USER MANUAL

SONTRO™

Hearing Aids

SOUNDWAVE HEARING

CONGRATULATIONS!

With Sontro™ Hearing Aids, you are back in control of the sounds around you, thanks to intuitive self- fitting software and advanced hearing technology.
Let's get started!

Please read this User Manual before programming your Sontro Hearing Aids. Soundwave Hearing recommends a 21-day trial period as this is, on average, how long it takes to adjust to new sounds from your hearing aids. Hearing new sounds may feel unusual at first, but most people find that they feel more comfortable using their hearing aids after 3 weeks of use.

Get Back to Hearing, Get Back to Life with Sontro Hearing Aids.

SUPPORT

For assistance, please contact Soundwave Hearing:

Call Customer Support at 833-367-HEAR (4327)
Monday - Friday, 8:00 a.m. - 4:30 p.m., CST

Email Customer Support at: support@hearsoundwave.com
24 hours a day, 7 days a week

GUARANTEE

Your satisfaction is 100% guaranteed!
If you're not happy with your Sontro Hearing Aids , you can return them within 45 days for a 100% refund! We'll be sad to see you go - and we'll be here when you need us.

SOUNDWAVE
HEARING

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SONTRO™
Hearing Aids

With Sontro Hearing Aids, you are back in control of the sounds around you, thanks to self-fitting software and advanced hearing technology.

Let's get started!

otoTune

Test your hearing in 3-minutes and customize your settings with our intuitive otoTune™ app. You can download the otoTune app on your mobile phone at the Google Play or App Store.

GET IT ON Google Play

Download on the App Store

Cleaning your ears

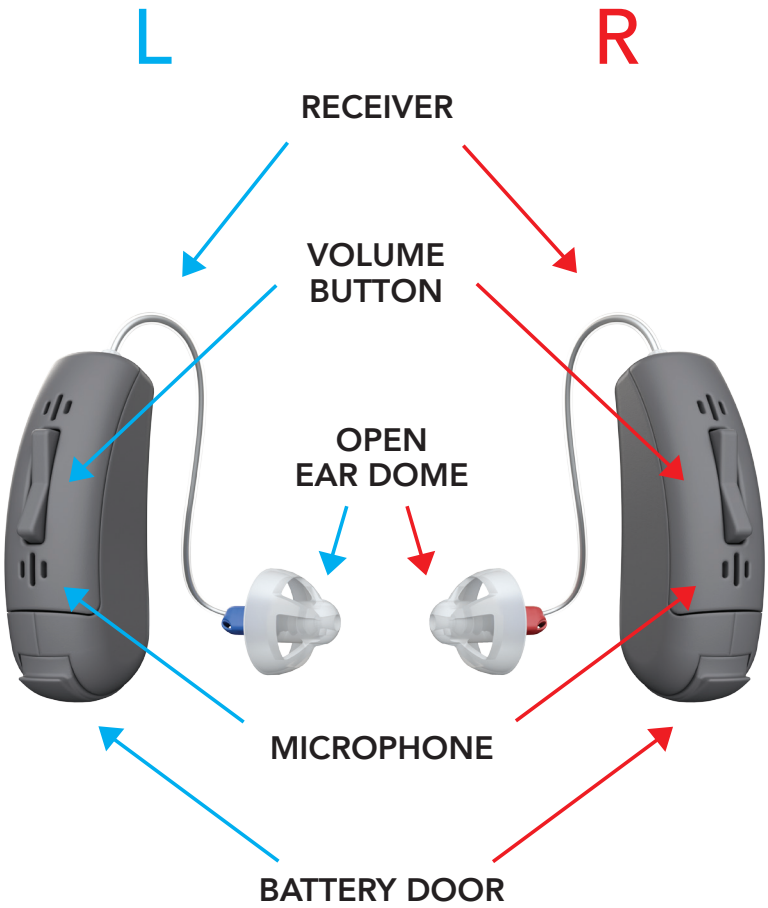
Let's face it, your ears make wax.

Wax build up can get in the way of hearing. Your Sontro™ Hearing Aids have tiny parts on them, wax will clog them up. Even if your ears appear clean it's a good idea to give them a quick swab before you put in your new Sontro Hearing Aids.

Package Contents

2 Soundwave Hearing Aids
1 Quick Start Guide
1 Receiver Measurement Tool
1 Thank you Card
1 Warranty Card
1 Happy / Not Happy Card
4 Size 312 Batteries
8 Ear Domes
1 Carrying Case
1 Cleaning Tool
2 Sport Locks

Getting to Know your Sontro™ Hearing Aids



Right and Left Hearing Aids

Soundwave manufactures the Sontro™ Hearing Aids as a paired set. When we manufacture hearing aids we program one as left, and one as right. The hearing aid with the blue tip receiver is the left hearing aid. The hearing aid with the red tip receiver is the right hearing aid.

It is important that you insert the left hearing aid in your left ear and the right hearing aid in your right ear. Aside from using the color of the recievers to identify the left and right hearing aid, holding the hearing aids upright with control buttons facing you can also be used. The tips of receivers will face each other, when held in the correct hand.

⚠

Please use caution when changing domes, wax guards or receivers to keep the left and right hearing aids with the correct colored receivers.

BATTERY

Our Sontro™ Hearing Aids are made to work with a Size 312 battery. Please only use this size.

Battery Door

The battery door of the Sontro Hearing Aid is designed to have two functions, to power on/off and to change the battery.

Powering the Hearing Aid On and Off

Open the battery door to power off the hearing aid, when not in use. To open, gently pull battery door tab, located on the base of the hearing aid. Close the battery door to power on the hearing aid. When you open and close the battery door, thus turning your hearing aids off and on, they always return to the last setting.

Battery Warning

WARNING: Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment. Also, keep batteries away from pets, children and persons with disabilities. If a battery is accidentally swallowed, seek medical attention immediately, or call the National Battery Hotline at 1-800-498-8666.

How to Insert the Battery

STEP 1: Remove brown adhesive tab on a new battery. Wait one (1) FULL minute for the battery to fully activate. **NOTE:** Remove excess adhesive film that occasionally adheres to the top of the battery.

STEP 2: Gently pull battery door tab located on the base of the hearing aid. Open door, insert a fresh 312 battery with the positive '+' side facing up.

STEP 3: To turn on your Sontro™ Hearing Aid, close the battery door. Your hearing aid will play a set of chimes to let you know the power is on.

NOTE: Never force the battery door closed. If the battery door doesn't close easily, then the battery may be improperly seated in the battery door, remove the battery and re-insert the battery before closing the door again.

Low Battery Indicator

There are two ways to know that you have a low battery in your hearing aid. Your hearing aids will remind you by saying "low battery" when they have a low battery level. The otoTune app also allows you to visualize your battery life on the "Devices" screen.

Battery Tips

- Only use new 312 batteries when replacing your batteries.
- Always leave new batteries sealed in their original packages.
- Do not remove the tab on your battery until you are ready to use it.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave expired batteries in your Sontro™ Hearing Aids.
- Open the battery door when not in use, especially at night to allow any excess moisture to evaporate and prolong the life of your hearing aids.
- Store batteries at room temperature.
- Store and discard batteries in places that cannot be reached by infants or children.

Factors that Affect Your Hearing Aid Batteries

INDIVIDUAL HEARING LOSS: As hearing loss increases, more power is required to effectively amplify sounds. This increases the current needed from the battery and reduces battery life. In general, the more severe the hearing loss, the shorter the battery life. Also, hearing loss can vary from ear to ear, so you may experience different battery usage for each device.

INDIVIDUAL'S HEARING AID USAGE: Hearing aid users are highly encouraged to wear their hearing aids for most of their waking hours to obtain maximum benefit and value of their devices. The amount of time the hearing aid is in use will have a large impact on the life of the hearing aid battery.

ENVIRONMENT: The noise around you can affect battery life. A battery will drain less in a quiet area versus a noisy restaurant or loud concert. Turning up the volume on your hearing aid in a noisy setting can also prematurely drain the battery.

LOW HUMIDITY: As humidity is reduced, batteries may dry out and lose effectiveness. As humidity increases, batteries may take on moisture and ultimately shorten the life of the battery. This can be an issue if you are outdoors in high temperature/high humidity regions and live in a non-air-conditioned environment.

TEMPERATURE: As temperature decreases, hearing aid battery voltage is lowered, which can reduce battery life. Increases in altitude reduce the percentage of oxygen in the air, which can lead to lower voltage. This can cause a battery to reach the end point earlier.

NOTE: With normal usage, your 312 hearing aid batteries should last up to 4 to 6 days with your Sontro Hearing Aids.

PLACEMENT

Placement of Your Sontro™ Hearing Aid on Your Ear

The LEFT ear receiver is BLUE and the RIGHT ear receiver is RED

STEP 1 : Take each hearing aid and hang it over the corresponding Left and Right ear, so that the body of the hearing aid is behind each ear.

STEP 2 : Hold the receiver where it bends and gently place/push the ear dome into the ear canal. Push the ear dome far enough into the ear canal so that the receiver lies flush with your head.

NOTE: Steps 1 and 2 may be reversed if you find it is easier to insert the tip first.

STEP 3 : To remove the hearing aid, hold the receiver where it bends and remove the ear dome from the ear canal.

Removal of Your Sontro™ Hearing Aid from Your Ear

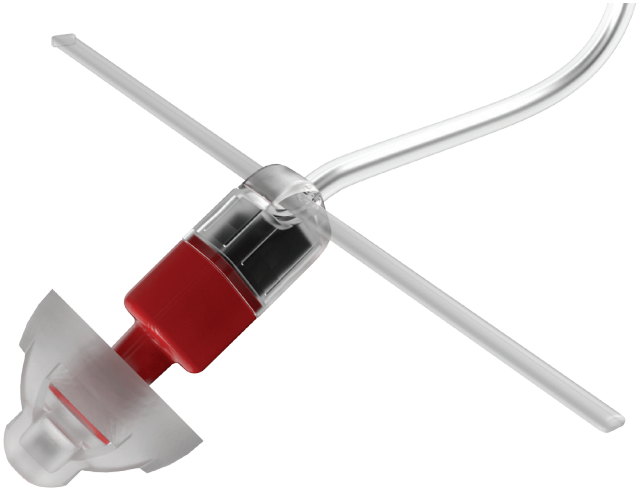
Hold the receiver wire where it bends near the ear canal with your thumb and forefinger and gently pull the receiver with the attached dome from your ear. It's that simple!

Customizing the Fit of Your Sontro Hearing Aids

The receiver delivers the sound to the eardrum. It is important that the receiver and the dome fit correctly in your ear. If the receiver or the dome irritates your ear in any way and prevents you from wearing your hearing aid, please contact our Customer Support at (833)-367-Hear (4327) or email support@hearsoundwave.com

Placement of Sport Locks on Sontro™ Hearing Aid and Ear

Your Sontro Hearing Aids also come with (2) sport locks to hold the receiver and dome in your ear canal if needed. To install a sport lock onto each receiver simply push the smaller end of the sport lock into the loop on the end of the receiver and gently pull it completely through to the wider end of the sport lock. Repeat Steps 1, 2, and 3 above for the other hearing aid, then tuck each sport lock in the outer bowl of each ear once the hearing aids are in place on your ears. See video at hearsoundwave.com



EAR DOMES

Ear Domes

We are all different and so are the shape & size of our ear canals. Inside the carrying case you will find a package of ear domes in different shapes and sizes.

We recommend you take the otoTune 3-minute hearing test with the Open Ear Domes that are already installed on your hearing aids. We also suggest you wear your Sontro™ Hearing Aids for a couple of hours before making a final decision on ear dome fit for everyday use.

Occasionally, people have left and right ear canals that are different sizes and shapes. If this is the case for you, then you may find you need one size in one ear and a different size in the other ear. Use what feels best for you!

Sometimes your ear dome and receiver will become dislodged from the ear canal and may cause a whistling sound. If this occurs simply push the dome back into the ear canal and the whistle sound should stop. Other causes of whistling may be improper fit of ear domes (too large or small).

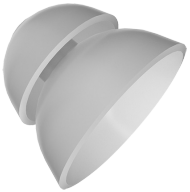
Ear domes are small, bell shaped silicone pieces that attach to the end of the receiver and fit in the ear canal. Ear domes come in three variations: Open ear domes, Power ear domes, and Tulip ear domes.

Open Ear Domes come installed on your hearing aids. If an ear dome feels too loose or too tight in your ear canal, remove the ear dome by pulling it from the receiver and then attach a larger or smaller ear dome.

	Open Ear Domes	Power Ear Domes	Tulip Ear Domes
Small	5mm	11mm	
Medium	7mm	13mm	
Large	10mm	14mm	
One Size			12mm

Open Ear Domes can sound more natural, because they allow more unblocked or unoccluded sound through the ear. Open ear domes come in three sizes: small, medium and large. Soundwave replacement Open ear domes are sold in sets of 10.

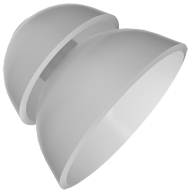
Tulip Ear Domes can increase speech clarity and overall comfort. Tulip ear domes come in just one size and they fit the widest variety of ear canals. Soundwave replacement Tulip ear domes are sold in sets of 10.



Power Ear Domes can increase the sound level because they reduce the unwanted or unneeded sounds from outside the hearing aids. Power ear domes come in three sizes: small, medium and large. Soundwave replacement Power ear domes are sold in sets of 10.

Replacing Your Sontro™ Hearing Aid Ear Domes

It is important you know how to change and replace ear domes, incorrect ear dome replacement may result in the ear dome being left in the ear when you remove the hearing aid.



Open and Power Ear Dome Replacement

STEP 1 : Hold the receiver with your thumb and forefinger and firmly pull the base of the ear dome entirely off the receiver with your thumb and forefinger of your other hand. **NOTE:** See video on our website

STEP 2 : Hold the receiver with your thumb and forefinger and firmly push the new dome over the ribbed flange/spout on the receiver with your thumb and forefinger of your other hand. Make sure that the new dome is properly and securely mounted. **NOTE:** See video on our website

Tulip Ear Dome Replacement

Tulip ear domes consist of two petals. Use a bit more caution replacing them.

STEP 1 : On the ear dome, push the largest petal away from the receiver using a finger. This bends the petal forward. Hold the receiver with your thumb and forefinger and firmly pull the base of the ear dome entirely off the receiver with your thumb and forefinger of your other hand.

STEP 2 : Hold the receiver with your thumb and forefinger and gently push the new ear dome over the ribbed flange/spout on the receiver with your forefinger of your other hand.

STEP 3 : Push the largest petal backwards, and it will be placed on top of the smaller petal. Make sure that the new ear dome is properly and securely mounted.

RECEIVERS

Receivers

Soundwave ships all Sontro™ Hearing Aids with one size fits most receivers. Occasionally your ear size may require a longer or shorter receiver to help the ear dome and receiver stay in your ear canal. Should this be the case, call Customer Support (833)-367-Hear (4327) or email support@hearsoundwave.com and we will happily help you order the correct size.

It is important that the receiver and ear dome are located in the ear canal in order to accomplish this. You may find that pulling your ear up and outward with your opposite hand, to open the ear canal, may help.

NOTE: Receiver wires are made to transfer sound, please never attempt to rebend or change the shape of the receiver.

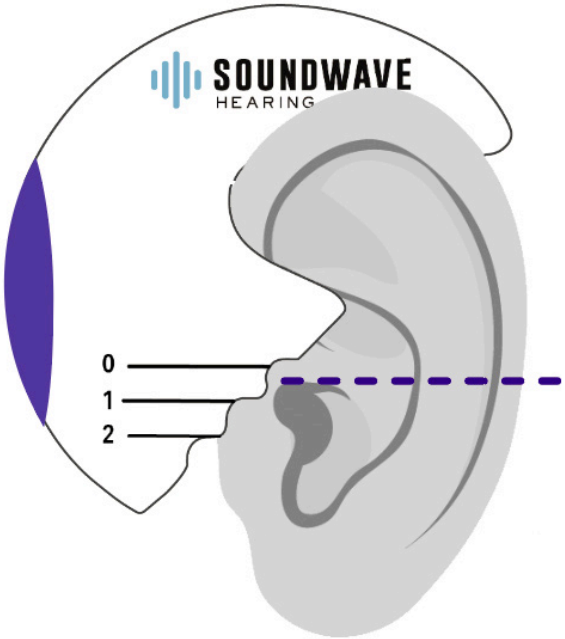
RIGHT RECEIVER

Using the Receiver Measurement Tool

To find the correct size Receiver, use the Receiver Measurement Tool.

Place the tool over the appropriate ear (see diagram). Pick the number that is the closest to the top of the ear canal opening. If you are between numbers, we recommend you choose the higher number.

It is ideal to have a friend help you read the number.



VOLUME BUTTON

Customize your Hearing Aids with the Volume Button

You can further customize how your hearing aid sounds by using the otoTune™ app or by using the volume button on the Sontro™ Hearing Aid.

A Short Press (1 second) of the top or bottom button will change the volume up or down.

A Long Press (3 seconds) of the top or bottom button will allow you to cycle through the Sound Modes of the Sontro Hearing Aid.

A Very Long Press (7 seconds) of the top button will put the Sontro Hearing Aid in wireless pairing mode.

A Very Long Press (7 seconds) of the bottom button will clear any previous wireless connections on that Sontro Hearing Aid.

Adjusting Hearing Aid Modes

Sontro™ Hearing Aids have 4 modes: Automatic, Quiet, Noise, and Entertainment. You can also control all of these modes on the otoTune™ app.

Automatic mode will automatically adjust the proper mode to your surroundings.

Quiet mode is omnidirectional and allows the hearing aids to pick up sounds around you.

Noise mode uses adaptive directionality to enhance your ability to hear voices and follow the conversation in a noisy environment, like a restaurant.

Entertainment mode uses fixed directionality in front of you, allowing you to hear the voices on the TV, or in a theatre like setting.

CARE

Daily Cleaning

It is important to keep your hearing aids clean and dry. Clean the hearing aids using a dry soft cloth.

Do not use water to clean the receiver wire or ear dome.

In order to avoid damage due to humidity or excessive perspiration, you may consider purchasing a hearing aid dryer. Check out our affiliate store on our site. Receiver wires may become stiff, brittle, or discolored over time. You can purchase new receiver wires on hearsoundwave.com

Cleaning Tool

Use the brush on the cleaning tool to remove any wax from the hearing aid. Use the wax loop to gently remove wax and debris from the middle of the ear dome.

Cleaning Receiver Wires, Ear Domes, and Wax Guards

Use an audiology cleaning wipe or a microfiber cloth to clean the receiver wire and ear dome on the outside.

The wax guards and ear domes may collect excess ear wax with each day's use. A significant amount of wax may collect in the ear domes and the wax guards during the initial days of wearing your Sontro™ Hearing Aids. The build up of wax will lessen over time. Wax buildup or other debris may affect the sound quality and performance of your hearing aids.

Long Term Care of Your Sontro Hearing Aids

Soundwave recommends that your change your wax guards, ear domes and sport locks at least every (3) months to keep you hearing all of life's moments.

Over time, these parts may become stiff and discolored, affecting comfort, fit, and sound quality. Regular replacement will keep your Sontro Hearing Aids sounding and feeling like new.

Overall Care for Optimal Hearing with your Hearing Aids

- Keep your hearing aids dry and clean.
- Store your Sontro™ Hearing Aids in a cool dry place, such as a hearing aid dehumidifier, with the battery door open when not wearing them.
- For long periods of non-use, remove battery to prevent corrosion.
- Clean your Sontro Hearing Aids with a audiology cleaning wipe or a microfiber cloth daily to remove wax, grease, and moisture.

Items to Avoid with your Hearing Aids

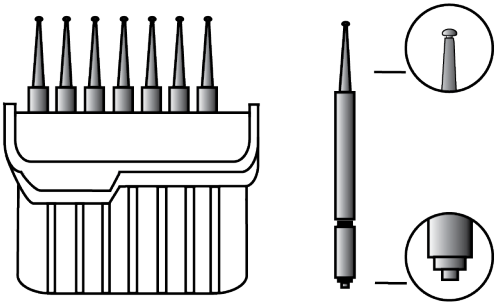
- Do not let you Sontro Hearing Aids get wet, do not wear them swimming, bathing, steaming, hot tubbing, or in the shower.
- Do not immerse your Sontro Hearing Aids in any liquid to clean them.
- Do not expose your Sontro Hearing Aids to excess heat or direct sunlight. The heat may deform the shell or damage the electronics.
- Do not wear your Sontro Hearing Aids when putting on cosmetics, perfume, after-shave, hairspray, suntan lotion etc.
- Do not wear your Sontro Hearing Aids while using a hair dryer.

WAX GUARDS

Changing Wax Guards

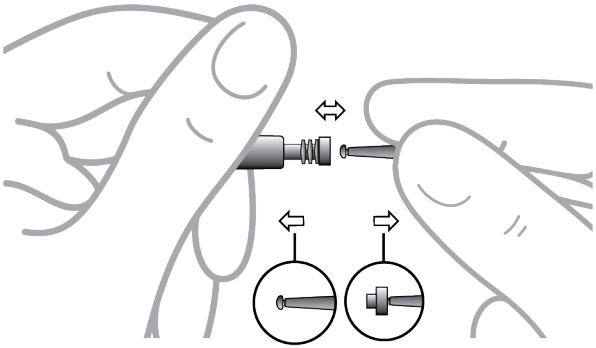
STEP 1 : Remove the ear dome on your receiver.

STEP 2 : Open a box of Cerustop™ Wax Guards, available on our affliate store at hearsoundwave.com

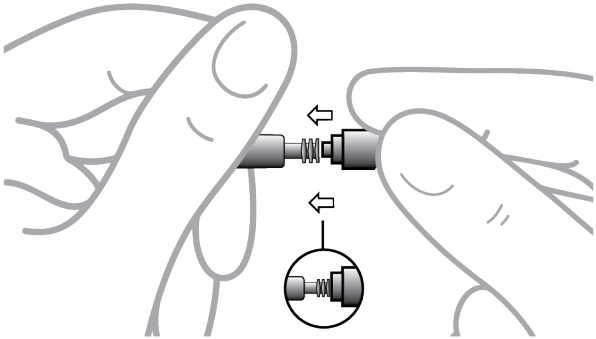


The wax guard tool that comes with the Cerustop Wax Guards has a removal tip to collect the used filter, and a replacement tip with a white filter to insert the new wax filters.

STEP 3 : Insert the removal tip of the tool into the used wax guard that is on your receiver so that the shaft touches the rim of the wax guard and remove the used wax guard, by pulling straight out.

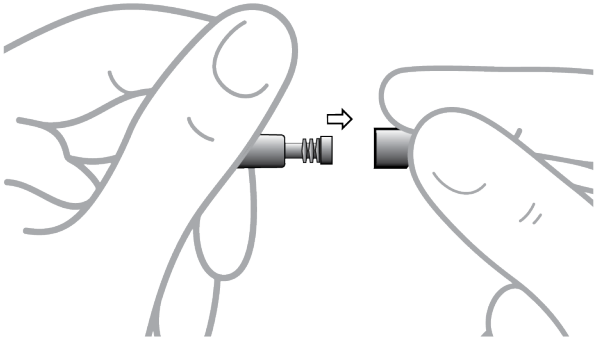


STEP 4 : Gently press the new wax guard straight into the opening. Then pull the holder straight out.



The new wax guard will automatically release from the tool. If the wax guard fits loosely, discard it and insert another.

STEP 5 : Remove the ear dome on your receiver.



Please see a video of this on hearsoundwave.com

SOUND

Your Brain Needs Time to Adjust to Your Sontro™ Hearing Aids

There are some sounds you may not have heard in a long time when you first start to wear hearing aids, they may seem very loud or even annoying. Give your brain sometime to adjust and it will adjust. Your brain is just excited to hear again!

What sounds will I hear?

The sound of your own voice, also called autophony, may sound loud, but your brain will get used to it as it re-learns which sounds to hear at which volumes.

Your surroundings, including dogs barking, paper rustling, cars, sirens, water, or people walking may sound loud. Keep the volume low in the beginning, as these high frequency sounds will need a gentle introduction to your brain. It can take up to 2-3 weeks for your brain to adjust.

Slowly begin to turn the volume up as you become more comfortable with sound. The Sontro Hearing Aid has several modes that you can test to manage your sound: Automatic, Quiet, Noise, and Entertainment. You can access these from the control screen on the otoTune™ app or by using the volume control buttons.

Your Sontro™ Hearing Aid should sound clear and not loud

If something sounds loud, you probably have the volume too high, or you may need to switch to a different mode.

Once you begin to acclimate to your Sontro Hearing Aids you may find that you enjoy conversations more and that it is easier to talk to people in restaurants and other noisy environments. Keep sharpening your sense of hearing!

You may find that TV is much more enjoyable at the volume that your friends and family watch. Remember you can always turn up your own volume on your Sontro Hearing Aids. Start binge watching some new shows!

Troubleshooting Guide

My Sontro™ Hearing Aid makes a whistling sound.

- Is your ear dome inserted fully into your ear canal?
- Remove the ear domes and reinsert them.
- Try a smaller or larger size ear dome.

My Sontro Hearing Aid volume is too loud.

- Reduce the volume, with your app or the volume buttons on your Sontro Hearing Aids.

I am not hearing clearly with my Sontro Hearing Aids.

- The receiver wire may not be connected properly, make sure it is attached to the Sontro Hearing Aid and the ear dome fits snugly.
- The receiver wire may be broken, replace the receiver wire.
- The wax guard may be blocked with wax, change your wax guard.
- If you are speaking on the phone, move your phone away from the Sontro Hearing Aid to create some room between the hearing aid and the phone.
- If you have a substantial amount of wax in your ear, please visit an audiologist.

My Sontro™ Hearing Aids do not provide sound.

- Check that the battery door is completely closed so the hearing aid is turned on.
- Check that you have a battery properly inserted in your Sontro Hearing Aid.

The sound coming from my Sontro Hearing Aids is distorted or weak.

- The wax guard may be blocked with wax, change your wax guard.
- Replace the batteries with new ones, they may be old or out of power.
- Your Sontro Hearing Aid may have been exposed to excessive moisture, remove the battery and leave the door open, and store in a cool dry place, such as a hearing aid dehumidifier, overnight.

The battery in my hearing aids drains very quickly.

- Are you turning your hearing aids off, when not in use? If not this can drain the battery. Simply open the battery door when not in use to turn them off.
- Check the expiration date on your batteries, they may be expired.

Important Notices & Disclaimers

The otoTune™ app and Sontro™ Hearing Aid is an air conduction hearing aid for use by adults 18 years or older, designed for mild to moderate hearing loss. It is not a diagnostic test to clinically diagnose your hearing care health. It is not intended for use by individuals with dementia or other cognitive impairment. For a medical evaluation of your hearing, you should consult a hearing health professional.

Soundwave Hearing advises anyone who has a history of: (1) Visible congenital or traumatic deformity of the ear; (2) active drainage from the ear within the previous ninety days; (3) sudden, or rapidly progressive, hearing loss within the previous ninety days; (4) acute or chronic dizziness; (5) unilateral hearing loss of sudden or recent onset within the previous ninety days; (6) audiometric air-bone gap equal to, or greater than, fifteen decibels at five hundred hertz (Hz), one thousand Hz, and two thousand Hz; (7) visible evidence of cerumen accumulation, or a foreign body in the ear canal; and (8) pain or discomfort in the ear, to consult a physician or an otolaryngologist prior to fitting of any hearing device.

Minor itchiness, redness, and irritation may occur as your ear becomes accustomed to wearing your Sontro™ Hearing Aids. If this occurs, please contact Soundwave Hearing. If an actual allergic reaction occurs or you experience inflammation, discharge from the ear, excessive wax or other unusual conditions, contact a physician immediately. If, for any reason, your hearing devices do not operate properly, do NOT attempt to fix them yourself, as you could cause further damage.

If you have any questions regarding the use of this product, please contact Soundwave Hearing Customer Support at 833-367-HEAR (4327), or support@hearsoundwave.com Monday - Friday, 8:00 AM - 4:30 PM, CST.

Instructional Videos

Soundwave Hearing is working hard to continually develop our "How to Videos". You will find our videos on our website.

Serial Number

There are two ways to locate your serial number:
The serial number is located on the blue side of the Sontro™ Hearing Aids box, on a white sticker.

The otoTune™ app will automatically register your serial number when it connects with your Sontro Hearing Aids, the first time.

Please complete and retain for your records. The serial numbers are located on your app or on the white label of your box.

Serial number: _____
Model number: AI

Please keep your receipt with this document.

APPENDIX

General Warnings

- Avoid use of the Sontro™ Hearing Aids directly next to other electronic equipment, which could result in decreased performance. If such use is necessary, monitor the performance of your hearing aid system and the other equipment to ensure they are operating normally.
- Use of accessories, components, or replacement parts other than those provided by Soundwave Hearing could result in increased electromagnetic emissions and decreased electromagnetic immunity, which could decrease performance.
- If portable radio frequency communications equipment is used closer than 12 inches (30 centimeters) from your hearing aid system, performance may decrease. If this occurs, move away from the communications equipment.
- Your hearing aid system can be used on an aircraft, as hearing aids are exempt from the rules applied to other personal electronic devices.
- The wireless capabilities featured in your hearing aid system are approved to operate at a radio frequency specific to your country or region and may not be approved for use outside your country or region. Operation during international travel may interfere with other electronic devices; or other electronic devices may interfere with your hearing aid system.
- The Sontro Hearing Aids are NOT intended for use by children. The hearing aid and accessories contain small parts which should be kept out of reach of children due to choking hazard.
- Your Sontro Hearing Aids must only be used by the intended person. Use by another person may damage their hearing.

- Do not use an instrument, such as a cotton swab, to push the receiver or ear dome in the ear canal. The receiver or ear dome may be placed too deep and cause damage to the ear.
- Do not use a hearing device during X-rays, MRIs, CT scans or other similar medical treatment to prevent damage to the hearing device.
- Check for electronic or wireless restrictions prior to using a hearing device to prevent electrical interference to nearby equipment.
- To prevent damage and/or malfunction, do not modify the hearing device or replacement parts.

FCC Information

MODEL: AI
FCC ID 2AYY5-AI
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 interface received,
including the interference that may cause undesired operation.

Wireless Technical Description

Your Sontro™ Hearing Aid system is classified as Class II exempt per 21 CFR 874 and a Class II Type B per IEC 60601-1 Medical Electrical Equipment.

This hearing aid model has been tested to, and has passed, the following EMC, emissions, and immunity tests: IEC 60601-1-2 radiated emissions requirements for a Group 1, Class B device as stated in CISPR 11.

Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

Compliance Information

This device complies with FCC 47 CFR Part 15, subpart C.
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. The Soundwave Hearing Aid 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 receiving device. If this hearing aid does cause harmful interference to radio or television reception, which can be determined by turning the hearing aid 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 affected receiving device.
- Increase the separation between the hearing aid and the receiving device.
- Consult the dealer of the receiving device or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Soundwave Hearing, LLC could void the user's authority to operate this equipment.

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. This device complies with FCC radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2AYY5-AI
Radio Technology: Bluetooth Low Energy (BLE) and proprietary technologies.
Radio Transceiver Frequency Range: 2.4 to 2.4835 GHz
Radio Receiver Bandwidth: 2 MHz
Modulation Type: 1 Mb/s and 2 Mb/s
GFSK Peak Effective Isotropic Radiated Power: 0 dBm
This equipment has been tested and found to comply with the limits per CISPR 11 class B

Operating Conditions

Temperature Range: 32°F – 104°F (0°C – 40°C)
Humidity Range: 0 – 95% RH Pressure Range: 70 – 110 kPa

Storage/Transport Conditions

Temperature Range: -13°F – 158°F (-25°C – 70°C)
Humidity Range: 0 – 90% RH
Pressure Range: 70 – 110 kPa
Time to warm from minimum storage temperature before use: 1 hour (ambient temperature 68°F or 20°C)
Time to cool from maximum storage temperature before use: 1 hour (ambient temperature 68°F or 20°C) 9 0 10

Regulatory and legal information (Single Hearing Aid)

Overall with speaker: 80 mm long x 10 mm high x 8 mm thick
Overall without speaker: 30 mm long x 10 mm high x 8 mm thick
Disposal: The Sontro™ Hearing Aids and components are electronic components which should be discarded in accordance with national, regional, and local regulations.

Expected Service Life of Product and Components: 3 Years
This product does not contain natural rubber latex.
This product is provided non-sterile.
Do NOT use if package is damaged.
The Sontro Hearing Aids comply with the following domestic regulations for medical devices:
IEC 60601-1:2005/A1:2012
IEC 60601-1-2:2014
IEC 60601-2-66:2019
IEC 60601-1-6:2010
FCC 47 Part 15.247

Features per ANSI/CTA-2051:2017

The Sontro™ Hearing Aids have level-dependent frequency equalization that is adjusted via user controls.

Level-Dependent Gain/Compression utilize 16-channel wide dynamic range compression to make conversation easier without making loud sounds too loud.

Noise Reduction make steady noises less loud.

Signal-to-Noise Ratio Enhancement have user-selectable directional microphones to emphasize sounds from in front, making conversations in noisy places easier.

Feedback Control to reduce feedback (whistling).

Personalized settings self-tuned by the user either via an app on a smart device (phone or tablet) or by using the on-device controls. Individual hearing thresholds are required to personalize the amplification settings.

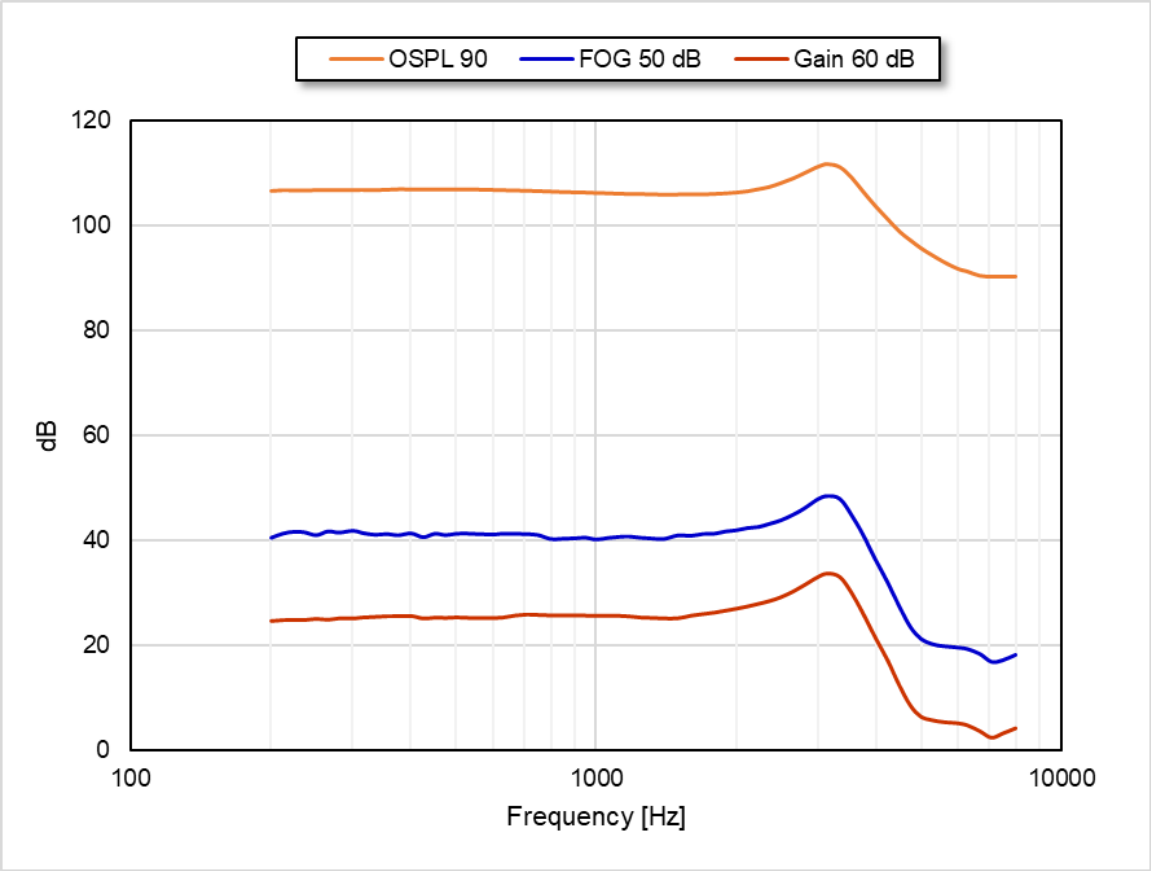
Coupling to the Ear have a user-adjustable fit for greater comfort and better sound quality. The ear domes are a soft, conical, open or closed dome that rests deep in the ear canal.

Wireless Connectivity uses Bluetooth technology to control the hearing aids via a paired smart device.

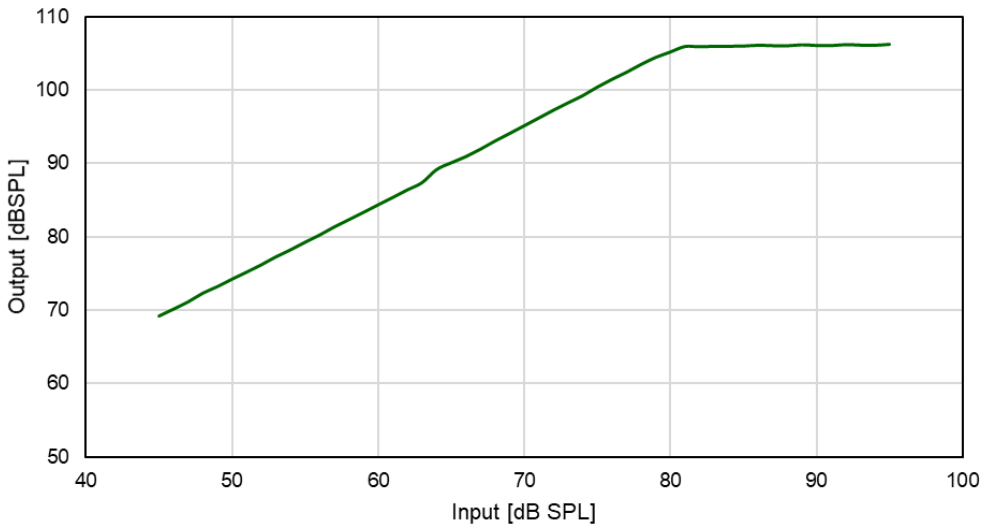
ANSI S3.22 / IEC 60118-7 2CC Coupler

Output saturation (90 dB SPL input)	Max	112	dB SPL
	HFA	107	
Full-on gain (50 dB SPL input)	HFA	42	dB
Reference test gain (60 dB SPL input)	HFA	24	dB
	Max	27	
Frequency range (Memory-4)	200 - 8000		Hz
Total Harmonic Distortion	500Hz	0.9	%
	800Hz	1.0	
	1600 Hz	0.4	
Equivalent Input Noise (Noise Reduction Disabled)		25	dB SPL
Current drain (battery, wireless off)		1.3	mA
Supply Voltage - Std 312		1.3	V
Attack Time		<1	mS
Release Time		9	mS

Frequency Response Curve IEC 60318-5 2CC Coupler



Input / Output Curve IEC 60318-5 2CC Coupler



Proper operation of your Soundwave product requires a safe, private, and secure operating environment. To ensure your security, Soundwave recommends following best practices for securing your home network and mobile device. For more information, refer to the US Federal Trade Commission's guidance on online security. Visit: consumer.ftc.gov/topics/online-security

The Soundwave Privacy Policy is available at hearsoundwave.com

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Information and explanation of symbols

Warning/Caution: Important information for handling and product safety.

Temperature Range: 13°F - 158°F (-25°C - 70°C)

Relative humidity: Store between 0% - 90% RH.

Atmospheric pressure should be 600hPa - 1000hPa.

Consult instructions for use.

Contains electronics, dispose according to Soundwave Hearing, LLC.

Do not use if package is damaged.

Single use only.

Keep away from sunlight.

Keep dry.

Do not recycle.

ROHS compliant.

Lead Free.

Bluetooth.

WARRANTY

Warranty Policy

"Your Soundwave Hearing Aids and other Soundwave products you purchase are covered by a Limited Warranty against defects in materials and workmanship for a period of ONE (1) YEAR from its date of purchase ("Warranty Period"). Proof of purchase is required for warranty service on your Soundwave Hearing Aid(s) or other product. If our examination of your Soundwave Hearing Aid(s) or other product determines that there is a defect in materials or workmanship within the Warranty Period, the affected hearing aid(s) or other products will be repaired or replaced free of charge. This limited warranty is not transferable and applies only to the original owner.

Soundwave shall not be liable to any person for incidental, consequential or special damages of any description, whether arising out of limited warranty, including any implied warranties, or out of any other contract, negligence, tort or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. All implied limited warranties, including, but not limited to, the implied warranties of merchantability and fitness for particular purposes, are limited in duration to the warranty period. Soundwave further disclaims all express warranties not stated in this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the previous limitation may not apply to you. This limited warranty applies only to products purchased in the United States. This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

If your hearing aid or other product needs repair due to a manufacturing defect during the Warranty Period, please call Customer Support at (833) 367-HEAR (4327), Monday - Friday, 8:00 a.m. - 4:30 p.m. (CST), for warranty repair instructions, or you may email support@hearsoundwave.com and We will use our best efforts to respond to you within one (1) business day.

Once we receive your Soundwave Hearing Aid(s) or other products, we'll thoroughly examine it to determine the cause of damage. After our technicians have confirmed that the hearing aids failure was due to a defect in materials or workmanship, We will repair or replace your Soundwave Hearing Aid(s) or other product free of cost. This warranty does not cover product failure caused by the user, including, without limitation, rough handling, water damage, external physical damage, wax build-up or misuse of the Soundwave hearing aid(s) or other products.

Customer Support at 866-423-9963, Monday - Friday, 8:00 a.m. - 4:30 p.m., Central Standard Time; or email Customer Support at Support@HearSoundwave.com 24 hours a day, 7 days a week.

Out of Warranty Repairs

Even after the Warranty Period expires, we're still here to help you with your Soundwave Hearing Aid(s) or other products. Should you need repairs, please call Customer Support at (833) 367-HEAR (4327), Monday - Friday, 8:00 a.m. - 4:30 p.m. CST, for instructions and pricing information. Alternatively, you may email support@hearsoundwave.com, and we will use our best efforts to respond to you within one (1) business day. We will provide you with an estimate of the cost to repair the damaged device before performing any repairs. If at our examination it is determined that the device(s) must be replaced, you will have the option to purchase a replacement. Please contact Soundwave's Customer Support at (833) 367-HEAR (4327) for pricing information.

Return (Money Back Guarantee) Policy

"Your satisfaction is 100% guaranteed. If you are not completely satisfied with your Sontro Hearing Aids or other products, you have 45-days from the date you receive your devices (or date of purchase from your local retail store) to return them for a refund. No questions asked!

Before returning your devices, Soundwave Hearing recommends a 21-day trial period with your hearing aids as this is, on average, how long it takes to adjust to your new devices. It may feel unusual at first as you get used to the sounds you are missing, but most people find they adjust to the amplification of the Soundwave Hearing Aids after 3 weeks of use.

If you purchased your hearing devices from Soundwave Hearing, please call Customer Support at (833) 367-HEAR (4327), Monday - Friday, 8:00 a.m. - 4:30 p.m., (CST) for a Return Merchandise Authorization ("RMA") number and specific return instructions. Alternatively, you may email support@hearsoundwave.com, and we will use our best efforts to respond to you within one (1) business day. All products MUST include an RMA number for proper processing. We are unable to honor return requests after 45 days from the date of receipt.

If you purchased your Soundwave Hearing Aids or other products from a local retail store, simply visit the store with your receipt as proof of purchase for a full refund. Your local retail store is unable to honor a refund after 45 days from the date of purchase.

Refunds take approximately 14 days from the day on which We receive the returned products to be processed. The refunds will be issued using the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

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