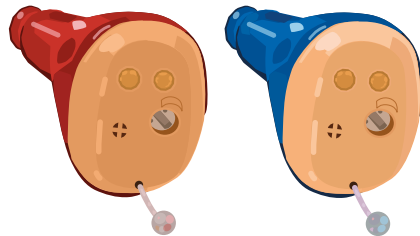


Nano Advanced Hearing Technology

TEL: 877-654-9071 Web: nanohearingaids.com

Email: support@nanohearingaids.com



Nano CIC Recharge User Manual

Contents

Welcome	01
Technical Data	03
Product Structure	04
Nano CIC Recharge	04
Charging Box	05
Accessories	06
Dome	06
Two-way Brush	07
Wax Guard Tool	07
How To Remove Old Wax Guard	08
How To Install New Wax Guard	08
Operation	09
Turning your device On/Of	09

Volume Control	09
How to wear your hearing aid	10
Charging your hearing aid	11
Cleaning	13
Drying	13
Trouble Shooting	14
Returns and Exchange policy	16
Warranty and Repairs	16
Return Policy	17
Advisory Statement	18
Enjoy Your Hearing Journey	19

Welcome

On behalf on the entire Nano Hearing Technology team, we'd like to **congratulate** you for your purchase.

Our products have **helped thousands** of satisfied customers in all corners of the globe and we are passionate about helping you find an affordable solution to your hearing loss challenges. Your new **CIC Recharge** is the perfect mix of price and quality, and we are confident it will help you hear more clearly.

Becoming comfortable with using the **CIC Recharge** will take time and patience, so practice wearing your CIC Recharge while speaking with friends and family, while watching TV, or listening to music.

Welcome to the **NANO** hearing aid family!

General Guidance

Please **Read** This Before Using Your Device

Step 1: Visit www.nanohearingaids.com/pages/tutorials and watch our demonstration video explaining how to use your new **CIC Recharge device**.

Step 2: Read the entire directions manual to get familiar with your device.

Step 3: Try putting on your device and find the right **volume** that works best for you.

If you still have concerns after reading this manual, you may **call** us at **877-654-9071** or email support@nanohearingaids.com so our friendly team of hearing specialists can help you.

Technical Data

Max Output(dB) 108±3

Avg. Output(dB) 106±4

Max Gain(dB) 30±5

Avg. Gain(dB) 25±5

Input Noise(dB) 28

Reference Test Gain(dB) 50

Frequency Range(Hz) 450 - 5000

Total Harmonic Distort 2%-3%

Battery Current 1mA

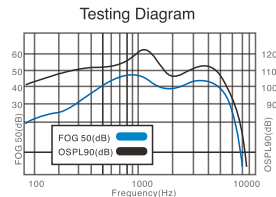
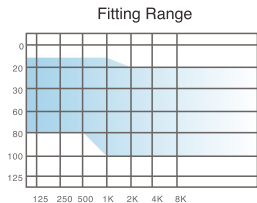
Battery Type Rechargeable Ni-MH

Charging Time 5-6H

Battery constant working time ≈24H

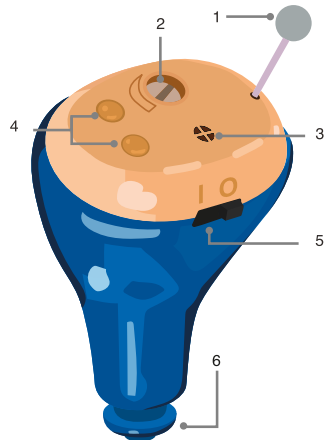
The manufacturer reserves right to adjust the technical specification of products without prior notice.

03



Product Structure

Nano CIC Recharge



1. Removal Knob

Pull to remove the device

2. Volume Control

Use the loop end of brush to adjust the volume

3. Microphone

Picks up sound

4. Charging Contact

Conducts current

5. On Switch

Turns the device on/off

6. Wax Guard

Prevents earwax build up

04

Product Structure

Charging Box

7.Silicone Cover

Protects the hearing device inside while charging.

8.LED Indicator

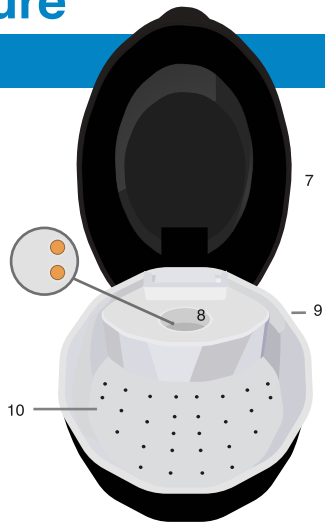
Red when charging;
Green when fully charged.

9.Charging Dock

Place CIC Recharge on the dock to charge.

10.Storage Compartment

When not in use, place device here.
Can also be used a portable case.



Accessories

Dome

There are **six** (6) different sized **domes** included in the packaging. Please **choose** a suitable dome according to your ear canal size, and make sure it fixes the ear canal well.

Feedback may occur when the dome used is too small for your ear size, so try a bigger size ear dome. To ensure **optimal performance** of your hearing aid device, make sure to **clean** your domes regularly to prevent earwax buildup.



Accessories

Two-way Brush

Use the **brush** to get rid of any **earwax** buildup that may get stuck on the dome and influence the overall sound effect of your hearing aid.

Use the **end** of the **brush** to adjust the volume of your hearing aid. Please see the operation from "volume control" part)

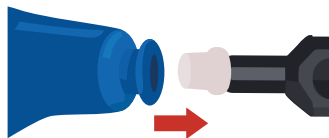


Wax Guard Tool

Replacing the **wax guard** helps prevent earwax from building up and blocking the sound. This should be done **once a week** and will greatly lengthen the lifespan of your hearing aid.

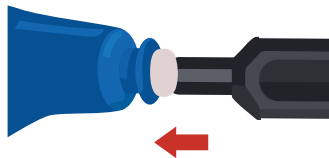


How To Remove Old Wax Guard



Plug thin end of stick to wax guard port and gently take out old wax guard.

How To Install New Wax Guard



Plug in the thick end of the stick onto a **new** wax guard, then **push** it into the wax guard port.

Operation

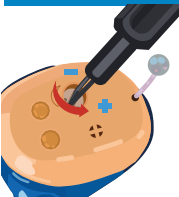
Turning your device On/Off



On switch
O - off; I - on.

Tip: Please make sure to **turn off** the device before charging.

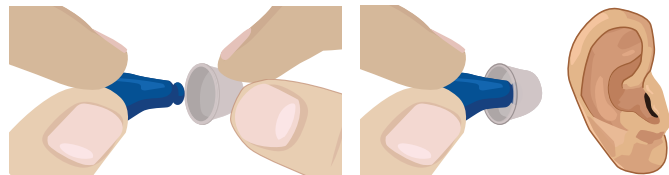
Volume Control



Adjust the volume of your device with the flat end of your brush. **Turn** anti-clockwise to **increase** the volume, clockwise to **decrease** the volume.

How to wear your hearing aid

The hearing devices are marked blue for the left ear, red for the right ear. Turn on the device, choose your suitable dome, and gently insert into the ear canal. You could wear it as below photos show.



WARNING: Never forcefully push your hearing aid device further into your ear canal. This is dangerous as it could cause permanent damage to your ear and hearing.

As you insert the hearing aids INTO your ear, you will hear a whistling sound or **feedback**. This is normal, indicating the device is working. Once the device is completely inside the ear and fits well, the feedback will stop.

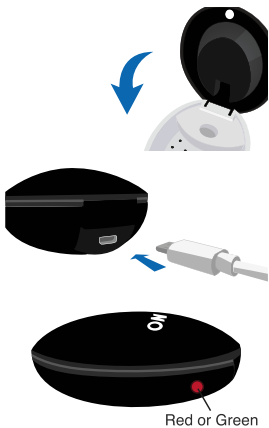
Charging your hearing aid

Turn off your hearing aid first before you place the hearing aid on the **charging dock**. Make sure to close the lid of the charging box once the hearing aids have been placed inside the charging dock.

Connect the **USB power cable** to the charging case and plug the adaptor into the wall.

NOTE: The charging will start only after the lid is closed and the charging dock is in good condition.

RED light means the device is now charging. When the charging case light turns **green**, it means charging is done. Unplug the device.



Charging your hearing aid

IMPORTANT

- When using the hearing aid for the **first time**, we recommend you to **charge** it for **10 hours** before use.
- It takes around **5-6 hours** to fully charge your hearing aid. Overcharging must be avoided to protect the charging circuit and hearing functions.
- If the device is **not used** for over one (1) **month**, **charge** the device for **12 hours** for 3 times to reactivate the battery.
- Please turn off the device after each use.
- Required voltage for adaptor: **D/C 5V**.

Cleaning

Excess earwax can cause **whistling**. Please use the **brush** or an **alcohol wipe** to remove the **ear wax** on your device / ear dome after each use.

Drying

Moisture will shorten the device's lifespan and affect sound quality. It is recommended that you use a **dehumidifier** device to **dry** the device after use.

Trouble Shooting

Problem	Solutions to try
Low sound	Adjust the volume control. Make sure the device has enough power . Make sure the device and dome are cleaned , in case the earwax buildup is blocking sound .
Feedback	Whistling occurs when the sound returns to the microphone causing a feedback loop. Once the device is properly seated in your ear, in many cases, the feedback should stop. This is especially true for CIC devices that fits completely in your canal. If the problem still persists, try a different sized dome and lower the volume.
No Sound	Your hearing aid probably requires charging . Check if the hearing aid device is turned on.

Trouble Shooting

Solutions to try	
	<p>If your hearing aid device, while charging, turns to green before the required minimum charging time, this means you are undercharging your hearing aid. Make sure the device is turned off during charging and charge the device for at least 12 hours (even though the light has turned green) and repeat 3 times to let the battery to recover.</p>
	<p>If a dome is not securely fastened on your hearing aid before inserting into your ear, this could possibly get lodged in your ear canal when you pull it out. In the event that this happens, DO NOT attempt to remove the stuck dome with your fingers, use tweezers, cotton buds, or any other tool. Visit your doctor / audiologist as soon as possible.</p>

Returns and Exchange policy

Warranty and Repairs

Your hearing aid comes with a standard **twelve (12) month warranty** that protects you against any defects from the date you place your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This **warranty** does not cover malfunctions or damage due to unusual wear and tear or mistreatment of your hearing aid.

If you require warranty service, please contact our customer service at **877-654-9071** or email us at **support@nanohearingaids.com**.

For **100%** coverage of your hearing aid against any physical damage or loss you may consider purchasing our Nano Hearing Aid Extended Warranties, which are available at the Nano Hearing Aid website.

Returns and Exchange policy

Return Policy

Your satisfaction is guaranteed! If you are not satisfied with your Nano Hearing aids, you have **60 days** from the date of purchase to return it for a full refund. Nano Hearing Aids requires a minimum trial period of 21 days. This minimum trial period is required because medical studies show that your brain requires about three weeks to adjust to new hearing aids. Return requests prior to 21 days from date of invoice will incur a ten percent (10%) Early Return Fee. All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee.

Please call support at **877-654-9071** for an RMA number and specific return instructions. We are available 7 days a week, 7am-5 pm PST. Please take note that we are unable to honor return requests after **60 days** from the date of purchase as shown on your invoice

Advisory Statement

Nano Hearing aids advises anyone who has a history of:

- (1) Visible congenital or traumatic deformity of the ear;
- (2) Active drainage from the ear within the previous ninety days;
- (3) Sudden, or rapidly progressive, hearing loss within the previous ninety days;
- (4) Acute chronic dizziness;
- (5) Unilateral hearing loss of sudden or recent onset within the previous ninety days;
- (6) Audiometric air-cone gap equal to, or greater than, fifteen decibels at five hundred hertz (HZ), one thousand HZ, and two thousand HZ;
- (7) Visible evidence of cerumen accumulation, or a foreign body in the ear canal;
- and (8) Pain or discomfort on the ear, to consult a physician or an otolaryngologist prior to fitting of the hearing aid.

The hearing aid will not restore normal hearing nor will prevent further hearing loss. It is also required that the person under the age of eighteen obtain an evaluation by an audiologist in addition to the **medical evaluation** before a hearing aid can be sold to such person. The purchaser is advised that any examination or representation made by a hearing dispenser in connection with the business of dispensing this hearing aid, or hearing aids, is not an examination, diagnosis, or prescription by a person licensed to practice medicine in the state, and therefore, must not be regarded as medical diagnosis.

Enjoy Your Hearing Journey

With glasses, your vision immediately comes into focus when you put them on. With **hearing aids**, the process isn't so instant - you will hear **new sounds** that you likely haven't heard in years, and it **takes** your brain **time** to adjust. After a few weeks, your brain will process more and more of the sounds you're hearing.

WEEK 1

Some sounds may seem too **loud** when you first start wearing your new hearing aids. This is to be expected.

Your **brain** needs time to **re-learn** how to process new sounds. The more you wear the new hearing aids, the more you'll adjust to your newfound hearing!

BE PATIENT

Start out by wearing your hearing aids for a **few hours** a day, then gradually build up to wearing them all day (you should be able to wear them all day within a few days)!

Enjoy Your Hearing Journey

WEEK 2

Hearing new sounds you haven't heard in a long time can be exciting but a bit overwhelming! As you wear them more and more, **conversation** will become easier, and you may even need to lower the volume on the TV or ask people to lower their volume on the TV or ask people to lower their voice.

PRACTICE

Listen to your favorite music, watch your favorite TV shows, or have conversations with loved ones... and feel your hearing getting better every day!

WEEK 3

After 3 weeks, hearing will be much easier and you'll feel more present in conversations. You'll be able to enjoy life to the fullest as your brain will have adapted to the sounds you're hearing again!

ENJOY!

By this point, your brain has adjusted, and you can enjoy your newfound hearing abilities.