telephones, etc) will not damage the instrument. They could, however, momentarily affect the sound quality or create strange sounds from the instruments.
- Warning: Do not wear the instrument in mined or other explosive areas, unless those areas are certified for hearing instrument use.
- Keep the instrument away from children under the age of 3 as it contains small parts which may present a choking hazard.

Repairs

If your **Hearing Direct HD210** malfunctions, it must be repaired by a qualified technician. Do not attempt to open the case of the hearing instrument since this would invalidate the warranty.



Supplied by:
Hearing Direct Ltd
The Estate Office
Stockbridge Road
Sutton Scotney
Hants
SO21 3JW



Puretone Ltd. ME2 4FR