



Completely in Canal
OTC Hearing Aids

User Manual

Warnings



WARNING: If you are younger than 18, do not use this. You should go to a doctor, preferably an Ear, Nose and Throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.



WARNING: When to see a doctor

If you have any of the problems listed below, please see a doctor, preferably an Ear, Nose and Throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.

- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes; it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

⚠ WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

CAUTIONS AND NOTICES

⚠ Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

⚠ Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

⚠ Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note:

- These devices should not be used for individuals with chronic suppurative otitis media or congenital ear atresia.
- These hearing aid should be used for individuals with perceived mild to moderate hearing impairment.

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening – for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Note: If you experience side effects, such as skin reaction or accelerated accumulation of ear wax accumulation, contact a physician, preferably an Ear, Nose and Throat physician.

Thank you for choosing Nano Hearing Aids!
We are excited for you to experience our hearing aids.

If you have any questions, feel free to contact us at:
support@nanohearingaids.com

Customer Success Team
619-738-2438

1. Getting Started	9
Tips for Getting Started	10
Resources	12
What's Included	14
CIC2 and CIC4 Overview	16
Charging Case Overview	19
2. Preparing Your Hearing Aids	20
Charge Your Hearing Aids	21
Select Dome	26
Attach Dome	29
3. Wearing Your Hearing Aids	30
Insert Hearing Aid	31
Turn Hearing Aid On	32
Adjust Hearing Aid	33

Change Programs	38
Remove Hearing Aid	41
4. Caring for Your Hearing Aids	42
Cleaning Your Hearing Aids	43
Wax Guard	44
Cleaning Domes	46
Protecting Your Hearing Aids	47
5. Troubleshooting	48
6. Accessories Available for Purchase	55
7. Technical Specs	57
8. Safety and Regulatory Information	61
9. Maintenance, Storage and Disposal	66
10. Warranty	69
11. Return Policy	71

Welcome

On behalf of Nano, we'd like to congratulate you on your state-of-the art purchase. Our products have helped thousands of satisfied customers. We are passionate about helping you find an affordable solution to the challenges brought about by your hearing loss.

Your new hearing aids are the perfect mix of price and quality, and we are confident they will help you hear more clearly. Becoming comfortable with using the hearing aids will take time, so practice wearing it while speaking with friends and family, watching TV, listening to music, or participating in your favorite activity involving sound!

1

Getting Started

Tips for Getting Started

Resources

What's Included

CIC2 and CIC4 Overview

Charging Case Overview

Tips for Getting Started

Please refer to Your Journey to Better Hearing for a guide to wearing your hearing aids for the first 21 days.

To set you up for success, we recommend the following additional tips to help get you started:

- Before wearing your new device, we recommend removing any wax build up in the ear canal. A professional ear cleaning may be necessary.
- Hearing aids should be fully charged before using for the first time.
- Wear the hearing aids for a few hours the first day. Try to increase the amount of time you wear them each day. Start by wearing them in a quiet environment, gradually working your way to more challenging environments, such as restaurants.
- Initially, wear the hearing aids at home. You'll notice sounds you may not have heard in a while, like the refrigerator humming. Over time, your brain will learn to adapt to these new sounds.

- Have one-on-one conversations in a quiet environment.
- Listen to an audio book or podcast.
- Noisy environments can be quite challenging for new hearing aid users (and even normal hearing people). Be patient as you explore the more challenging listening environments.
- Ask your friends and family to help you by speaking clearly and slowly. It will also be very helpful if they face you as they speak.
- Everyone's experience with adapting to hearing aids is different. Be patient as you go through the process of adjusting to them. Most likely, your hearing has decreased over a few years time. Your brain is now receiving more auditory information than it has in a while and will take some time to adapt.
- Feedback/chirping can be expected when the hearing aid is inserted in the ear with the power on. Feedback can also be expected if you place your hand next to your ear with the hearing aid on.
- Wind noise/wind shear may be experienced when outdoors or any time wind turbulence over the microphone is present.

Resources

Use the **Quick Start Guide** to get you started using your hearing aids right away.

This **User Manual** is for both the CIC2 and CIC4 hearing aids and will provide more detailed information about using your hearing aids.

For an electronic version of this User Manual, use the QR code below.



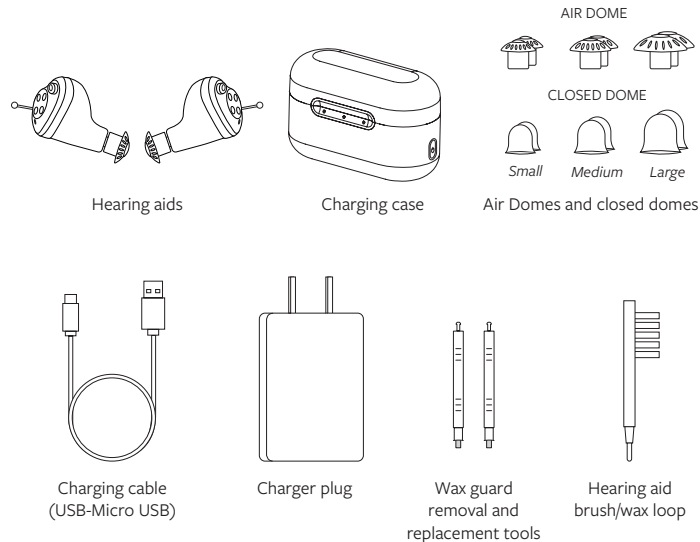
If you have any questions, feel free to contact us at:
support@nanohearingaids.com

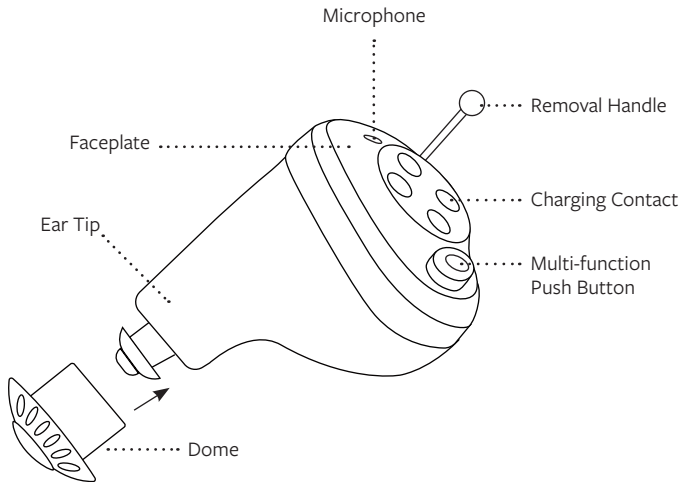
Customer Success Team
619-738-2438

Our friendly Advanced Support Team is here to help!

What's Included:

- ☒ Hearing aids
 - ☒ Charging case
 - ☒ User Manual
 - ☒ Quick Start Guide
 - ☒ Return policy
- ☒ Accessories:
 - Charging cable (USB-Micro USB)
 - Charger plug
 - Air Domes
 - Closed domes
 - Wax guard removal and replacement tool
 - Hearing aid brush/wax loop





CIC 2 Overview		
FUNCTIONS	Listening Programs	✓ Normal Conversation ✗ Noisy Places ✗ Loud Places ✓ Music Listening
	Feedback Management	✓
	Noise Reduction	✓
FEATURES	Multi size domes	✓
	Open fitting options	✓
	Cleaning brush with wax loop	✓
	Charging case with power supply	✓
	Volume & program changes	✓

CIC 4 Overview

FUNCTIONS

Listening Programs

- ✓ Normal Conversation
- ✓ Noisy Places
- ✓ Loud Places
- ✓ Music Listening

Advanced Feedback Management



Advanced Noise Reduction



FEATURES

Multi size domes



Open fitting options



Cleaning brush with wax loop



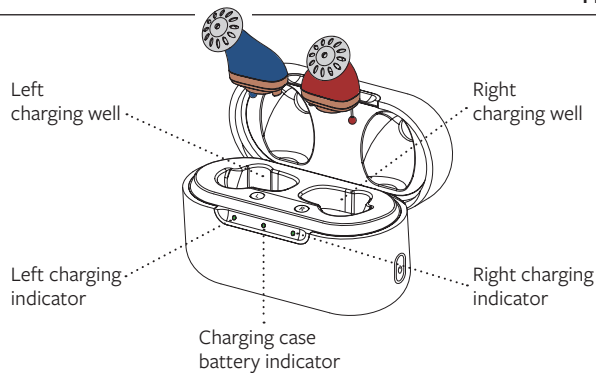
Charging case with power supply



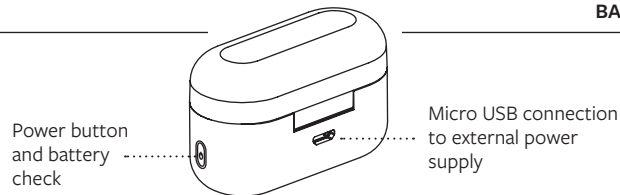
Volume & program changes



FRONT



BACK



2

Preparing Your Hearing Aids

Charge Your Hearing Aids

Select Dome

Attach Dome

Step 1: Charge Your Hearing Aids

Hearing aids should be fully charged before using for the first time.

- Plug the USB end of the cable into the wall charger. Plug the micro-USB end of the cable into the charging case.
- Hearing aids must be powered off to charge. Hearing aid will not properly charge if placed in the charger while powered on. If hearing aids are off, you will not hear feedback/chirping as you cup them in your hand. To turn off, press and hold multi-function button on the faceplate for 4 secs until you hear a long tone.
- Place hearing aids in charging wells: left (blue) hearing aid in the left well, right (red) hearing aid in the right well. Removal handles should be placed in the deepest part of the respective well.
- When properly placed in the well, the hearing aid will magnetically click into place.

- LED lights on the charging case will indicate charge status of hearing aid and charging case.

Indicator Lights

Orange lights	Hearing aid/charging case is charging
Green lights	Hearing aid/charging case is fully charged

Charging Tips

- **Hearing aids must be powered off to properly charge.**
- A fully charged charging case can provide two cycles of charging for a pair of hearing aids.
- If charging case is not connected to power, all lights on the case will turn off after 5 minutes of hearing aids fully charging.
- To charge hearing aids in charging case without connecting the case to power, ensure the center light is green. If center light is not green, the charging case won't charge the hearing aids. The charging case will need to be charged.

- The expected amount of hearing aid use time based on charging time is as follows:

Charging Time	Expected amount of hearing aid use
15 minutes	3-4 hours
2 hours	10-13 hours

Low Battery Indicator

When the hearing aid has approximately 30 minutes of battery charge remaining, the aid will double beep three times. These beeps will repeat every 10 minutes until the aid shuts down. (3 rounds of double beeps within 30 minutes.)

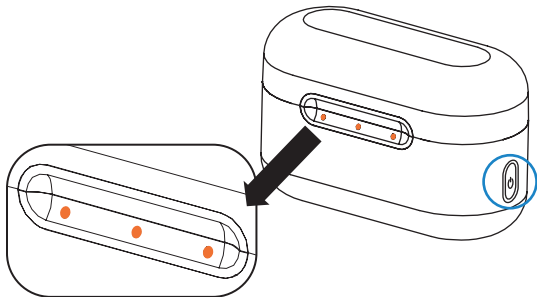
Turning the Charging Case OFF

To preserve the battery life of the charging case, turn the charging case off when not in use.

- Press and hold the power button on the charging case for 5-7 seconds.
- The indicators will turn orange and flash 3 times.
- The charging case is now OFF.

Turning the Charging Case OFF

Press and hold power button to turn case off.



Charging Case Indicators

	Left Aid	Charging Case	Right Aid
● ● ●	Fully Charged	Fully Charged	Fully Charged
● ● ●	Charging	Fully Charged	Fully Charged
● ● ●	Charging	Charging	Fully Charged
● ● ●	Charging	Charging	Charging
● ● ●	Charging	Fully Charged	Charging
● ● ●	Fully Charged	Charging	Charging
● ● ●	Fully Charged	Fully Charged	Charging
● ● ●	Fully Charged	Charging	Fully Charged

Step 2: Select Dome



Tip: We encourage you to try using the hearing aid without a dome. While domes have been provided, you may find it more comfortable and less occluding without domes. However, if you experience feedback or chirping without a dome, proceed with selecting a dome that best fits your ear.

- It may take some time experimenting with various domes to find the one that best suits your ears and listening preference. A dome can affect comfort, the way your voice sounds, and overall amplified sound. For your convenience, small, medium and large Air Domes and closed domes are included with your Nano Hearing Aids.



AIR DOME



CLOSED DOME

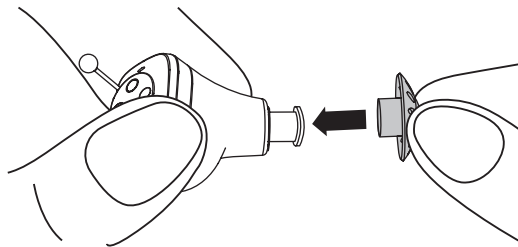
- Place the hearing aid (powered on) in your ear (reference page 31) with the dome attached. Open and close your jaw with a chewing motion several times to ensure hearing aid doesn't move out of your ear. Use the guide below to help select another dome if necessary.
- Keep in mind:
 - With a smaller Air Dome, your voice is likely to sound more natural.
 - With a larger closed dome, you may feel like you're speaking in a barrel.
 - Always start with trying smallest to largest Air Domes. Then, try smallest to largest closed domes.

Dome Selection Guide

Issue	Recommendation
Dome is too tight	Try a smaller Air Dome. Try a smaller closed dome.
Dome is too loose/ Dome slips in ear with jaw movement	Try a larger Air Dome. Try a larger closed dome.
Feedback/chirping from hearing aid	Try a different Air Dome, starting with smallest. Try a closed dome, starting with smallest. Try other feedback troubleshooting tips (page 49)
Own voice is uncomfortable or booming	Try aid without a dome. Try a smaller Air Dome.

Step 3: Attach Dome

Securely attach a new dome to the tip of the hearing aid as shown. Once the dome is attached, give it a slight tug to make sure it's secured to the tip.



Note: If a dome is not securely attached before inserting into your ear, the dome could possibly get lodged in your ear canal when the hearing aid is removed. In the event this happens, we recommend visiting a professional for removal.

3

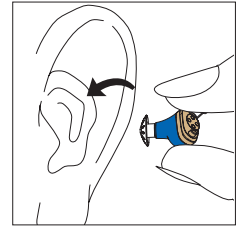
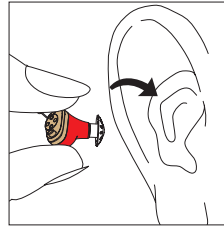
Wearing Your Hearing Aids

Insert Hearing Aid
Turn Hearing Aid On
Adjust Hearing Aid
Change Programs
Remove Hearing Aid

Step 1: Insert Hearing Aid

Red hearing aid for **right ear**.

Blue hearing aid for **left ear**.



- Hold the hearing aid with your thumb and finger as shown. The dome/tip of the hearing aid should be pointing away from your hand. The removal handle will be positioned at the top of the hearing aid.
- Gently insert the hearing aid (tip first) into the ear canal. To prevent the hearing aid from sitting too close to the eardrum,

do not push the faceplate deeper than the opening of the ear canal.

- Use finger or thumb to gently position hearing aid in the ear if needed. Hearing aid may need to be slightly rotated once in ear to obtain correct placement.



Tip: If uncomfortable feedback/chirping is experienced during the insertion process, hearing aid may be turned off prior to insertion. Once hearing aid is in the ear, turn hearing aid on.

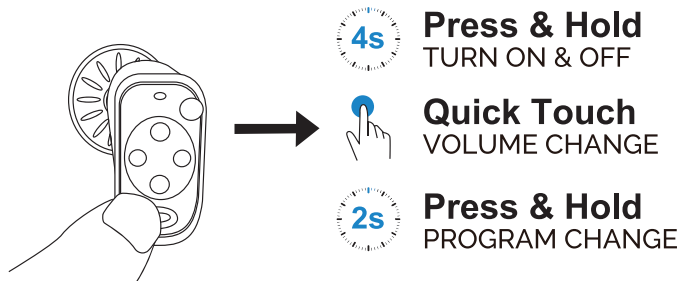
Step 2: Turn Hearing Aid On

If hearing aid is off, press and hold the button for 4 seconds until it turns on. Once on, you will hear beeps as described on pages 33-37.

Step 3: Adjust Hearing Aid

Make adjustments to your hearing aid by using your finger or thumb to control the multi-function button on the faceplate.

If using your thumb, position your thumb facing forward, thumbnail facing the back of your head.



CIC 2 Multi Function Button

Function	Action	Indicator
Turn on	Press and hold button for 4 seconds.	Hearing aid will turn on to last program used and will beep accordingly. (1 beep for program 1, 2 beeps for program 2)
Turn off	Press and hold button for 4 seconds.	Hearing aid will beep for last program used (1 beep for program 1, 2 beeps for program 2), followed by long beep.
Volume	Quick touch the button to cycle the volume up from volume levels 1-6.	1 beep: every time volume level is increased. 3 beeps: at max volume (volume level 6). The next button touch after max volume returns the volume to level 1.
Program	Press and hold the button for 2 seconds to advance to the next program (2 programs total).	1 beep: Program 1 2 beeps: Program 2

CIC Multi Function Button

Function	Action	Indicator
Turn on	Press and hold button for 4 seconds.	Hearing aid will turn on to last program used and will beep accordingly. (1 beep for program 1, 2 beeps for program 2, etc.)
Turn off	Press and hold button for 4 seconds.	Hearing aid will beep for last program used (1 beep for program 1, 2 beeps for program 2, etc), followed by long beep.
Volume	Quick touch the button to cycle the volume up from volume levels 1-6.	1 beep: every time volume level is increased. 3 beeps: at max volume (volume level 6). The next button touch after max volume returns the volume to level 1.
Program	Press and hold the button for 2 seconds to advance to the next program (4 programs total).	1 beep: Program 1 2 beeps: Program 2 3 beeps: Program 3 4 beeps: Program 4

Step 4: Change Programs

Your hearing aids have 2 programs (CIC2) or 4 programs (CIC4) from which to choose. The programs allow you to change between different listening settings by shaping the sound differently in each setting. Take time to switch between programs to determine which program best suits your comfort and listening needs. You may find program 1 works best for you in a quiet environment, whereas another program works best for you when you're listening to music. Alternatively, you may find that you prefer listening to one particular program at all times.

To change the program, press and hold the button for 2 seconds. You will hear the number of beeps that corresponds to the program selected.

CIC Programs

Hold button for 2 seconds to change programs for sound shaping.

Program	Indicator	Recommended for
1: Normal Conversation	1 beep	Quiet environments, home or office
2: Music Listening	2 beeps	Music, concert halls, theaters

CIC 4 Programs

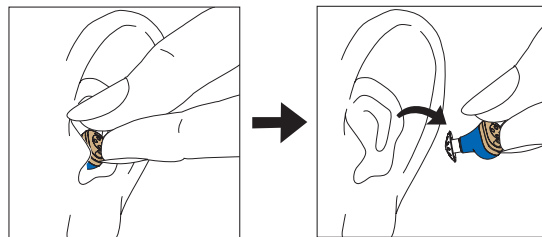
Hold button for 2 seconds to change programs for sound shaping.

Program	Indicator	Recommended for
1: Normal Conversation	1 beep	Quiet environments, home or office
2: Noisy Places	2 beeps	Noisy environments such as restaurants, large meetings
3: Loud Places	3 beeps	Loud environments such as traffic, large crowds
4: Music Listening	4 beeps	Music, concert halls, theaters

Step 5: Remove Hearing Aid

Grasp removal handle and gently pull hearing aid out of ear.

Wipe dome clean from any ear wax, oils, moisture, etc.



Tip: After removing hearing aids from ears, turn hearing aids off. Return them to charging case when not in use.

4

Caring for Your Hearing Aids

Cleaning Your Hearing Aids

Wax Guard

Cleaning Domes

Protecting Your Hearing Aids

Cleaning Your Hearing Aids

It's important to clean your hearing aids often for best hearing results.

- Remove dome (if using) from hearing aid tip.
- Use a dry cloth or alcohol wipe to clean the body of the hearing aid.
- Use hearing aid brush or a dry cloth to gently remove debris and wax from tip of the hearing aid. It's important to have the ear tip free of wax or debris as blockage may result in feedback or limited sound.
- Change the wax guard if unable to remove wax from tip of hearing aid (See page 44).
- We recommend changing the dome every three months. However, change dome sooner if it's stiff, brittle or discolored.

- After cleaning hearing aid, securely connect dome to tip of hearing aid.

Wax Guard

Changing Wax Guard

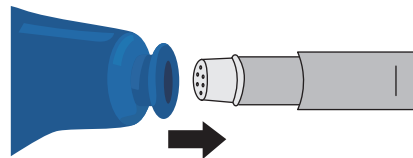
- It's important to keep the hearing aid tip free of wax and debris. If you notice a decline in the performance of your hearing aid, you may need to change the wax guard.
- If wax cannot be removed with a dry cloth or with the hearing aid brush, change the wax guard. The wax guard is a small white screen at the tip of your hearing aid. It's designed to keep wax and debris from entering your hearing aid.

Remove Old Wax Guard

- Remove dome from hearing aid tip.
- Insert the thin end of the wax guard stick into the wax guard

port at the tip of the hearing aid. The stick will be embedded in the white wax guard.

- Gently pull the stick away from the hearing aid tip to remove the wax guard. Discard old wax guard.
- Use hearing aid brush to remove any wax or debris that may have remained on the tip of the hearing aid.

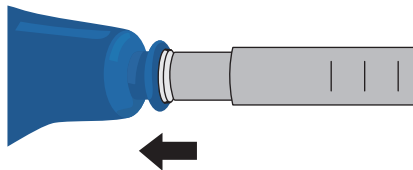


Insert New Wax Guard

- Use the thick end of the wax guard stick (with white wax guard attached) to insert a new wax guard.
- Firmly push the new wax guard into the tip of the hearing aid.

When properly inserted, the wax guard should be nearly flush with the tip of the hearing aid. Remove stick from tip of the hearing aid.

- If using dome, place securely back on hearing aid tip.



Cleaning Domes

- Remove dome from hearing aid.
- Clean dome with an alcohol wipe or dry cloth, ensuring the center hole is free from wax and debris.
- You may also clean the dome with warm water and a mild soft soap. Gently massage the dome in warm water until it's free

from wax. Allow dome to dry completely before connecting it to hearing aid tip.

Protecting Your Hearing Aids

- Avoid moisture. Remove hearing aids while showering/bathing, washing your hair, swimming, participating in vigorous exercise or engaging in any other activity during which hearing aids may get wet or exposed to moisture.
- Remove before applying perfume or hair spray.
- Keep away from pets and small children.
- Store in charging case when not in use.
- Keep out of extreme hot/cold temperatures, moist and humid environments.
- If aids happen to get wet, allow them to air dry. Refrain from using a blow dryer, microwave or any hot surface to dry.

5

Troubleshooting

Issue	Recommendations
Feedback / Chirping	<ol style="list-style-type: none">1. Ensure hearing aid is properly seated in ear canal<ul style="list-style-type: none">• Microphone and removal handle are at the top of the ear canal when hearing aid is properly placed in the ear.• Use one hand to gently pull the top of the ear upward while using the other hand to insert the hearing aid. Doing this will straighten out the ear canal, allowing the hearing aid to enter the ear canal, possibly forming a better seal.• Gently reposition/rotate hearing aid in ear canal to create a better seal.2. Remove dome to inspect the hearing aid tip and dome for wax or debris.

Issue	Recommendations
Feedback / Chirping	3. Use hearing aid brush or dry cloth to remove wax/debris from hearing aid tip and dome.
	4. Use hearing aid brush to remove wax or debris from microphone on faceplate.
	5. Try a different size or type of dome.
	6. Change wax guard if visible wax has accumulated in white wax basket.
	7. Remove any wax build up in the ear canal. A professional ear cleaning may be necessary, as excess wax may cause feedback.

Issue	Recommendations
Sounds like I'm in a barrel	Remove dome. Try using hearing aid without dome.
	Try a smaller Air Dome.
	Try a smaller closed dome. Try a different program setting.
Volume/ Amplification is not enough	Change program setting.
	Turn volume level up.
	Try a larger closed dome.
	Clean hearing aid tip or dome with hearing aid brush or damp cloth to ensure wax and debris is not blocking sound port.
	Use hearing aid brush over microphone to remove wax or debris that may be blocking the microphone. Wax may be present in the canal.

Issue	Recommendations
There is no sound at all	<p>Ensure hearing aids have been fully charged (indicated by green lights on charging case)</p> <ul style="list-style-type: none"> • Check hearing aid tip to be sure it is not occluded with wax/debris. Clean with hearing aid brush. • Use hearing aid brush to clean microphone. • Change wax guard. • Make sure you hold the button for 4 seconds to power on hearing aid.
Hearing aid sticks out of ear	<p>Use one hand to pull the top of the ear upward while using the other hand to insert the hearing aid. Slightly rotate aid in ear, if needed, to help position aid in ear.</p>

Issue	Recommendations
Charging case indicates hearing aids are charged (green lights) but aids don't stay charged	<p>Turn hearing aids off prior to placing in charging case. Aids placed in charging case while left on will not properly charge.</p>
Charging case has orange lights, indicating hearing aids have not charged after they have been in the charging case for an extended amount of time.	<p>Power hearing aids off.</p> <p>Plug charging case into wall charger using charging cable.</p> <p>Place aids in charging case (left aid in left well, right aid in right well) with removal handle placed in the deepest part of the respective well. Hearing aids will magnetically click into the charging case when properly placed in well.</p> <p>Aids will be fully charged (green lights) in two hours.</p>

Issue	Recommendations
Unable to change the volume	Use your thumb to control the button. Position your thumb facing forward, thumbnail facing the back of your head.
Hearing aids chirp when I'm putting them in my ears	<p>To prevent uncomfortable feedback from occurring with insertion, turn hearing aid off prior to insertion. Once hearing aid is in the ear, turn hearing aid on.</p> <p>Note: Feedback/chirping can be expected when the hearing aid is inserted in the ear with the power on. Feedback can also be expected if you place your hand next to your ear with the hearing aid on.</p>

If these recommendations do not address the issue you are experiencing, please contact our Advanced Support Team at 619-738-2438 for assistance.

6

Accessories Available for Purchase

The following accessories are available for purchase for your CIC hearing aids:

- ☒ Charging case
- ☒ Charging cable (USB-Micro USB)
- ☒ Charger plug
- ☒ Domes
- ☒ Wax guard stick and wax guards
- ☒ Hearing aid brush

**To order any of the above items, please contact our
Customer Success Team at 619-738-2438
or at nanohearingaids.com.**

7 Technical Specs

CIC2

CIC4

Test Standard:	ANSI 3.22-2014
Test Equipment:	FONIX 8000
Test Coupler:	HA-1
Standard test ambient conditions	
Temperature:	23°C ± 5°C (73° ± 9°F)
Relative humidity:	0% to 80%
Atmospheric pressure:	760 (+37.5-150) mm of Hg or 101.2 (+5-20) kPa

CIC 2 Technical Specifications

Maximum output (OSPL90)	110 dB
Full-on gain (HFA FOG@50 dBSPL)	26 dB
Total harmonic distortion	0.7%
Self-generated noise (EIN)	22 dB
Latency	14 ms
Frequency response bandwidth	200Hz-6638Hz
Frequency response smoothness	4 dB

CIC 4 Technical Specifications

Maximum output (OSPL90)	110 dB
Full-on gain (HFA FOG@50 dBSPL)	28 dB
Total harmonic distortion	0.9%
Self-generated noise (EIN)	19 dB
Latency	14 ms
Frequency response bandwidth	200Hz-7178Hz
Frequency response smoothness	5dB

8

Safety and Regulatory Information

Using Your Hearing Aids Safely

- Keep small parts (hearing instrument, battery and detachable parts) that may be swallowed out of children's reach.
- Dropping, immersing in liquid, strong electromagnetic fields or excessive heat will damage the hearing aids. Remove devices prior to any type of X-ray, MRI, or CT scan.
- Don't use at high volume for extended periods.
If uncomfortable, please remove the hearing aid.
- Don't keep or use it in an environment of humidity or high temperature (such as a sauna room).
- Please maintain the device properly and avoid the dome and ear tip from blockage of wax and debris.
- Batteries should be properly recycled and not disposed in the trash.
- Keep the device away from the children and pets who may damage the unit.

- Do not share your hearing aids with others. Using a hearing aid configured for someone else can result in hearing damage or injury.
- Monitor any unusual skin reaction. In some instances, wearing hearing aids can cause an allergic reaction leading to itchiness or rashes. If you notice any unusual skin condition, stop wearing the hearing aids and consult with a physician, preferably an Ear, Nose and Throat physician.
- Stay away from strong electromagnetic fields when using hearing aid to avoid unexpected damage. Your hearing aids are delicate electronic instruments and may be damaged by contact with strong magnetic equipment such as electromagnetic ovens, microwave ovens, ultrasonic cleaners, etc.
- Please contact Nano Hearing Aids for assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.
- Contact your hearing professional for assistance if needed.

- Do not fix your devices yourself. Doing so will not only void the warranty but also cause further damage easily. Check the “Troubleshooting” section of this manual first when failures occur to your devices.















Electromagnetic Compatibility (EMC) Information

This unit has been thoroughly tested and inspected to assure proper performance and operation for EMC (Electromagnetic Compatibility) using the EN60601-1-2 Standard.

Quality System and Associated Directive Information

This hearing aid is produced under the strict quality system Nano Hearing Aids and its suppliers. The device fulfills the provisions of the Harmonize Standard as IEC 60601-1, IEC60601-2-66, IEC60118-7, IEC 60118-13, EN ISO 10993-1/-5/-10 ENISO 14971, and FCC CFR47 Part 15. Subpart B, Class B.

Symbols

	Follow operating instructions		
	B type applied part		
	Disposal in accordance with Directive 2012/19/EU (WEEE)		
	Date of manufacture		Manufacturer information
	Serial number		USE BY
	Warning/Danger: Improper use might cause serious injuries		
	Medical Device		
	Permissible storage and transport temperature and humidity		
	Permissible operating temperature and humidity		
	Keep Dry		Comply with Directive 2011/65/EU
	Paper Packaging Recycling		

Notes: This hearing aid is produced under the strict quality system of Huizhou JINGHAO Medical Technology Co., Ltd.

The device fulfills provisions of the EC directive 93/42/EEC (Medical Device Directive) and the Harmonize Standard as IEC 60601-1, IEC60601-2-66, IEC60118-7, IEC 60118-13, EN ISO 10993-1/-5/-10 ENISO 14971.

Maintenance

- We do not authorize any institution or individual to maintain and/or repair the product. If you suspect that the products may be in question, please contact us immediately.
- The user must not attempt any repairs to the device or any of its accessories. Please contact us for any repair or replacement needs.
- Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to the warranty.
- Warning: No modification of this equipment is permitted.

Storage

- Always store your rechargeable devices in the charging case when not in use.
- Do not store or expose the devices and/or case to extreme hot/cold temperatures, moist/humid environments, or shock/vibration.

- Keep the devices and case in the following environmental ranges: 14° F to 131° F, 10%-90% RH, 700-1060hPa.
- Do not store the hearing aids for extended periods of time without recharging them (max six months).

Disposal

Please dispose of the device in accordance with the directive 2012/19/EU-WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

10

Warranty

Nano products carry a limited warranty covering defects in material and workmanship for a period of one (1) year from the date of purchase, which includes the hearing devices, charging case and charging cable. Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty.

For warranty support, to obtain repair service or replacement, contact Customer Success at 619-738-2438 or at support@nanohearingaids.com to obtain a Return Merchandise Authorization (RMA). All hearing aids sent to Nano Hearing Aids must have an RMA to be processed. Nano Hearing Aids, 1624 S Mojave Road, Suite 110, Las Vegas, NV 89104.

11

Return Policy

At Nano Hearing Aids, we have helped thousands of people with their hearing. We want you to be fully satisfied with your hearing aid purchase. Should you need to return your aids, we are pleased to offer you a 45-Day Satisfaction Guaranteed Return Policy. We make it easy for you in three simple steps.

If you are not completely happy with your hearing aids, please:

Step 1

Contact Advanced Support at **619-738-2438** or **returns@nanohearingaids.com** 24/7 within 45 days of receiving your hearing aids to begin the return process.

Return requests made after 45 days of customer receiving hearing aids are not eligible for return.

Step 2

Obtain a Return Merchandise Authorization (RMA) from Customer Success.

No refunds will be issued on hearing aids returned without an RMA.

Step 3

Send the following to Nano Hearing Aids in the original shipping box:

- Hearing aids
- Charging cable and plug
- Charging case
- RMA number

Return all items in original physical condition. Customer is responsible for postage.

In the event of a return, please be sure to obtain a shipping receipt and tracking number for your records.

What to expect after your package is received:

- Components of package inspected
- RMA verified and validated
- Refund processed

Please be sure to obtain an RMA in order to receive a refund of your order.

To be eligible for a refund, all items must be received by Nano within 30 calendar days of obtaining the RMA.

If you have any questions, feel free to contact us at:
support@nanohearingaids.com

Customer Success Team
619-738-2438



4225 Executive Square Suite 600
La Jolla, CA 92037

UM-CIC-23-V3

www.nanohearingaids.com

For all humankind™