



BTE 4

Behind the Ear
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

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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

BTE4 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.
- Before wearing your new device, we recommend removing any wax build up in the ear canal. A professional ear cleaning may be necessary, as excess wax may cause feedback.
- 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** 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

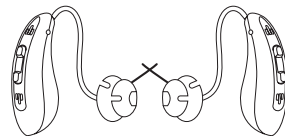
Customer Success Team
619-738-2438

Our friendly Advanced Support Team is here to help!

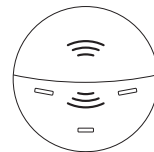
What's Included:

- Hearing aids
- Charging case
- User Manual
- Quick Start Guide
- Return policy

- Accessories:
 - Charging cable
 - Charger plug
 - Thin tubes
 - Vented domes
 - Closed domes
 - Cleaning tool



Hearing Aids



Charging Case



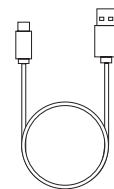
Thin Tubes



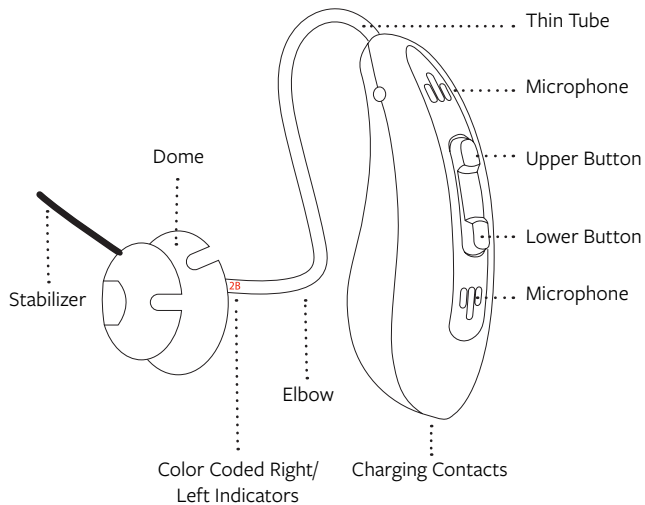
Domes



Cleaning Tool

USB Type A® to
Micro USB
Charging cable

Charger plug

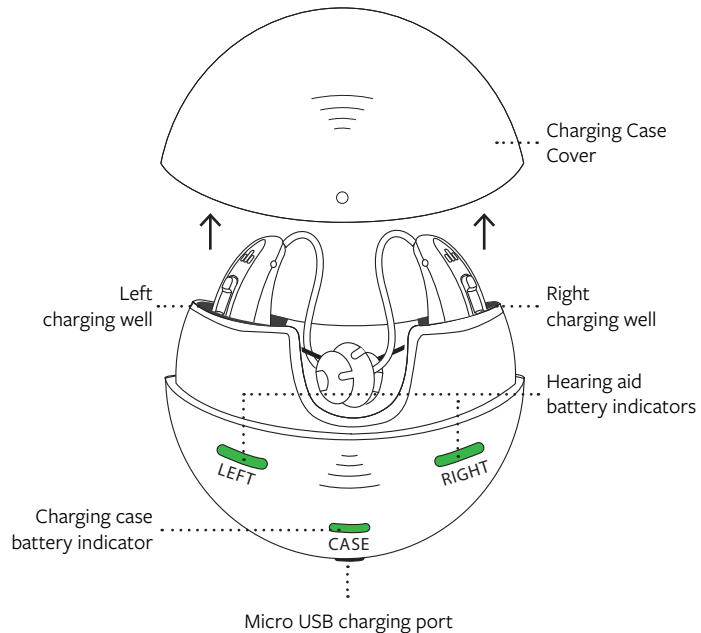


BTE4 Overview

FUNCTIONS	Listening Programs	<ul style="list-style-type: none"> ✓ Normal Conversation ✓ Noisy Places ✓ Loud Places ✓ Music Listening
	<i>Advanced</i> Feedback Management	✓
	<i>Advanced</i> Noise Reduction	✓
	Directional Microphones to optimize sounds from the front	✓

BTE 4 Overview, Cont...

FEATURES	Multi size domes	✓
	Open fitting options	✓
	Cleaning brush with thin tube cleaner	✓
	Charging case with power supply	✓
	Dual push buttons for volume and program changes	✓



2

Preparing Your Hearing Aids

Charge Your Hearing Aids

Select Dome

Attach Dome

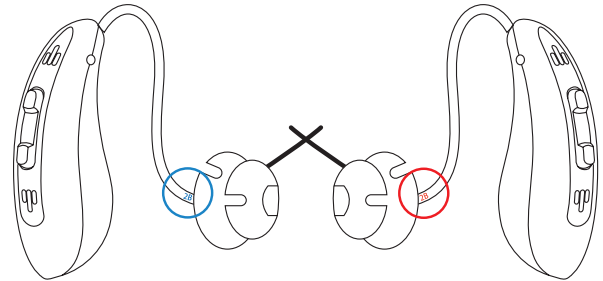
Step 1: Charge Your Hearing Aids

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

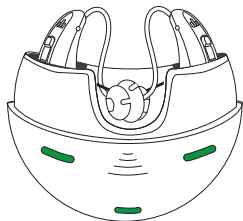
Indicators on the tip of the thin tube near the dome will identify the aid as right or left.

Blue indicator for **left** ear.

Red indicator for **right** ear.



- Plug the USB end of the charging cable into the charger plug. Plug the micro-USB end of the charging cable into the bottom of the charging case.
- Hearing aids must be powered off to charge. Hearing aids will not properly charge if placed in charger while powered on. If hearing aids are off, you will not hear feedback/chirping as you cup them in your hand. To turn aids off, press and hold the lower button for 3 seconds.
- Firmly place the aids in the charging wells: Right aid in the right well, left aid in the left well. When aids are properly placed in the wells of case, the domes and thin tubes will be in the center indentation of the case. Charging light indicators on the case will illuminate.



Indicator Light on Charging Case

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

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.)

Charging Tips

- For best results, turn hearing aids off prior to charging.
- Hearing aids may be left in the charging case overnight or for an extended amount of time.
- Hearing aids powered off prior to charging will remain off when removed from the charging case.

- If hearing aids are charged for 2.5 hours, the expected amount of hearing aid use time is 12-16 hours.
- A fully charged charging case can provide 3 charging cycles for a pair of BTE4s.

Expected behavior of the charging case lights once the aids are fully charged and remain in charging case:

- If case is connected to power: The hearing aid charging lights will turn off after 2 hours of completing the full charge. The charging case indicator light will remain on (green).
- If case is fully charged but not connected to power: All lights on the case will turn off after 2 hours of a full hearing aid charge.

Step 2: Select Dome

- 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, vented and closed domes are included with your Nano Hearing Aids.



VENTED DOME



CLOSED DOME

- Place the hearing aid (powered on) in your ear (reference page 30) with the dome attached to the thin tube. 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 you select another dome if necessary
- Keep in mind:
 - With a smaller vented 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 vented domes. Then, try smallest to largest closed domes.

Dome Selection Guide

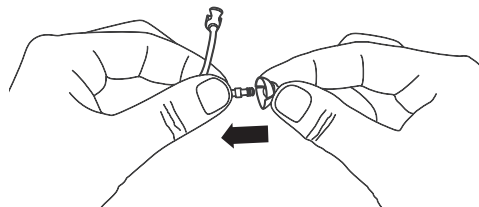
Issue	Recommendation
Dome is too tight	Try a smaller vented dome. Try a smaller closed dome.
Dome is too loose/ Dome slips in ear with jaw movement	Try a larger vented dome. Try a larger closed dome.
Feedback/chirping from hearing aid	Try a different vented dome, starting with smallest. Try a closed dome, starting with smallest. Try other feedback troubleshooting tips (page 46)
Own voice is uncomfortable or booming	Try aid without a dome. Try a smaller vented 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.

Step 3: Attach Dome

If you're choosing a new dome, securely attach a new dome to the tip of the thin tube as shown.





Note: *If dome is not securely attached to the thin tube before insertion, 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 physician or hearing healthcare professional for removal.*

3

Wearing Your Hearing Aids

Insert Dome in Ear Canal

Position Stabilizer

Turn Hearing Aid On

Adjust Hearing Aid

Change Program

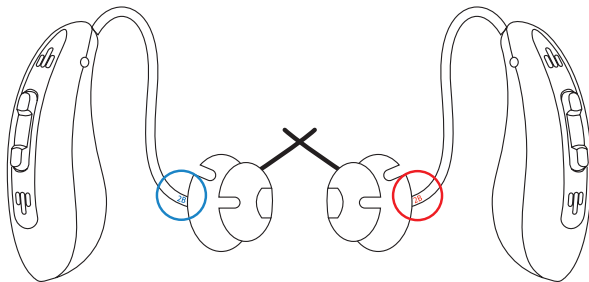
Remove Hearing Aid

Step 1: Insert Dome in Ear Canal

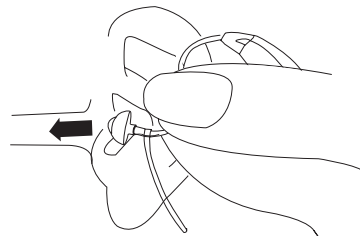
The thin tube will have a Right/Left indicator marking near the tip of the thin tube.

Blue indicator for **left ear**.

Red indicator for **right ear**.



Hold the thin tube bend with your thumb and finger as shown. Gently insert the dome into your ear canal.



To prevent the hearing aid from sitting too close to the eardrum, do not push the elbow of the thin tube deeper than the top opening of the ear canal.

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.

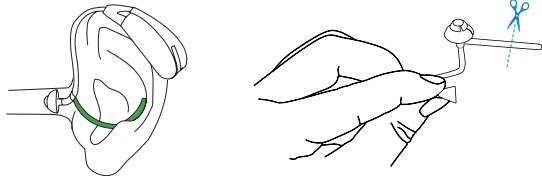


Tip: If uncomfortable feedback/chirping is experienced during the insertion process, hearing aid may be turned off prior to insertion. Once hearing aid is in the ear, turn hearing aid on.

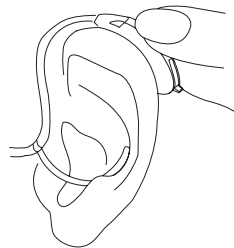
Step 2: Position Stabilizer

Using your finger, position the stabilizer into the curvature of your ear. The stabilizer helps keep the aid secure in your ear.

If you find the stabilizer too long, you may cut it. It won't affect the functionality of the thin tube. If you feel it's not comfortable or not fitting in the curvature of your ear, you may cut it completely. Be careful not to cut the thin tube itself.



Step 3: Place Hearing Aid Behind Ear



Step 4: Turn Hearing Aid On

If hearing aid is off, press and hold the lower button for 3 seconds until the hearing aid turns on.

Step 5: Adjust Hearing Aid

The upper and lower buttons control on/off, volume, and programs.

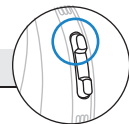
UPPER BUTTON



Press & Hold
CHANGE PROGRAM



Quick Press
VOLUME INCREASE



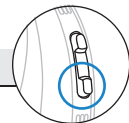
LOWER BUTTON



Press & Hold
TURN ON & OFF



Quick Press
VOLUME DECREASE



BTE 4 Controls

Function	Action	Indicator Beep
Turn on	Press and hold the lower button for 3 seconds	Aid will power on to the last program used. (1 beep for Program 1, 2 beeps for Program 2, etc.)
Turn off	Press and hold the lower button for 3 seconds	3 beeps
Volume Increase	Quick press the upper button to cycle the volume up from volume levels 1-10.	1 beep every time volume is increased. 3 beeps when max volume is reached.
Volume Decrease	Quick press the lower button to cycle the volume down.	1 beep every time volume is decreased. 3 beeps when minimum volume is reached.
Program	Press and hold upper button for 3 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 Program

Your hearing aids have 4 programs from which to choose. 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 program 4 works best for you when you're outdoors. Alternatively, you may find that you prefer listening to one particular program at all times.

To change the program, press and hold the upper button for 3 seconds. You will hear the number of beeps that corresponds to the program selected.

BTE ⁴ Programs

Press and hold upper button for 3 seconds to change program for sound shaping

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

Step 5: Remove Hearing Aid

- Grasp thin tube bend at the entrance of the ear canal. Gently pull thin tube out of ear, removing dome from ear.
- Remove hearing aid from behind the ear.
- Turn hearing aid off.
- Wipe dome clean from any wax, oils, moisture, etc.
- Power aid off. Place aid in charging case when not in use.



Tip: To avoid feedback/chirping when aid is being removed, turn aid off prior to removal.

4

Caring for Your Hearing Aids

Cleaning Your Hearing Aids

Changing Thin Tube

Protecting Your Hearing Aids

Cleaning Your Hearing Aids

It's important to have the dome and thin tube free of wax or debris as blockage may result in feedback or limited sound. Clean the hearing aid with a dry cloth. You may also use the hearing aid brush to remove debris from the aid, particularly the microphones.

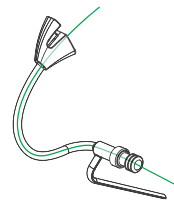
Cleaning the dome

- Remove dome from the thin tube.
- Use hearing aid brush or a dry cloth to gently remove debris and wax from the center hole of the dome.
- Re-connect dome to thin tube.
- You may also clean the dome with warm water and a mild soft soap. Massage the dome until it's free of wax. Allow the dome to air dry before connecting it to the thin tube.

- We recommend changing the dome every three months. Change dome sooner if it's stiff, brittle or discolored.

Cleaning the thin tube

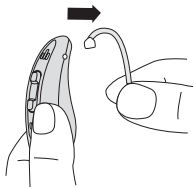
- Remove the thin tube from the hearing aid by gently snapping the top of the tube away from the hearing aid.
- Place black filament on the hearing aid tool through the thin tube to remove debris.



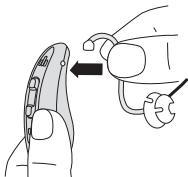
- Clean thin tube in warm water with a soft mild soap if necessary. Allow thin tube to completely air dry before re-connecting it to the hearing aid.

Changing Thin Tube

Remove the thin tube from the hearing aid by gently pulling the top of the tube away from the hearing aid.



To place the new thin tube on the hearing aid, press tube firmly into place in to the indented area until flush with the hearing aid.



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 dock 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	<p data-bbox="1398 233 1964 264">Ensure dome is properly seated in ear canal</p> <p data-bbox="1398 305 1964 372">Remove dome. Inspect the thin tube tip and dome for wax or debris.</p> <p data-bbox="1398 414 1978 481">Use hearing aid brush or dry cloth to remove wax/debris from hearing aid tip and dome.</p> <p data-bbox="1398 523 1913 590">Use hearing aid brush to remove wax or debris from microphone on faceplate.</p> <p data-bbox="1398 631 1663 663">Try a different dome</p> <p data-bbox="1398 704 1892 771">Inspect thin tube. Replace if broken or cracked.</p> <p data-bbox="1398 813 1964 916">Remove any wax build up in the ear canal. A professional ear cleaning may be necessary, as excess wax may cause feedback.</p>

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

Issue	Recommendations
There is no sound at all	<p>Ensure hearing aid has been fully charged (indicated by green light on charging case)</p> <p>Press and hold the lower button on aid for 3 seconds to ensure aid has powered on.</p> <p>Check dome and thin tube tip to be sure they are not occluded with wax/debris. Clean dome and thin tube tip with hearing aid brush or damp cloth.</p> <p>Use hearing aid brush to clean microphones.</p>

Issue

Recommendations

Hearing aid is not charging

Ensure charging cable is plugged into charging case and into the charge plug properly.

Power aids off. Firmly place aids in charging case. Left aid in left charging well. Right aid in right charging well. When properly placed in the case, the domes and thin tubes will be in the center indented area. Lights on charging case will illuminate. If hearing aid charge lights are not illuminating, remove aid from well and firmly press aid into well.

Charging contact may be dirty. Clean charging contact (bottom of aid) with cloth and small amount of 95% alcohol.

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 BTE4 hearing aids:

- Charging dock
- Charging cable
- Charger plug
- Domes
- Hearing Aid Cleaning Tool

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

7

Technical Specs

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

BTE 4 Technical Specifications

Maximum output (OSPL90)	114.8 dB
Full-on gain (HFA FOG@50 dBSPL)	30 dB
Total harmonic distortion	1%
Self-generated noise (EIN)	17.9 dB
Latency	14 ms
Frequency response bandwidth	200Hz-5526Hz
Frequency response smoothness	8.5 dB

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.

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Maintenance, Storage and Disposal

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

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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.

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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

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www.nanohearingaids.com

For all humankind™