



Operating instructions

Before use, please read these instructions to help you get the best out of your HearingDirect.com hearing aid

Models HD 100, HD 200 & HD 300

Introduction

Welcome to a world of better hearing!

We understand that hearing loss affects one's quality of life. That is why we are dedicated to building the highest quality hearing aids. Your new hearing aids will soon be indispensable to you and will bring new pleasure and enjoyment to your life.

A period of adjustment may be needed to become accustomed to your new hearing aids and the renewed world of sounds you will experience. The adjustment time varies for each individual and may take as little as a couple of weeks or several months to adapt. Allow yourself time to become familiar with those sounds you have not heard for a long time.

Before operating your hearing aids, please read these operating instructions thoroughly.



Owner Information

Complete the following for your own records.

Left:

Model

Serial Number

Right:

Model

Serial Number

Battery Size

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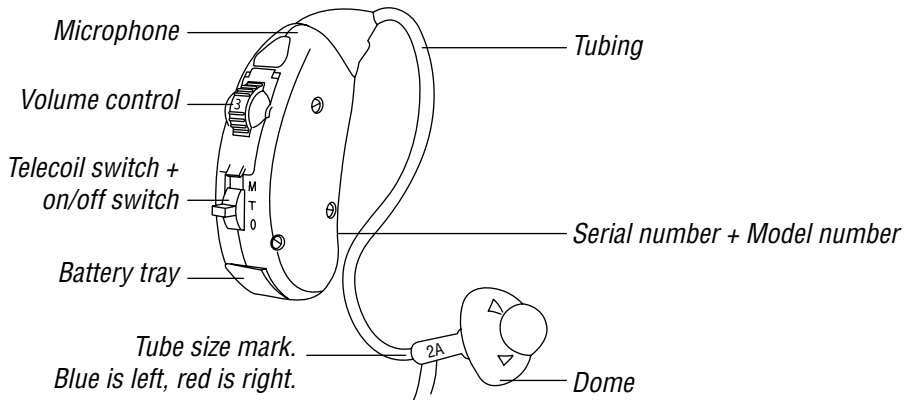
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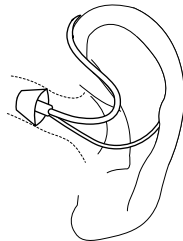
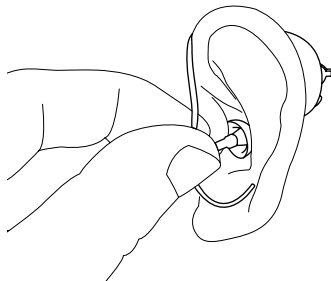
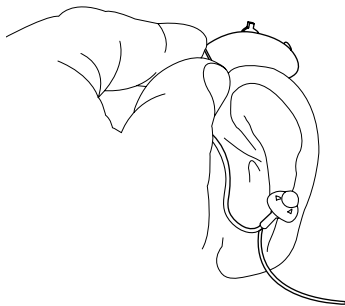
Your Behind The Ear (BTE) hearing aid HD 300

Please familiarise yourself with the controls and features of your specific **HearingDirect.com** BTE hearing aid as illustrated below:



Your HD 300 hearing aids should fit comfortably and easily over the top of your ears.

- Step 1: Place the hearing aid over the top of your ear.
- Step 2: With your index finger, hold the sound tube where it attaches to the ear dome and gently push the dome into your ear canal until it is just inside your ear canal.
- Step 3: Place the retention guard of the sound tube into the bowl of your concha. To turn on your hearing aid, slide the switch to the 'M' position.



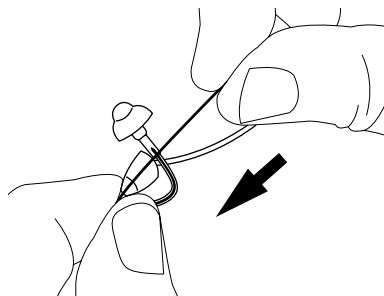
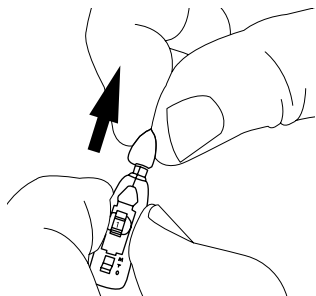
Your Behind The Ear (BTE) hearing aid HD 300

Removing your BTE hearing aid.

- Hold the thin tube with your thumb and forefinger and pull the tube outward.
- Tubing and domes may become stiff, brittle, or discoloured over time. When replacing domes push the new dome over the flanges on the sound tube and make sure that the new dome is properly and securely mounted.

Cleaning the sound tubes & domes.

- Remove sound tubes from your hearing aid/s before cleaning by pulling gently apart. Wipe down sound tubes and domes with a damp cloth.
- In order to clear the sound tube of moisture and debris, push the cleaning wire through the sound tube, beginning at the end opposite the dome.



Using the Telephone.

You may use your **HearingDirect.com** hearing aid with either a mobile or landline telephone. Finding the optimal position for holding a telephone may require practice for some individuals, and one or more of the following suggestions may be helpful.

Hold the phone up to your ear as you would normally, or if wearing a HD300 you may want to try holding the telephone towards the top of the ear (closer to where the microphone is). If the hearing aid whistles, try repositioning the phone receiver so that it is not against the ear or completely covering the hearing aid. Individual differences in hearing loss, ear shape and size may influence how much hearing benefit your **HearingDirect.com** hearing aid can provide when used with a phone.

HD 300 only

Telecoil.

Your HD 300 hearing aid has a telecoil which can be used by moving the telecoil switch to the 'T' position. A telecoil picks up a magnetic signal and converts it to sound. The telecoil programme may be used with telecoil-compatible telephones or with loop systems within rooms. When using the telecoil feature, the receiver of the telecoil-compatible telephone may need to be held closer to the hearing aid. The handset of the telephone may need to be moved to slightly different positions in order to find the best reception.



HD 300 only

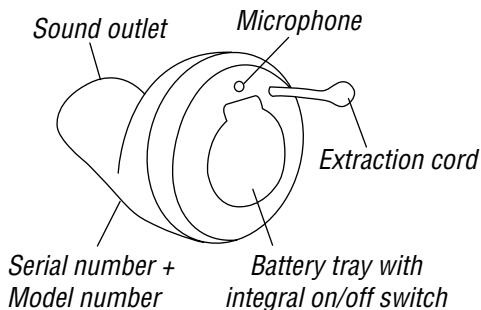
Many places, such as theatres, houses of worship, and schools are equipped with tele-loop systems. When using a telecoil programme with tele-loop systems, sound is picked up directly and may improve speech understanding. If there is no sound from your **HearingDirect.com** hearing aid within a tele-loop system and with the telecoil programme activated, the tele-loop system may not be turned on or is not operating correctly - check with venue.

Your In The Ear (ITE) hearing aid HD 100 & HD 200

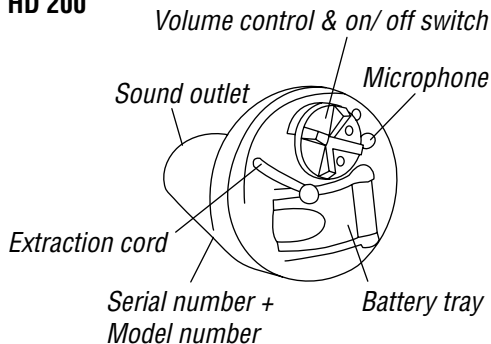
Features and types.

Please familiarise yourself with the controls and features of your specific **HearingDirect.com** ITE hearing aid as illustrated below:

HD 100



HD 200



Your In The Ear (ITE) hearing aid HD 100 & HD 200

***Tip:** It may be helpful to pull your ear up and outward with your opposite hand during insertion.*

Fitting and inserting your ITE

- Hold the hearing aid between your thumb and index finger, either above and below or on the sides. Place the sound outlet portion into your ear canal and insert. Opening and closing your mouth may ease insertion.
- By experimenting, an easier method may be discovered. With proper insertion, hearing aids should fit snugly but comfortably. If your hearing aid causes irritation of the ears please contact your GP. Never attempt to modify the shape of the hearing aid yourself.
- The HD100 is switched on automatically with the insertion of the battery. The HD200 is switched on by rotating the volume control.

Removing your ITE hearing aid

- Your **HearingDirect.com** hearing aid has an extraction cord, hold this cord with your thumb and index finger and pull outward.

Volume control

Volume control (HD 200 & HD 300 only).

The volume control will allow the volume of the hearing aid to be increased or decreased.

On the HD 200:

- To increase the volume, rotate the volume control forward (towards your face when you are wearing the hearing aid).
- To decrease the volume, rotate the volume control backward (away from your face).

On the HD 300:

- To increase the volume, rotate the volume control wheel up.
- To decrease the volume, rotate the volume control wheel down.

Expectations

Please bear in mind the following general advice:

- The **HearingDirect.com** hearing aid is not a cure for hearing loss.
- Sounds will be louder.
- Listening in situations with background noise may still be a little difficult.
- Hearing benefits tend to be more apparent after a few weeks of regular wear.
- If the device feels loose in the ear gently push it into the ear until it feels secure.
- Your voice may sound different to you, especially when you first start wearing the device. This is normal, and in most cases becomes less noticeable over time.
- When wearing your hearing aid outdoors, you may hear wind noise

When not to wear your hearing aid.

HearingDirect.com hearing aid use is safe for healthy individuals who are not experiencing drainage, pain, bleeding or infection in the ear. In case of these ear problems, do not use your hearing aid, but contact your GP.

If you are exposed to sources of loud noises, power tools or heavy machinery, do not wear your hearing aid. Use hearing protection devices (earplugs) instead.

General maintenance

- Your new hearing aid is a precision engineered micro electronic device and although it is robust in construction, it should always be handled with care to prolong its useful working life.
- Avoid dropping the hearing aid. When replacing batteries or cleaning, always handle over something soft, such as a pillow or folded towel.
- Clean your hearing aid at regular intervals using either a dry soft cloth or the special brush provided.
- Do not leave the hearing aid exposed to high temperatures for long periods, i.e. on a windowsill or dashboard.
- Always remove the battery when not in use.
- After removing the hearing aid, always clean thoroughly and store in a safe place.
- Keep hearing aid and batteries away from young children and pets.

- Always remove the hearing aid in situations where it may become contaminated with water or hairspray etc. As with other electronic devices, do not expose your device directly to moisture such as driving rain or water from the shower.
- If your hearing aid does get wet or if it has been exposed to high humidity or perspiration, it should be left out to dry overnight with the battery out and the battery compartment open.
- Do not dry in the microwave or oven. In hot and humid conditions, it is advisable to remove the hearing aid at least twice a day, clean around the sound outlet and leave to air for 5 - 10 minutes to prevent damage from condensation. You can also purchase dehumidifiers from our website to help in this matter.
- Never attempt to repair your hearing aid at home, as this will invalidate the warranty and may cause permanent damage.

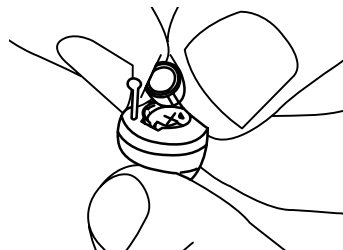
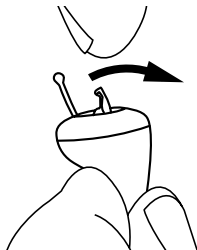
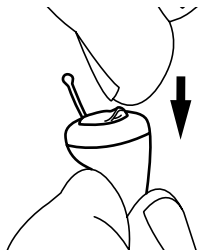
Battery types and replacement

	HD 100	HD 200	HD 300
Type of hearing aid	ITE	ITE	BTE
Battery size	10	10	13
Battery life (typical)	90 hours	90 hours	240 hours

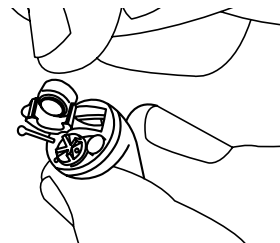
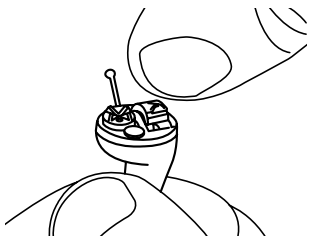
The type of battery used in your hearing aid will depend upon the size and shape of the hearing aid, see table above. Inserting and replacing the battery.

- Open the battery door completely by using your fingernail.
- Remove the used battery if present. Insert the new battery with the positive side in the correct position. The battery door has a '+' indicator to help determine the correct insertion. Always use Zinc-Air batteries. Ensure the battery door is fully closed to activate.

Changing the battery in the HD 100.



Changing the battery in the HD 200.



Battery care and disposal

- Remove the activation sticker from the flat side of the battery.
- To preserve power, only remove activation stickers from batteries just before you want to use them.
- If you are not using your hearing aid for an extended period, remove the battery to prevent corrosion.
- Store batteries in a dry, safe place; away from food and medicines, and out of reach of children or pets.
- In case of accidental battery ingestion, please consult your GP.
- Always discard used batteries in accordance with your local disposal regulations.

30 Day money back guarantee

See website for full details regarding terms and conditions of our 30 day money back guarantee if required.

Warranty, loss and repairs

Your **HearingDirect.com** hearing aid carries a 12 month warranty from the date of invoice. Please keep your invoice as this acts as your warranty.

Please note it is your individual responsibility to insure this item separately as we cannot be held responsible for any loss or accidental damage. You may be required to provide proof of purchase so please keep your invoice safe throughout the warranty period. Do not attempt to open the case of the hearing aid since this would invalidate the warranty.

Trouble shooting

Symptom	Possible cause
Hearing aid whistles during use	Hearing aid not properly inserted
	Object (e.g. hand, hat, telephone receiver) near sound inlet or outlet
	Wax build up
	Sound tubing damaged
Your own voice sounds different	More time possibly needed to adjust to hearing aid
	Hearing aid inserted too deeply into ear canal
Sounds metallic, sharp or tinny	More time possibly needed to adjust to hearing aid

Solution

Remove and reinsert correctly in the ear.

Remove or reposition the object so that it is not pressing directly against the ear or the device

Replace dome and/or clean sound outlet

Replace sound tubing

Your own voice may sound different to you, especially when you first start wearing the device. This is normal, and in most cases becomes less noticeable over time (usually a few weeks).

Try adjusting the hearing aid to a shallower position in the ear canal.

This may be normal, as sounds that are now audible to you may appear different or strange. With regular wear over time, this should become less noticeable.

Trouble shooting

Symptom	Possible cause
Your hearing aid is not loud enough or dead	Battery low/dead
	Wax build up
	Moisture inside sound tube or dome (BTE)
	Volume wheel turned down
	Component fault
Intermittent output	Faulty battery
Sound distorted	Low battery
	Component fault

Solution

Replace battery

Replace dome and/or clean sound outlet

Remove the dome and/or tubing from the BTE and allow it to dry before replacing it.

Increase volume control

Repair required - see website for repair options.

Replace battery

Replace battery

Repair required - see website for repair options.



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