

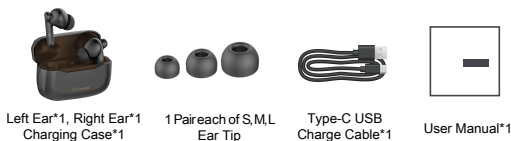


RelaJet Tech
Hearing Aid (Non-Sterile)
HEB-003 (Otoadd F1)



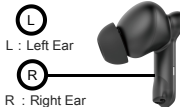
User Manual

1 What's in the box



2 Left & Right hearing aid markings

There is an R or L on the side of the hearing aid which will tell you whether it is a left or right ear hearing aid.



3 Putting on the hearing aid

When inserting your hearing aids for the first time, there can be feedback (whistling) if your hearing aids are not fully inserted.



Choose suitable ear tips provided with the hearing aid, put them on the earphone.



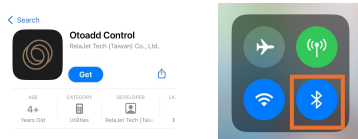
1. Put hearing aid into ear in 45°.
2. Gently insert the ear tip into ear canal.

7 Otoadd Control APP

7.1 Installing the APP & APP Permission

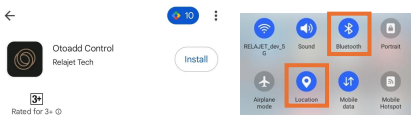
● iOS device

1. Download the "Otoadd Control" from the APP Store (iOS).
2. Tap "Get" to download and install the Otoadd Control App on your device.
3. Upon launching the Otoadd Control App for the first time, please turn on [Bluetooth].



● Android device

1. Download the "Otoadd Control" from Google Play Store (Android).
2. Install the "Otoadd Control" App to your mobile device.
3. Upon launching the Otoadd Control App for the first time, please turn on [Bluetooth] and [Location] and grant permission for [Bluetooth] and [Location] when running Otoadd Control App.



WARNING: If you are younger than 18, do not use this. You should talk to a doctor, preferably an ear-nose-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-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.

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

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.

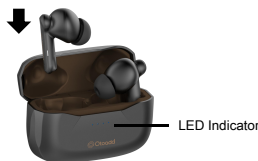
5 Connect with mobile device

- Pairing with a mobile phone or other device

Steps	Operation	Cue Tone
Enter Pairing Mode	Press the touch sensor for 6 seconds to enter pairing mode to pair with a mobile phone. Blue LED will start blinking fast, and you will hear "pairing".	Pairing
Pair with another device	Go to Bluetooth setting of your mobile phone or other device, you will find Otoadd F1 on the list.	—
Complete Pairing	Select Otoadd F1 and pair it to your mobile phone or other device, and you will hear "connected". Blue LED Indicator will stop blinking and off.	Connected

- ◆ Hearing aid can pair with two device at the same time.
- ◆ After the connection is completed, audio streaming can be performed.
The volume of the audio stream is adjusted from the cell phone /computer
- ◆ After hang up the phone call or stop streaming audio, Hearing aid will automatically switch back to hearing mode.
- ◆ The Bluetooth range of the hearing aid is approximately 32 feet (10 meters) when there is no interference.

8 Battery Level & Charging Instruction



Make sure that the left hearing aid is placed in the left side and the right hearing aid is placed in the right side. Charging happens when the gold contacts on the bottom of the hearing aids magnetically connect to the gold pins in the Charge Case and the lid is closed.

- 1 light up : Power level 25%
- 2 light up : Power level 50%
- 3 light up : Power level 75%
- 4 light up : Power level 100%

A completely discharged battery will recharge in about 2.5 hours.

Always store your hearing aids in the Charge Case to ensure that they are protected and always charged and ready for use.

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

If any part of your hearing aid, like the ear tip, 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: 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.

Indications for use

The HEB-003 (Otoadd F1) OTC Hearing Aids are intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. They are adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional.

Warning: Do not insert the hearing aids without Ear Tips being fitted.

The Ear Tips included with the Hearing Aid are designed to properly fit most ear canals and provide reasonable assurance of safety that the hearing aids cannot be inserted too deeply into the ear canal. The Ear Tips combined with the hearing aid are designed to provide a setback from the eardrum (also known as the tympanic membrane) of at least 10mm for most ear canals. The setback is from the innermost component of the device to the eardrum and this setback ensures for most ear canals the risk of injury to the eardrum is minimized.

Caution: DO NOT force the hearing aid into your ear canal to the point where it is painful or uncomfortable as this may cause damage to your ear canal.

! Do not insert the hearing aid without Ear Tips being fitted.

! Only use the Ear Tips that is included with the hearing aid

4 Function Instruction & LED Indicator



- Hearing Aid LED Indicator

LED Status	Operation & Indication
Blue LED blinking slowly	When hearing aid is put into charging case, the blue LED on the hearing aid will blink slowly to indicate the hearing aid is charging. When hearing aid is fully charge, the LED blinking will stop and off.

! **Note:** The Charge Case internal battery needs to be charged using an output voltage of 5V with an output current of 1A to charge the hearing aid. A completely discharged charging case will recharge fully in about 2.5 hours.

Warning: Only use the supplied Charge Case and USB Charging Cable with an agency-approved USB power supply that meets local regulatory requirements (UL, FCC, CE, EN62133, etc.) The hearing aid is designed to have a battery life up to 11 hours on a single charge for the hearing aid function and an additional 40 hours of on-the-go battery life stored in the Charging Case.

! **Note:** The hearing aid battery life will be reduced when Bluetooth streaming.

Warning: Keep hearing aid out of the reach of children or anyone who may accidentally swallow them.

- Do not use any other rechargeable battery. Batteries of low quality may leak and cause bodily harm. Batteries with incorrect voltage may cause damage to your device. They may explode and cause serious injury. Do not expose your hearing aid to heat, such as an open flame, microwave, or oven. There is a risk that they will explode and cause serious injury.
- Do not attempt to open the product or replace the battery. This will terminate the warranty.
- The hearing aid is supported by a non-removable rechargeable lithium-ion battery cell. Exposure or ingestion can be seriously harmful.
- Keep your rechargeable hearing aid away from pets, children, and people with cognitive, intellectual, or mental
- Never swallow lithium-ion batteries nor place them inside any part of the body, as this may lead to fatal injuries in two hours or less. If a lithium-ion battery is swallowed or placed inside any part of the body, or if a rechargeable hearing aid is swallowed, seek immediate medical attention.

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6 APP Download

Otoadd provides companion App for better user experience, please user your phone camera to scan the QR code below and download the Otoadd Control app.



You can also search for "Otoadd Control" in the APP Store or on Google Play.



- If the outer casing of your hearing aid is broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the hearing aid – contact us. See the back page for contact information. Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness, or skin irritation from battery leakage, seek medical attention.
- Batteries are harmful for the environment. Therefore, never try to burn them. Dispose of your used batteries according to your country's regulations or return them to your hearing care professional.
- When traveling, consult your airline about any rules for transportation of your hearing aid and charger.

9 Operating, transport and storage conditions

! Please make sure to use, transport and store the hearing aid according to the following conditions: After taking out from the minimum/maximum storage temperature, please wait at least 2 hour for the device to upgrade/cool down to the use temperature.

	Operating	Charging	Transport	Storage
Temperature	0°C - +40°C (32°F - 104°F)	0°C - +40°C (32°F - 104°F)	-20°C - +60°C (-4°F - 140°F)	-20°C - +60°C (-4°F - 140°F)
Humidity	10% - 80%	10% - 80%	10% - 90%	10% - 90%
Atmospheric Pressure	700hPa – 1060hPa	700hPa – 1060hPa	700hPa – 1060hPa	700hPa – 1060hPa

When storing for long periods of time, make sure to charge your hearing aids at least once every 3 months.



Type B applied part



Read Instruction manual



The hearing aid and charging case must not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop here you bought this product

- If the outer casing of your hearing aid is broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the hearing aid – contact us. See the back page for contact information. Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness, or skin irritation from battery leakage, seek medical attention.
- Batteries are harmful for the environment. Therefore, never try to burn them. Dispose of your used batteries according to your country’s regulations or return them to your hearing care professional.
- When traveling, consult your airline about any rules for transportation of your hearing aid and charger.

9 Operating, transport and storage conditions

⚠ Please make sure to use, transport and store the hearing aid according to the following conditions: After taking out from the minimum/maximum storage temperature, please wait at least 2 hour for the device to upgrade/cool down to the use temperature.

	Operating	Charging	Transport	Storage
Temperature	0°C - +40°C (32°F - 104°F)	0°C - +40°C (32°F - 104°F)	-20°C - +60°C (-4°F - 140°F)	-20°C - +60°C (-4° F- 140°F)
Humidity	10% - 80%	10% - 80%	10% - 80%	10% - 90%
Atmospheric Pressure	700hPa – 1060hPa	700hPa – 1060hPa	700hPa – 1060hPa	700hPa – 1060hPa

When storing for long periods of time, make sure to charge your hearing aids at least once every 3 months.

- Type B applied part
- Read instruction manual

The hearing aid and charging case must not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop here you bought this product

14 Information and description of symbols

- This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.
- This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
- This symbol means that users must pay attention to the relevant warnings in these user manuals.
- Important information regarding handling and product safety.
- This symbol indicates that electromagnetic interference from the device is within limits approved by the FCC.
- Indicates the manufacturer’s serial number so that a specific medical device can be identified.
- Indicates that the device is a medical device.
- This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
- Temperature during transportation and storage: -20° to +60° Celsius (-4° to +140° Fahrenheit).
- Humidity during storage: 10% to 90%, if not in use.
- Atmospheric pressure during transportation and storage: 700 hPa to 1060 hPa
- During transportation keep dry.
- The symbol with the crossed-out garbage bin is to make you aware that this hearing aid as well as chargers may not be thrown away as normal household waste. Please dispose of old or unused hearing aids and charger, at waste disposal sites intended for electronic waste, or give your hearing aid and charger to your hearing care professional for disposal. Proper disposal protects the environment and health.

15.2 Information on product safety

- ⚠ These hearing aids are not water resistant and not waterproof. Never immerse your hearing aid in water!
- ⚠ Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ⚠ Protect your hearing aid and charging accessories from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid or charging accessories (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.
- ⚠ Do not place the charging accessories close to an induction cooking surface. Conductive structures inside the charging accessories could absorb inductive energy resulting in thermal destruction.
- ⚠ The ear tip should be changed every three months or when it becomes stiff or brittle. This is to prevent the ear tip from detaching from the tube spout during insertion into or removal from the ear.
- ⚠ Do not drop your hearing aid or charging accessories! Dropping onto a hard surface can damage your hearing aid or charging accessories.
- ⚠ Charger and power supply must be protected against shocks. If the charger or power supply is damaged after a shock, the devices must not be used anymore.
- ⚠ If you are not using your hearing aid for a long period of time, store it in a box with a drying capsule or in a well-ventilated location. This allows moisture to evaporate from your hearing aid and prevents a potential impact on its performance.
- ⚠ Charger and power supply must be protected against shocks. If the charger or power supply is damaged after a shock, the devices must not be used anymore.

- To ensure your hearing aids continue to work properly, you should avoid submerging in liquid or water, dropping from distance greater than 3 feet, or exposing to excessive heat for extended periods of time.
- The common cause of hearing aid failure is wax buildup and it can be prevented. Daily cleaning of you hearing aids by wiping your hearing aids and ear tips with a soft, dry cloth every day and carefully removing any traces of wax and debris can reduce wax buildup. Diligent and routine care of your hearing aids will help maintain maximum performance and durability.
- The hearing aid should be removed from the ear before applying hairspray or makeup, as these products may damage it.
- Clean the hearing aids after exposure to sweat and dust.
- To prevent the deterioration of the battery lifetime or capacity, avoid storing the hearing aids in extreme hot or cold environments, such as a closed car in summer or in winter conditions.
- Never use alcohol or liquid solvents to clean your hearing aids or Charge Case. This can damage the hearing aids or may cause a skin reaction when worn.
- Do not attempt to dry the hearing aids or Charge Case in an oven, microwave, or heating equipment. This will void your warranty and may cause them to melt, causing potential injury or burns.

⚠ Keep your hearing aids as clean as possible and always make sure your hearing aids and chargers are dry to maintain maximum performance.

11 Warranty

HEB-003 (Otoadd F1) Hearing Aids are warranted against defects in materials and workmanship for the warranty period from the date of purchase when used in accordance with the applicable usage documentation.

The warranty period is one [1] year. For safe and effective operation of the Otoadd F1 Hearing aid, please familiarize yourself with the following information. Please follow safety instructions to avoid damage or injury and keep this information as you may need to refer to it again.

⚠ **Warranty Warning** : Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties.

15 Important Safety information

15.1 Battery Safety

To maximize the life of your rechargeable hearing aid batteries do not store the hearing aids for extended periods of time without recharging them (max. three months).

Battery Information:

Each HEB-003 (Otoadd F1) hearing Aid is powered by one built-in rechargeable Li-ion coin cell battery and the Charge Case is powered by one built-in lithium polymer battery.

Battery Life:

The HEB-003 (Otoadd F1) Hearing Aids and Charge Case batteries have an operating life of 2 years based on average use and charging 2 to 3 times per week. The capacity of any type of battery will diminish after a certain amount of recharging. With lithium-ion batteries, the capacity diminishes slightly with each complete charge cycle. Lithium-ion batteries may be charged at any time and there is no requirement to fully discharge the battery before recharging it again. A single charge cycle is achieved each time you fully discharge 100% of the battery capacity and recharge the battery again. The batteries in the hearing aids are designed to retain 80% of their capacity after 400 full charge cycles, giving the product a long usage lifespan. To charge, place the hearing aids in the Charge Case and close the lid. It takes up to 4 hours to fully recharge the hearing aids.

- ⚠ If you are not using your hearing aid for a long period of time, store it in a box with a drying capsule or in a well ventilated location. This allows moisture to evaporate from your hearing aid and prevents a potential impact on its performance.
- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
 - ⚠ Medical or dental examination with X-ray (also CT scan).
 - ⚠ Medical examinations with MRI/NMRI scans, generating magnetic fields. Hearing aids don’t need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.
- ⚠ Do not use your hearing aid in areas where electronic equipment is prohibited. The hearing aids have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.
- ⚠ Your hearing aid(s) contain a lithium-ion battery with a Watt hour rating <20 Wh which have been tested according to UN 38.3 of the “UN Manual of Tests and Criteria” and should be shipped in accordance with all the rules and regulations on the safe shipment of lithium-ion and lithium- polymer batteries.

12 Technical Specification

Model Name	HEB-003 (Otoadd F1)
Maximum OSPL90	110 dB SPL
HFA OSPL90	106 dB SPL
HFA Full-on gain	30 dB SPL
Frequency range	200Hz~8000Hz
Equivalent input noise	30 dB
THD@500Hz	<1%
THD@800Hz	<1%
THD@1600Hz	<1%
Battery Capacity	One hearing aid : 3.7V Operating time : 10 hours on one charge Charging Case : 3.7V
Weight	One hearing aid : 6g; Charging Case : 38g

- Product Notices
 - Actual size and weight may be vary depending on the equipment.
 - The color of the product may vary due to the presentation on the webpage, and the specifications may vary due to the configuration of the model, please refer to the actual product.
 - If there is any change in product specifications, the information published by the original manufacturer shall prevail without prior notice.

For safe and effective operation of the HEB-003 (Otoadd F1) Hearing Aids, please familiarize yourself with the following information.

Please follow safety instructions to avoid damage or injury and keep this information as you may need to refer to it again.

⚠ Warning:

- **DO NOT throw** or drop your hearing aid.
- **DO NOT immerse** hearing aid in liquid or water.
- **DO NOT wear** during bathing, showering, or swimming.
- Store out of the reach of children and pets.
- **DO NOT expose** hearing aid to excessive hear, such as a stove top, microwave, dashboard of a hot car, or hair dryer.
- **DO NOT expose** hearing aid to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- **DO NOT use** the hearing aid with higher volume for a long period of time in order to avoid hearing damage. Stop using if discomfort occurs.
- **DO NOT disassemble** the hearing aid.
- **DO NOT use** the hearing aids without the Ear Tips attached.
- **DO NOT use** the Hearing Aids for hearing protection. They are not intended to protect your hearing in highly noisy environments.

16 Troubleshooting

Problem	Possible Causes	Solution
Sound too low	Battery power level too low	Put the hearing aid into charging case to charge the battery
	Blockage or dirt buildup on speakers or ear tips	Please clean the blockage or replace the ear tip
Sound not clear or not stable	Battery power level too low	Put the hearing aid into charging case to charge the battery
	Can't hear human voices in a noisy environment	Come within 1-2 meters from the source of the sound or the speaker
Hearing Aid howling	Inappropriate ear tip size or not fit completely into the ear canal	Please replace the appropriate size ear tips and ensure that the ear tips are inserted into the ear canal
	Hearing aids are removed without being switched to mute mode	Please switch to mute mode before removing the hearing aid
Not able to pair with cell phone	Lost pairing	Please re-pair the hearing aid following the re-pair instruction
Phone sound cannot be output	Lost pairing	Please re-pair the hearing aid following the re-pair instruction
	Does not select the correct device to broadcast on the cell phone.	Make sure the broadcast device on your cell phone is Otoadd F1
Otoadd Control App not connect to your hearing aid	Bluetooth and Location not turn on	Ensure Bluetooth is enabled on your device, and for Android phone, grant permission for [Bluetooth] and [Location]

If the problem persists, contact service@otoadd.com to help. .

13 Compliance information

Federal Communications Commission (FCC) Statement

- FCC ID : 2AX9Z-HEB-003
 - 15.105(b)
- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
- 15.19

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1)this device may not cause harmful interference and
 - 2) this device must accept any interference received, including interference that may cause undesired operation.
- 15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user’s authority to operate the equipment.

⚠ Warning:

The hearing aids should be used only as described in this user manual. Incorrect use may result in damage to the residual hearing, listening fatigue, or failure to provide sound awareness.

Keep the device and components out of reach of children to avoid choking or swallowing.

Remove the hearing aids from your ears if you encounter overly loud sounds.

Avoid use in potential explosive or damage situations.

Check before using the hearing aids in areas where electronics or wireless devices are restricted (such as aircraft) as they may cause interference. Refer to Electromagnetic Compatibility (EMC).

To avoid possible electromagnetic radiation, the hearing aid should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments.

Recycling:

This symbol means the product must not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling help protect natural resources, human health, and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.



Instruction manual version : V1.0
Product Name : Otoadd F1
Model Name : HEB-003
FCC ID : 2AX9Z-HEB-003

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