

The Hearing Co. 



User Manual

IMPORTANT: Please read the entire manual before using your new hearing aids for the first time.

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Thank You

In this manual we'll be going over everything you need to know about our hearing aids, including: set up, functions, best practices, proper care, troubleshooting and more.

But first, I'd like to say a huge thank you for choosing The Hearing Co.

Not only are you supporting a small family owned business, you're helping us bring the beautiful gift of hearing to thousands of people across America!

And that means the absolute world to us, so thank you once again.

We hope our hearing aids are everything you expected and more, but if there's ever any issues, we're more than happy to help.

Which is why your new hearing aids are backed by our 365-Day 100% Money Back Guarantee and Unlimited Lifetime Warranty - if there's ever an issue with your hearing aids, our warranty will cover you!

If you ever need to get in touch with us, you can send us an email at support@thehearing.co or give us a call at +1 437-600-1584

Before we move on, please make sure to read the entire manual before using your hearing aids for the first time. Thank you!

Overview

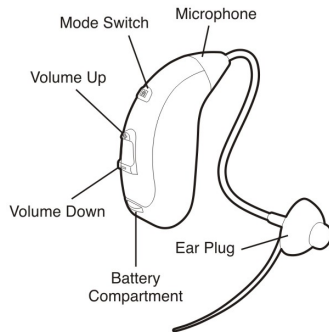
Your new digital BTE (behind-the-ear) hearing aids are meant to help you hear clearly again, without overwhelming background noise.

The audio on them is crystal clear, since background noise and feedback are “filtered out”! The fit is ultra comfortable & secure, with you being able to perfect it by choosing between the different sizes of ear domes we’ve sent you.

You’re also able to adjust the volume to exactly what you need (up to 80 dB) by a simple twist of the adjustment dial! While also being able to select through different listening modes for one-on-one conversations, group conversations, background noise cancellation and more.

IMPORTANT: While our hearing aids are very easy to use, we strongly suggest you read the entire manual before using them for the first time. We’ve included many tips & tricks to make sure your experience with your new hearing aids is nothing but the best!

Hearing Aid Diagram



Technical Specifications

MAX OSPL90 (dB)	$\leq 129\text{dB} + 3\text{dB}$
MAX-SSPL90	113dB SPL
HFA-SSPL90	108dB SPL
HFA Full-on Gain	35dB
Frequency Range	600-5000HZ
Harmonic Distortion (THD)	$\leq 10\%$
Equivalent Input Noise	$\leq 32\text{dB}$

How To Get Started

Getting started with your new hearing aids is really quick & easy, with you being able to use them for the first time in only 6 easy to follow steps. We'll go into more detail later on in this manual along with some examples, but first, here's a quick overview:

1. Install the correct sound tubes - we've included both a left and right sound tube with each hearing aid, so it's important to install the correct one on each. Luckily, installing the sound tubes is easy and we'll go over it in detail later on in our manual.

2. Practice inserting your hearing aids - before inserting the battery and turning your hearing aids "on", it's best to practice inserting them. When inserting your hearing aids for the first time, we recommend starting off with the smallest sized ear dome. Then, once you've inserted them a couple times and have gotten used to the process, it's time to try all sizes of ear domes.

3. Try all sizes of ear domes - please make sure to try all of the ear domes we've sent you, choosing the largest one that fits your ears comfortably. This will make sure you're comfy, while keeping your hearing aids in securely and making sure there's no feedback. So, even if you already like the fit of our smallest domes, please do try all 3 sizes.

4. Lower the volume - we'll increase the volume later on, but for now please decrease the volume to it's lowest level using the toggle switch on the back of each hearing aid.

5. Insert the batteries - peel the tape off both batteries and let them sit for 2 minutes. Next, gently open the battery door with your finger, pick the battery up and "plop" it in to the tray, and then close the door.

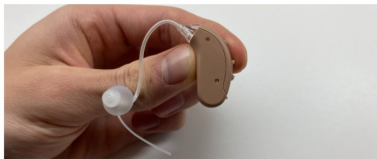
6. Try your hearing aids out - try them out and enjoy hearing clearly again! After you're comfortable with them, make sure to adjust the volume to exactly what you need, but no more - too high of a volume can produce feedback & even hurt your ears. Please also switch through the different listening modes, seeing which ones you enjoy most. If you're experiencing any issues, there are a ton of troubleshooting steps at the end of this manual!

Now that you know the 6 steps to using our hearing aids, let's go into each step with more detail.

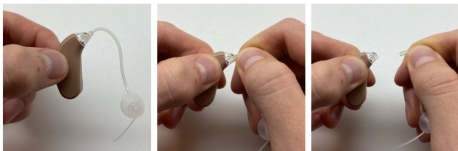
Installing The Sound Tubes

We've included both a left and right sound tube with each of your new hearing aids. So before doing anything else, we'll have to make sure the correct sound tubes are installed.

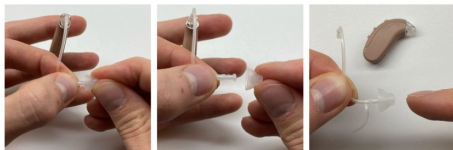
The inner side (the side that faces towards your skin) of our hearing aids have 2 visible screws. If your ear dome "sticks out" towards the side with the two screws, you have the correct sound tube installed. Please see the picture below as an example.



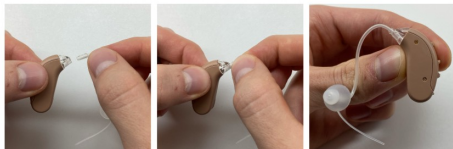
If your ear dome is facing the other way, you'll have to replace the sound tube. Starting by pinching the top end of the tube and pulling it out of your hearing aid. Don't worry about breaking them as they're extremely durable.



Next, remove the ear dome from the old sound tube (pictured below on the left and center) and then attach the smallest dome to the correct sound tube (pictured below on the right). If you're having trouble with the ear domes, the next step ("Practice Inserting Your Hearing Aids") goes over the 'trick' to getting them on easily.



Once you have the smallest ear dome on your new sound tube, simply "plug" it back into your hearing aid. If done correctly, your ear dome will now face out on the inner side of your hearing aids (see picture below on the right)



Practice Inserting Your Hearing Aids

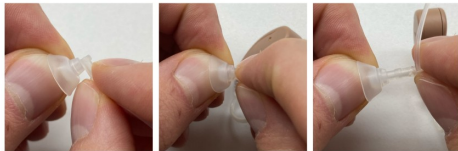
This is the most important part of our manual because if you don't know how to insert your hearing aids correctly, they'll never fit properly, it'll be hard to get them out and there's a good chance they'll squeal or produce other annoying feedback.

With that being said, when inserting your hearing aids for the first time, please make sure the smallest sized ear dome is attached. We'll try all the other sizes later on, but it's easiest to practice with the smallest domes.

To remove the old domes, all you have to do is pinch the edge of the dome that's already on each sound tube and pull it off.



Next, take the smallest dome and flip inside out. Once inside out, insert the sound tube on a 90 degree angle and then push the rest of it into the ear dome, as shown below.



Once attached flip the ear dome "right side in" and it's ready to go!



Now that you have the smallest ear dome on, please try inserting your hearing aids.

You'll want to make sure the ear dome is far enough into your ear canal, but at the same time DO NOT push them in to the point of discomfort or pain.

Since we have the smallest ear domes on right now, they may not feel "snug" just yet, but that's ok as we'll be trying all sizes of ear domes next.

NOTE: Our sound tubes are pre-formed, so if they aren't fitting you perfectly, please remove them and re-mold them using the heat from a hair dryer to the exact shape you need.

If you're having trouble with anything at all, please give us a call at +1 437-600-1584 and we'll be more than happy to help!

Choosing Your Ear Dome Size

After practicing how to insert your hearing aids, please make sure to try all sizes of our ear domes.

The reason we ask you to try all sizes is because you'll want to use the largest size ear dome that fits in your ear comfortably. Giving you a secure fit, while making sure there's no feedback.

If you already like the smallest size we've been using, that's great and you can definitely continue using it. But we still strongly recommend trying all of the sizes we've provided just to make sure!

So please try all of the ear dome we've sent you, while using the following criteria to figure out what's best for you:

- . Are they comfy?
- . Do they allow you to fully insert your hearing aids?
- . Do they keep your hearing aids in securely?
- . Is the fit snug enough to make sure you won't experience any feedback, while still being comfy?

IMPORTANT: When trying all sizes of ear domes for the first time, please make sure your hearing aids are of (no battery inserted).

Adjusting The Volume And Listening Modes

Our hearing aids offer adjustable volume up to 80 dB, at the push of a button! Allowing you to adjust them to exactly what you need in only a few seconds.

Before using your hearing aids for the first time though, it's very important to lower the volume to the absolute lowest setting - especially if you've never worn hearing aids before.

You can adjust the volume to it's lowest setting by using the lower toggle switch and clicking on the - (minus sign) 5 times.



Looking at the picture above, you'll notice an "M" button above the volume toggle switch. Once you start wearing your hearing aids (please follow the next 2 steps first though) you'll want to play around with this button as it changes listening modes" for different environments.

Some will allow more background noise in, some will cancel it out, some are better for one-on-one conversations and some are better for group conversations. As you get used to our hearing aids (more on this later on in our manual), you'll want to play around with different sound modes as well as volumes to get the perfect combination!

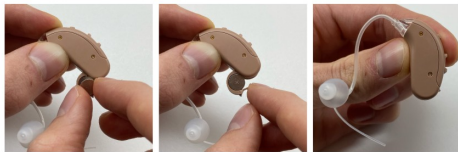
Replacing The Batteries

Before replacing the batteries in your hearing aids, please remove the tape on both batteries and let them sit for 2 minutes.

Next, gently open the battery door with your finger and pick up one of the batteries.



Then "plop" the battery into your hearing aid, making sure the flat side is facing upwards once placed in your hearing aid. After that, all you have to do is close the battery door and you're good to go!



Whenever you'd like to turn your hearing aids off, store them or replace an old battery, please use the same process above, but in reverse.

NOTE: You may need to push the reverse end of your cleaning brush through the small hole in the battery door to pop the old battery out.

Using Your Hearing Aids For The First Time

Once you've installed the correct sound tubes, chosen which ear domes fit you best, turned the volume all the way down, and inserted the batteries, it's time to try out your brand new hearing aids!

You'll want to try them out for a few minutes on the lowest volume, but after that feel free to raise the volume. As you raise the volume, make sure to raise it high enough for you to hear clearly, but no more - too high of a volume could start to produce feedback and even hurt your ears.

Also, if this is your first time with hearing aids, there's a good chance it'll take a couple hours (or days) for you to get used to wearing them. In terms of having something constantly in your ears (don't worry - you'll forget they're even there soon enough) as well as hearing things you haven't heard in years.

Our best advice is to wear them only a couple hours for the first day or two and then beyond that, make sure to wear them as consistently as you can so that your body can fully adjust - letting you hear perfectly again!

Getting Used To Your Hearing Aids

No matter how long or severely you've been experiencing hearing loss, your body will have to adjust to hearing aids. Almost as if you were learning to walk all over again, with your ears not being able to hear properly for months or even years now, their new "ability" to hear clearly again with our hearing aids will take some time to get used to.

It can take up to 4 months for your body to get fully used to hearing aids, although it's normally much quicker. Meaning you can go through the phases below as quickly (or as slowly) as you need, moving forward when you feel like your body is ready.

Phase 1: Wear your hearing aids for only 1-2 hours per day in a relatively quiet environment to familiarize and distinguish various sounds. Once you feel like your body has adjusted, move onto phase 2.

Phase 2: Wear your hearing aids for 4-8 hours per day in a slightly louder, yet still quiet environment. We recommend going for a walk in a quieter part of your neighbourhood for 20 or so minutes each day during this phase. Once you feel like your body has adjusted, move onto phase 3.

Phase 3: Wear your hearing aids as long as you'd like. Enjoy conversation with friends and family, and slightly louder environments as well . Make sure not to wear your hearing aids anywhere with excessive noise . Once you feel like your body has adjusted, move onto phase 4.

Phase 4: Wear your hearing aids as long as you'd like, wherever you'd like! - Even in loud environments! Your body has fully adjusted to it's new regained hearing abilities and you're free to enjoy hearing all the world's beautiful sounds :)

Troubleshooting Common Issues

Below are all of the most common & easily fixable issues you may experience with our hearing aids, along with the solutions:

Whistling/Squealing: If you're experiencing whistling, squealing or any other feedback, here are all the common causes:

Not using the correct sound mode - this is by far the most common cause of feedback as some listening modes will allow more feedback & background noise in . Please make sure to switch through all listening modes and play around with the volume level as well.

The volume is too loud - you should only ever turn the volume up to a point where you're able to hear clearly again . If you continue to turn the volume up after this point, you'll most likely experience feedback and your body will have a harder time adjusting to your hearing aids.

Cracks in your hearing aid - contact us for a replacement under warranty at no cost to you.

Your hands, hair or other objects are close to your hearing aid - sometimes having objects near your hearing aids will cause audio feedback . Move them away and the whistling should be gone.

Improper ear dome size - if you're hearing whistling, move up a size or two until it stops.

Too much earwax buildup - with too much earwax in either your ear or the hearing aid, you'll experience whistling . To fix this, visit your doctor to get your ears properly cleaned or use the cleaning brush provided to clean the hearing aids.

No sound: If you aren't getting any support from our hearing aids, here are all the common causes:

The volume is turned of - remove the hearing aid from your ear and turn the volume dial clockwise to increase the volume.

Low battery - please make sure to replace the old batteries with a new pair.

Dirt or ear wax blocking the eardome - use the provided cleaning brush to clean your hearing aids . You can also remove the sound tubes and ear domes and place them in warm, soapy water.

Distortion or faint sounds: If you're hearing distortion or everything sounds slightly muffled/faint, here are all the common causes:

Low battery - when the battery is low, your hearing aid isn't able to function properly resulting in distortion or low hearing support . Please make sure to replace the old batteries with a new pair.

Your hearing aids are wet - make sure to remove the batteries and let them dry in a bag of rice overnight in the event they get wet . Any sort of liquids or moisture could seriously damage your hearing aids.

Your hearing aids are dirty - use the provided cleaning brush to thoroughly clean your hearing aids.

Can't adjust the volume: If you're unable to adjust the volume on your hearing aids, here are all the common causes:

Volume has already been placed on the maximum or minimum level - play around with the volume toggle switch, going in both directions.

Dirt/debris is blocking the volume toggle switch - clean around the volume toggle switch as best you can. If you're still experiencing trouble, contact us.

Intermittent sound: If your hearing aids are cutting in and out, here are all the common causes:

Low battery - please make sure to replace the old batteries with a new pair.

They Won't Stay In My Ears / They Flop Around: If your hearing aids are falling out or flopping around, here are the most common causes: Your ear domes are too small or large - please try all sizes of ear domes.

The ear domes aren't in far enough - please insert your ear domes in further, making sure to stop if anything hurts.

If you're still experiencing issues with our hearing aids, please email us at support@thehearing.co or give us a call at +1 (437) 600-1584.

Proper Care & Maintenance

To keep your hearing aids working perfectly for years to come, some maintenance is required. But, luckily it's not all that much!

Once a week (or more - up to you!) you'll want to clean your hearing aids with a soft, dry cloth to remove any ear wax or other dirt/debris.

Along with wiping down your hearing aid, you'll want to remove and clean the ear dome in warm, soapy water.

IMPORTANT: Make sure to never use water when cleaning the hearing aid itself as liquids can seriously damage the electronics within.

IMPORTANT: Make sure to keep your hearing aids away from moisture, liquids, high temperatures and drops onto hard surfaces. Do not wear your hearing aids during an X-Ray, MR scan, CT scan, or short wave diathermy.

Warranty & Guarantee

Your hearing aids are protected by our unlimited lifetime warranty, meaning in the event of any damage or malfunction whether caused by you or the hearing aid itself, we'll send you a replacement free of charge.

Your entire order is also protected by our 365-Day 100% Money Back Guarantee in which we'll issue you a full refund within the first year of ownership if you wish.