



Service Phone
(877) 654-9071

Open every day
Monday to Friday:
8am-6pm
Saturday: 9am-4pm EST
Sunday: 10am-4pm EST



Website:
www.nanohearingaids.com



Email:
support@nanohearingaids.com

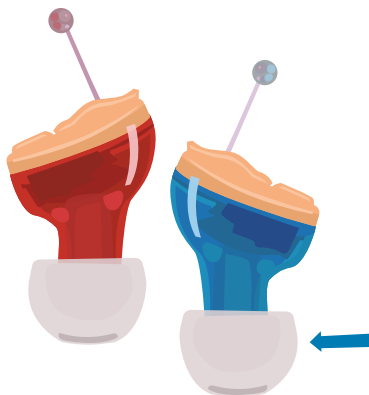
Thank you for shopping with Nano!



NANO CIC MODEL HEARING AIDS
USER GUIDE

QUICK START GUIDE

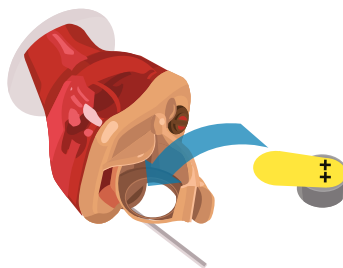
Changing hearing aid domes



Choose a dome size that best fits your ear and install on hearing aid as shown.

01

Inserting Battery



- 1 **Open** battery door (do not pass 90°)
- 2 **Remove** the used battery if present.
- 3 **Align** the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
- 4 Gently **close** battery door.
- 5 Once battery door is **closed**, the device will turn **on**. NOTE: The device turns off when you open the door.

When the hearing aids are not in use for an extended period of time, remove the batteries to prevent battery corrosion inside the battery compartment.

Buy more batteries here:
<https://nanohearingaids.com/collections/nano-batteries>

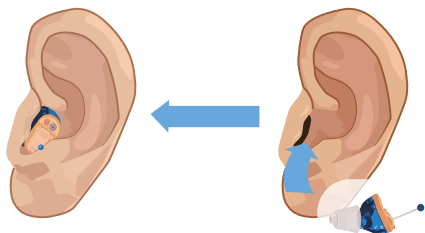
02

SWITCHING ON/OFF

To **turn ON** the device, **insert** the **battery** and **close** the hatch.

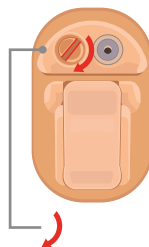
To **turn OFF** the device, simply **open** the hatch and the device will turn off. We recommend turning off the device when not in use to conserve battery.

HOW TO WEAR IT?

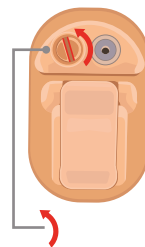


Insert the device gently into the ear canal, making sure of a tight, secure fit.

VOLUME ADJUSTMENT



Clockwise:
Turns up the volume



Anti-clockwise:
Turns down the volume

To **adjust** the volume, use the included **mini screwdriver** to turn the volume knob on the outside of the device next to the battery hatch. **Turn** the **screwdriver** **clockwise (right)** to **increase** the volume, turn the screwdriver **anti-clockwise (left)** to **decrease** the volume.

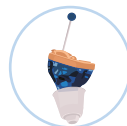
Technical Specifications of Nano CIC unit

Power: 1.3V, with the relative error between +5% and -10%.

Enviromental temperature: -10°C~ + 40°C ,
relative humidity: ≤80% , Atmospheric
pressure: 86KPa - 106 Kpa.

MAX.SSPL(OSPL90)	≤115+3
High Frequency Average(OSPL90)	106±4
Full-on acoustic gain	32±5
Equivalent Input Noise Level	≤29dB+3dB
Total Harmonic Distortion	≤7%+3%
Frequency Response Range	300Hz ~ 4500Hz

What's in the box



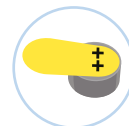
Hearing Aid



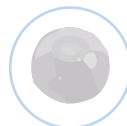
D size ear tip



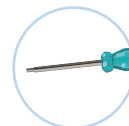
User Manual



Batteries



C size ear tip



Screwdriver

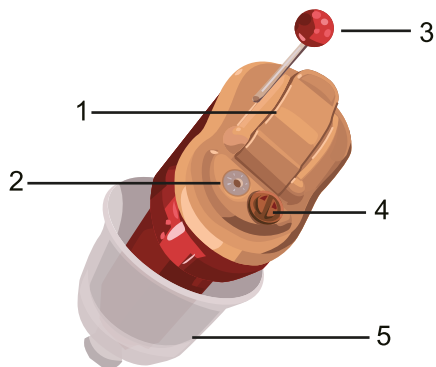


Cleaning Brush



Warranty Card

Getting to know your hearing aids



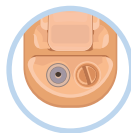
- 1 Battery Compartment
- 2 Microphone
- 3 Drag Ball (antenna)
- 4 Volume Adjustment
- 5 Ear tip

Before you insert your hearing aids, we want to familiarize you with their various parts:



Ear Tip

The ear tip allows hearing aids to be **comfortably** suspended inside the ear canal.



Microphone

The microphone **pick up** sounds from your surroundings.



Screwdriver

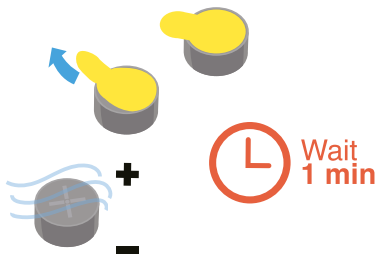
The screwdriver helps **adjust** the volume.



Speaker

The speaker creates sound.

BATTERY



- 1 **CIC** units come with A10 zinc-air batteries.
- 2 **Peel off** the orange tab from the new battery.
- 3 To increase battery life, **wait** one minute before inserting battery into the device.

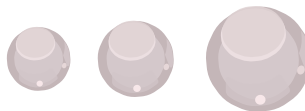
LOW BATTERY WARNING: when user hears rapid, continuous **beeps**, detach hearing device and **replace** batteries.

FIND THE PERFECT FIT

Choosing the ear tip

If the regular size feel too loose, swap them with a larger size to see if they are a better **fit**.

If the open size isn't a good fit, swap them with the power type to see if those are better.



C size ear tip



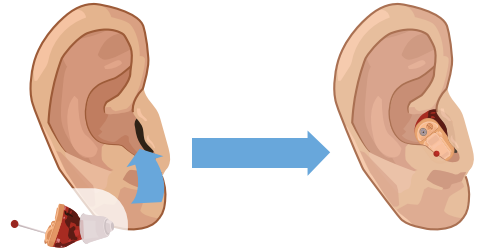
D size ear tip

INSTALLING THE EAR TIP



Push the **ear tip** over the ridges on the hearing aid. Make sure that the new ear tip is properly and securely **mounted** before inserting the ear canal.

PLACE EAR TIP IN ENTRANCE OF EAR CANAL



- 1 Gently **place** ear tip in entrance of **ear canal**
- 2 The **antenna** should resting on the entrance just **above** the ear **lobe**.

Troubleshooting

1 What is the purpose of the antenna?

The **antenna** is used as something that a user can **grab** when **inserting/removing** the device because the device fits fully on the user's ear. It's important to have something to grab/to remove on certain device.

2 Why do I hear whistling?

The device might **not** be **fully inserted** into the ear canal or the **volume** is on the **loudest** setting. Turn down the volume of the hearing aid and fully insert the device into the ear canal. Once inserted with the right volume level, the feedback should now be minimal.

3 What should I do if I hear no sound?

The battery may be not functioning or properly inserted. Try **replacing** the **battery** and adjust the volume to verify if the unit is receiving power. If the hearing aid does not turn on with a fresh battery then it may be defective (Refer to Returns and Exchanges Policy, page 17). If the unit is receiving power but **hear** an **occlusion** effect (hollow, echoing, booming sounds) , please **check** ear domes for **earwax** build up and replace or clean the ear domes using the cleaning brush as this might be causing the occlusion sound.

4 My hearing aid works, but the sound is very low.

Replace the battery with a fresh one. Make sure the device is **clean, dry** and that the ear dome is free of any blockages.

ADAPTING TO YOUR HEARING AID



It is recommended to start **wearing** your new hearing aid for at least **1-2 hours** per day at home while engaging in regular conversation, watching TV or performing household task to help your ears acclimate to your hearing aid. It is common not to notice much of a difference within the first week.



Introduce your hearing aid to **quiet outdoor** environment such as a park or open space. As your ears get used to the device, extend the hearing aid to use **3-4 hours** per day. You may notice that you start **hearing sounds** you previously were not able to.



Regular and outdoor **conversations** should now be tolerated. Try bringing your hearing aid with you to a restaurant work. Extend daily use to **5 to 6 hours** per day but don't over to it as you are still getting used to the device.



Now is the time to start **enjoying** all the sounds of the world again. Try your hearing aid in any environment as you should now be well acclimated to the amplification.



RETURNS AND EXCHANGES POLICY

WARRANTY

Your Nano Hearing Aids is covered against defect in materials and workmanship for 1 year from the time you receive your order. If our examination has determined that the unit failed due to its parts, materials, or workmanship we will replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of the hearing aid, such as physical shock, excessive wax build up, or tampering with the instrument all of which void the warranty. If you require warranty service, please contact customer service 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**.

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 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.