

User Manual

VOLT MAX 2 Hearing Aids • Series AV



FDA Warnings

WARNING: If you are younger than 18, do not use this.

You should go 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 earwax, 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 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 further 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.

MDHearing has a team of U.S.-based licensed audiologists and hearing specialists ready to assist by phone, email, text, and video sessions.

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.

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We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have.

To help our professionals improve your experience and provide the most accurate advice, take our free online hearing test at **www.MDHearingAid.com/hearing-test**.

800-918-3914

Monday-Friday (Visit MDHearingAid.com/contact-us for current hours of operation)

support@MDHearingAid.com

24 hours a day, 7 days a week

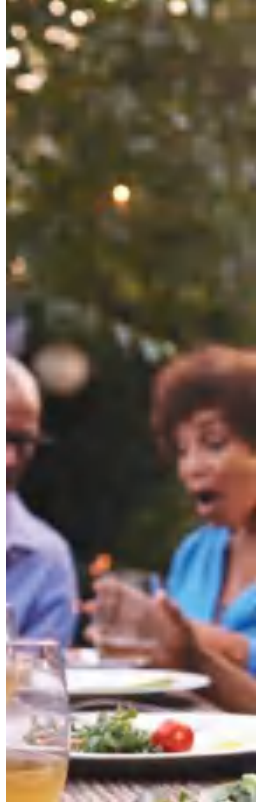
Congratulations

With the *VOLT MAX 2*, you are back in control of the sounds around you—thanks to smart, rechargeable technology paired with user-adjustable controls.

Please read this User Manual in its entirety before using your new hearing aids.

If you would like to use the optional MDHearing app with your hearing aids, visit **<https://start.MDHearing.com>** for the App Manual and personalization instructions.

Practice and patience are important as your brain relearns how to hear. Your results, and improved quality of life, will depend on the type and degree of your hearing loss, your expectations, and frequency of use.





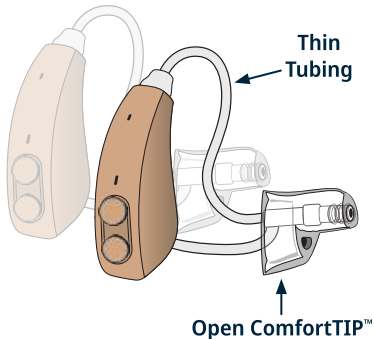
“

Superior in quality
of sound, ease of
use, and best value.
Thank you for
restoring my
confidence.

— Loren B.

Package Contents

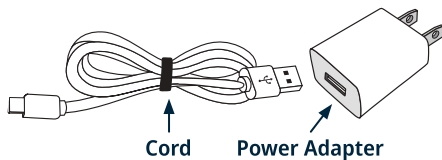
a) Hearing Aid(s)* (found inside of charging case)



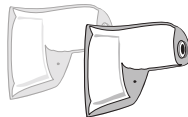
b) Charging Case



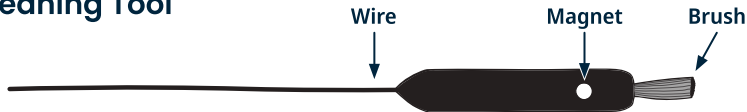
c) Charging Accessories



d) Closed ComfortTIP(s)*



e) Cleaning Tool

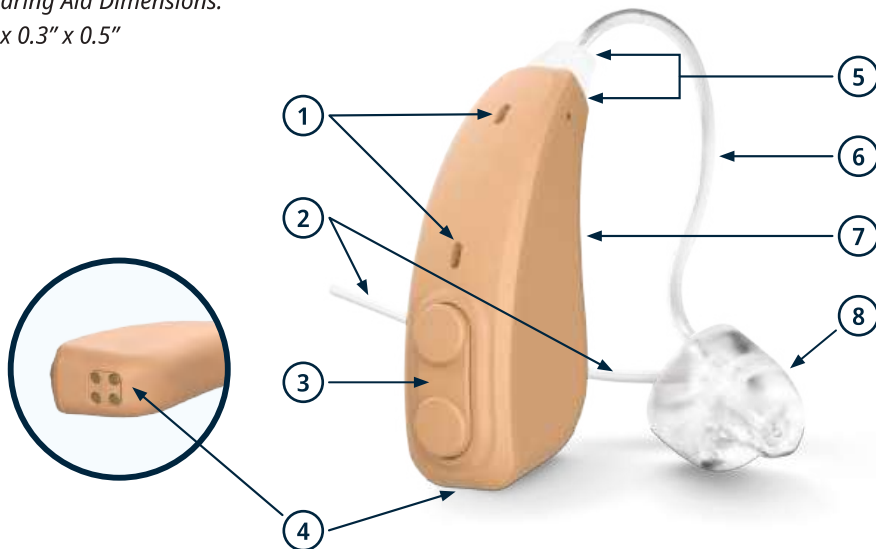


**Contents will vary depending on quantity ordered.*

VOLT MAX 2 Diagram

Hearing Aid Dimensions:

1" x 0.3" x 0.5"



- 1) Microphones
- 2) Stabilizer Bar
- 3) Control Switch (on/off, volume, and program control)
- 4) Charging Contacts
- 5) Twist & Lock Tubing Base
- 6) Thin Tubing (series AA, size 2B)
- 7) Hearing Aid Body
- 8) ComfortTIP™ (open, size small)

Quick Start Guide

If you have a pair of hearing aids, first identify the left and right aid. Hearing aids are fit, and may be tuned, differently for each ear. Therefore, they should not be swapped.

Step 1: Fully charge the hearing aids prior to first use.

Step 2: Place the hearing aids on your ears.

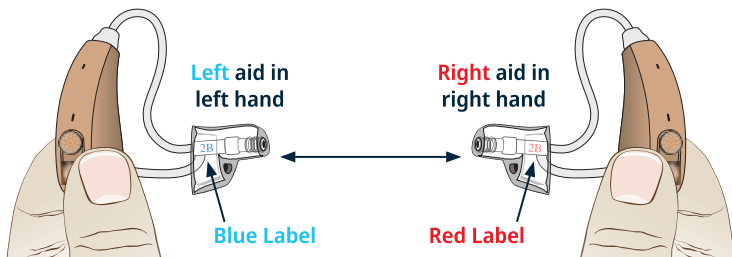
Step 3: Adjust the settings.

***Please note:** The VOLT MAX 2 may be used with the optional MDHearing app to personalize your hearing aids. Visit <https://start.MDHearing.com> for the app manual and personalization instructions.*

Identifying Your Left and Right Hearing Aids

To identify the left and right hearing aid, hold them upright in each hand with the controls facing you. The tubing/tips point toward each other when in the correct hand.

You may also look for the label near the end of the tubing. The **blue label** indicates left ear. The **red label** indicates right ear.



Please note: Tubing and tips are left and right ear specific (see page 29). The hearing aids become ear-specific if they're personalized with the app.

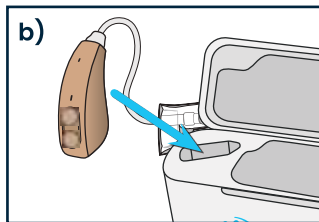
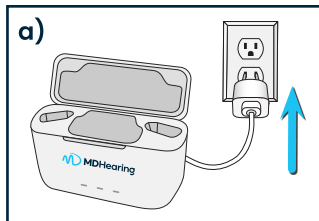
Step 1: Charge

a) Plug the charging case and USB cord into a standard outlet. LED2 will turn blue to indicate *charging*, and green to indicate *fully charged*.

b) Place the hearing aid(s) in the charging case. The left hearing aid should be placed in the left side of the charging case, and the right hearing aid in the right side.

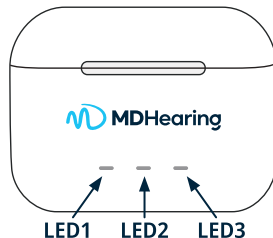
c) LED1 and/or LED3 will turn blue to indicate the hearing aid is *charging*, and green to indicate *fully charged* and ready to use.

Please note: Blue light will turn **OFF** instead of green if the charging case is NOT plugged into an outlet.



Charging Case LEDs

The charging case has three LED lights indicating the charging status: LED1 = Left hearing aid, LED2 = Charging case, and LED3 = Right hearing aid.



Charging Case LEDs		
Charging	LEDs 1, 2, 3	Solid blue
Fully charged: case plugged in	LEDs 1, 2, 3	Solid green
Fully charged: case unplugged	LEDs 1, 2, 3	Off
Low case battery (<20%)	LED 2	Flashing blue
Bad hearing aid connection	LEDs 1 & 3	Flashing red
Not charging	LEDs 1, 2, 3	Off

Charging Information

The charging case can fully charge the hearing aids up to 3 times without being plugged in. It takes about 4 hours to fully charge the case.

On average, a full charge of the hearing aids lasts 15 hours. It takes about 4 hours to fully charge the hearing aids.

Once the hearing aid is fully charged, a sensor stops the charging process. There is little risk of battery degeneration if left in the charging case. The charging case can also remain plugged in while not in use.

***Please note:** We recommend wiping the hearing aid with a dry soft cloth to remove any moisture or oils before placing in the charging case.*

Low Battery Warnings

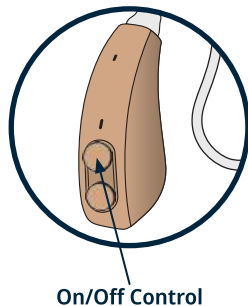
When the hearing aid battery is low, two beeps will repeat every 30 seconds until it fully depletes. When the case has less than 20% power, LED2 will flash blue.

On/Off Control

The hearing aid will automatically turn off when placed in the charging case and turn on when removed from the charging case.

You may also manually turn the hearing aid on/off with the top button on the control switch:

- **On:** Press and hold the button for 5 seconds. A melody of 3 beeps will indicate when the hearing aid powers up.
- **Off:** Press and hold the button for 5 seconds. Release when you hear 2 beeps, and then a melody of 3 beeps will indicate the hearing aid is powering down.

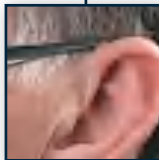
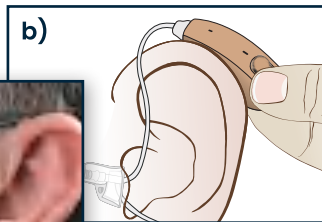
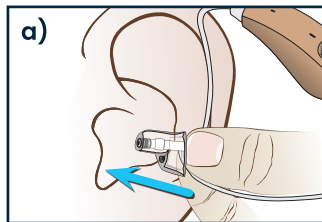
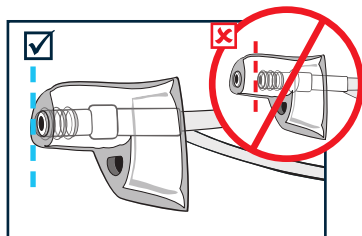


Step 2: Place On Ear

Prevent the ComfortTIP™ from coming off in ear—always verify the tip is pushed all the way on the tubing before inserting. The tubing end should be visible through the opening of the ComfortTIP.

a) Hold the thin tubing at the stabilizer bar junction. Insert the ComfortTIP with gentle pressure into your ear canal.

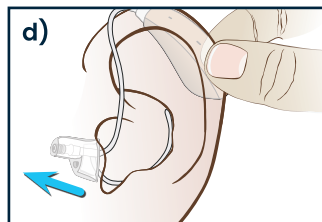
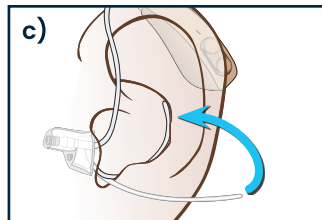
b) Place the hearing aid body behind your ear. The thin tubing should rest on top of your ear comfortably (next to glasses).



c) Tuck the stabilizer bar into the outer bowl of your ear. You may trim it to suit the size of your ear.

d) You may need to gently pull your ear outwards and push the ComfortTIP into the ear canal, following the natural curve of your ear canal.

Please note: Whistling may occur if the tip is not properly inserted in your ear.

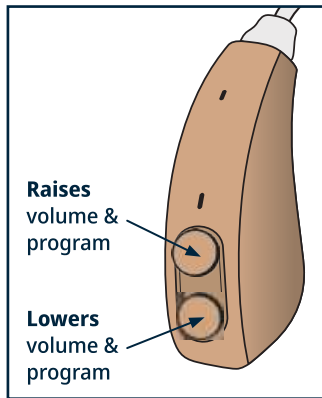


Step 3: Settings

The *VOLT MAX 2* uses a multi-function control switch that serves as the on/off control (see page 20), volume control, and program control.

You may also use the optional MDHearing app to control the settings (for app instructions, visit <https://start.MDHearing.com>).

If you would like help fitting your *VOLT MAX 2*, please contact us for a free consultation with one of our licensed hearing professionals at **800-918-3914** or **support@MDHearingAid.com**.



Volume Control

To change volume, press and quickly release the switch. You can raise or lower the volume.

- A single beep indicates each volume change.
 - Higher-pitched beeps indicate volume up.
 - Lower-pitched beeps indicate volume down.
- A double beep indicates when minimum and maximum volume is reached.

Program Selection

To change programs, press and hold the switch for 3 seconds or use the MDHearing app. Beeps indicate a program change.

Experiment with the different programs at various volumes to find what combinations work best for you.

Please note: When turned off and back on, the hearing aid will return to the last-used program and volume settings.

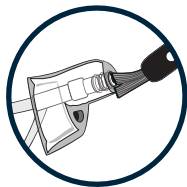
Program	Beeps	Best For
1. Adaptive	1 beep	Everyday use—this program automatically adjusts as your environment changes.
2. Quiet	2 beeps	Watching TV, time with family at home, or hearing loss in the high and low pitches.
3. Social	3 beeps	Time with friends/small groups, more speech clarity, or high-frequency hearing loss.
4. Restaurant	4 beeps	Any loud environment where you need to hear directly in front of you.

Care and Cleaning

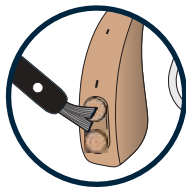
Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the ComfortTIP™, control switch, and microphones.

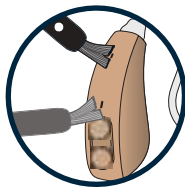
The hearing aid body can be cleaned with a dry soft cloth. Do not use water, alcohol, or other liquid agent to clean the hearing aid as it may damage it.



ComfortTIP



Control Switch

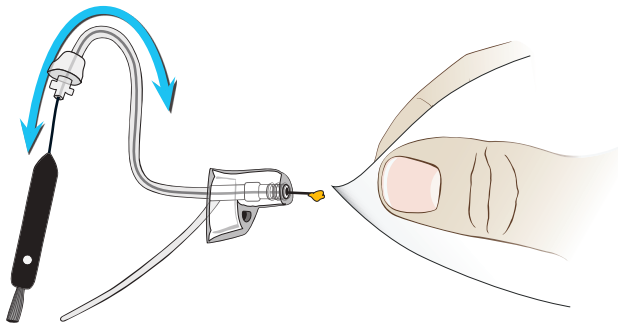


Microphones

Regular Cleaning:

Use the cleaning tool **wire** to remove debris from tubing.

- a) Remove tubing (see page 30).
- b) Thread the wire through the tubing base and out of the tip.
- c) Wipe the end of wire clean and repeat as necessary.
- d) Reattach tubing to the hearing aid body.



Replacing Parts

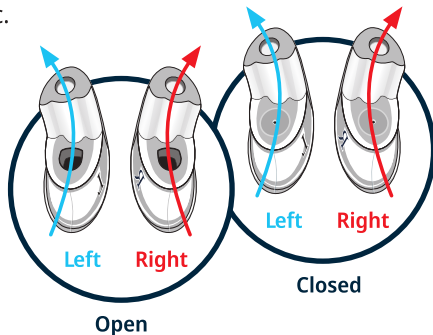
Tips and tubing are left and right ear specific.
The *VOLT MAX 2* comes assembled with:

ComfortTIPS™ (open, size small):

Left ear tips curve to the left.

Right ear tips curve to the right.

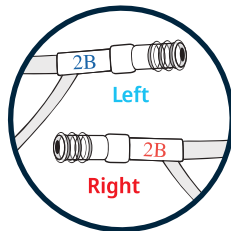
If you experience whistling at higher volumes, replace the open tip with the closed tip in your MDHearing box.



Thin Tubing (series AA, size 2B):

The **blue label** indicates left ear.

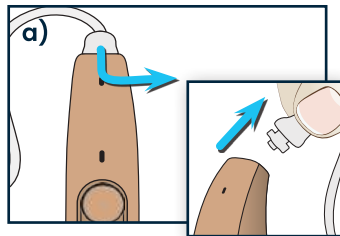
The **red label** indicates right ear.



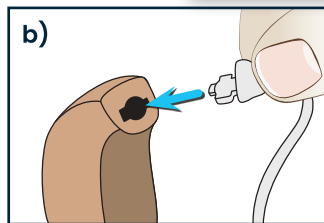
If you require a different size, please call
800-918-3914 for alternative options.

Replacing Tubing

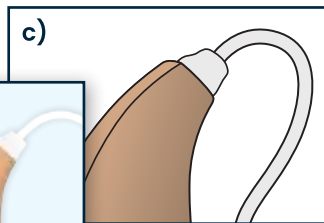
a) Remove tubing: Hold the tubing at the base, rotate it 90° counter-clockwise, and pull it off. You may experience resistance the first time you remove the tubing.



b) Attach tubing: Hold the tubing base and line up the notches like a lock and key (one notch is larger than the other). If it doesn't fit at first, rotate the tube 180°. Then gently push the tubing into the hearing aid and twist 90° to lock it.



c) The tubing should be parallel to the hearing aid body when you are finished.



Please note: Thin tubing is left and right ear specific.

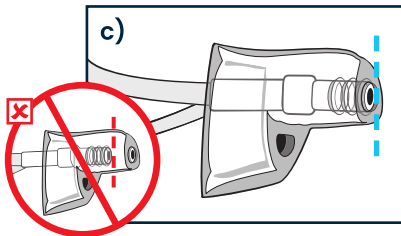
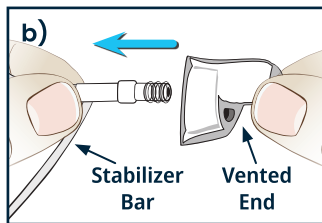
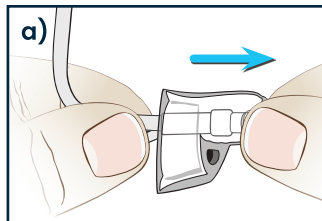
Replacing Tips

a) Remove tip: Hold tubing with one hand and pull ComfortTIP™ off with other hand.

b) Attach tip: Align new ComfortTIP so the vented end is lined up with the stabilizer bar. Push tip over the ridges on the end of tubing.

c) IMPORTANT: The tubing end should be visible through the opening of the ComfortTIP. Otherwise, tubing may detach from tip when removing from your ear.

***Please note:** ComfortTIPs are left and right ear specific.*



Ordering Parts and Protection

For optimal performance, proper care and maintenance are imperative. **In addition to regularly cleaning your tubing and tips, you should also replace them every 3 months.** Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your hearing aids sounding and feeling like new.

If you'd like to protect your hearing aids beyond the 1-year warranty, MDHearing offers the **MDSHield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

*Visit **www.MDHearingAid.com** or call **800-918-3914** to order tubing, tips, protection, and other accessories.*

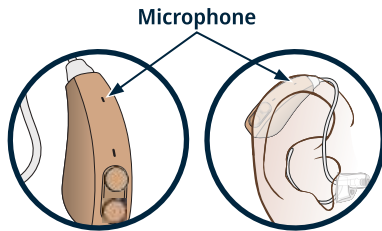
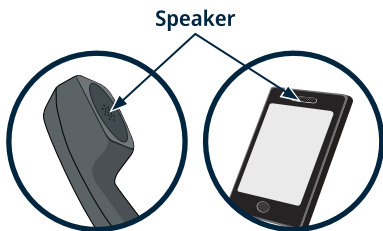
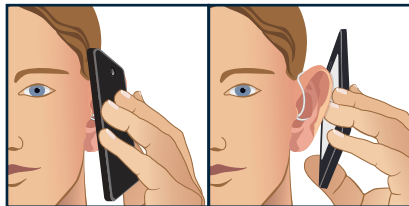
Tips for Optimal Performance

- Avoid physical shock, such as dropping it on the floor.
- Store in a cool dry place, such as a hearing aid dehumidifier.
- For maximum battery life, charge the hearing aid until the blue light turns green (when charging case is plugged in) or off (when charging case is unplugged) with each charge.
- To extend the overall life of your battery, do not store the hearing aid or charging case for over a month without charging.
- Do not use hair spray or a hair dryer while wearing the hearing aid.
- Do not expose the hearing aids to excess moisture or heat.



Using the Telephone

Use program 2 when using the phone. If whistling occurs, make slight adjustments to the volume or try various positions with the phone's **speaker** and the hearing aid's **microphone** until you find what works best for you.



Troubleshooting

Action Steps:	Issue:			
		Intermittent or distorted sound	Feedback/whistling	Weak or no sound
	Turn <i>VOLT MAX 2</i> on			✓
	Adjust volume	✓	✓	✓
	Charge <i>VOLT MAX 2</i>	✓		✓
	Use dehumidifier	✓		✓
	Clean ear canal	✓	✓	✓
	Clean tubing/tip	✓	✓	✓
	Change tubing/tip	✓	✓	✓

Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Turn the hearing aid off. Charge until fully charged and turn the hearing aid back on.
- Remove tubing from the hearing aid body and turn the volume up to maximum. If it whistles, your hearing aid is working and wax or debris may be blocking the sound.
- Clean the tubing/tip and replace if they are worn. Clean your ear canal as well.

*For optimal performance, tubing and tips should be **replaced every 3 months**. To order accessories, visit **www.MDHearingAid.com** or call **800-918-3914**.*

Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most hearing aids whistle when not inserted properly. Try reinserting the tip into your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when raising the volume, you might need more gain and should try the closed ComfortTIP (see pages 29–31).
- Wax or debris can cause whistling. Clean tubing/tip and ear canal, and replace tubing/tip if they appear worn. You may also try an ear canal wax removal solution.

Please note: When an object (hand, hood, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

Device has weak or no sound.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the hearing aid is on.
- Make sure the hearing aid is charged. If unsure, fully charge the hearing aid and turn back on.
- Remove tubing from the hearing aid body and turn the volume up to maximum. If it whistles, your hearing aid is working and wax or debris may be blocking the sound.
- Clean the tubing/tip and replace if they are worn. Clean your ear canal as well.

*If you are still having difficulty, please contact us at **800-918-3914** or **support@MDHearingAid.com**.*

Warranty and Replacements

The MDHearing *VOLT MAX 2* is covered against defects in materials and workmanship for one (1) year from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your hearing aids, such as physical shock, damage from moisture or sweat, excessive wax build-up, lack of proper maintenance, or tampering with the device, all of which void the warranty. For added coverage, see page 32 for the MDSHield™ Protection Plan.

If you require **Warranty or Replacement Service**, please see the replacement instructions on page 40. Replacement costs may be applicable.

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearing *VOLT MAX 2*, you have 45 days from the date of delivery (as reported by shipment tracking) to return for a full refund. We are unable to honor return/refund requests for accessories.

How To Initiate a Return or Replacement

To initiate a return or replacement, **you MUST contact customer service to activate our Return Merchandise Authorization (RMA) return process** before sending the devices back to us. This is essential for proper processing and efficiency. Please contact **800-918-3914** or **support@MDHearingAid.com** to activate your return.

Please see page 41 for mailing guidelines.

Mailing Guidelines

DO send:

- The **hearing aid(s), charging case, and original box** in a mailer

DON'T send:

- Hearing aid accessories (tips, domes, tubes, etc.)

Returns & Replacement Facility:



Do not mail to this address without contacting customer support to activate the return process (see page 40).

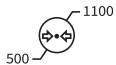
Transport and Storage Conditions



During transport or storage for a long period of time, the temperature should not exceed the limit values of 14° to 158° Fahrenheit (-10° to 70° Celsius).



During transport or storage for a long period of time, the relative humidity should not exceed the limit values of 10% to 60%.



The air pressure range between 500 and 1100 hPa is appropriate or the hearing aid performance could be affected.

FCC Regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of 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 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.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.

Per FCC 15.19(a)(3) and (a)(4), this device complies with part 15 of the FCC Rules. Operation is subject to the following 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.

Manufactured for MDHearingAid® by SC Industries.

FCC ID: 2AZO9-MARBLE23

Technical Specifications

MAX OSPL90	117 dB SPL
HF Average OSPL90	110 dB SPL
HFA Full-on Gain	37 dB
Frequency Range	200–6,000 Hz
Total Harmonic Distortion @500 Hz	2%
Total Harmonic Distortion @800 Hz	2%
Total Harmonic Distortion @1600 Hz	2%
Equivalent Input Noise	25 dB
Latency Value	<15msec
Frequency Response Smoothness	<12 dB

MDHearingAid.com
800-918-3914

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