HEARTOO

Instructions for Use

BEHIND-THE-EAR HEARING AIDS
HEARTOO 140 N
HEARTOO 120 N

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Model overview

This booklet is valid for the following hearing aid families:

- ☐ HearToo 140 N, with wireless functionality
- ☐ HearToo 120 N, with wireless functionality

Introduction to this booklet

This booklet shows you how to use and maintain your new hearing aid. Please read the booklet carefully including the warning sections.
This will help you to get the most out of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have further questions, please contact your hearing care professional.

Intended use

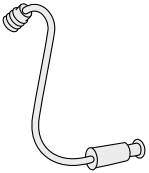
The hearing aids are intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing. The hearing aids are intended to be used by children (> 36 months) and adults.

IMPORTANT NOTICE

The hearing aid amplification is uniquely adjusted and optimized to your personal hearing capabilities during the fitting performed by your hearing care professional.

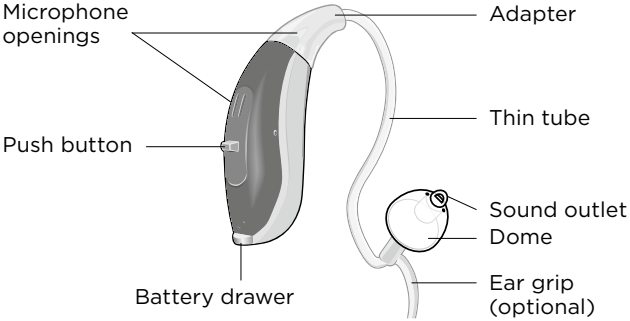
Identify your hearing aid thin tube and dome

There are four different lengths of thin tubes as well as four different sizes of domes available. Please identify your thin tube length and dome size. This will make it easier when replacing the parts.



Thin tube length	Dome size
☐ Length 0 ☐ Length 1 ☐ Length 2 ☐ Length 3	☐ 6 mm ☐ 8 mm ☐ 10 mm ☐ 12 mm

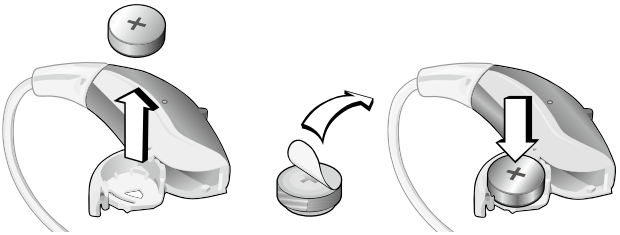
Your hearing aid – What it is



Step-by-step instructions for using your hearing aid

Inserting the battery

- Your hearing aid uses a **size 312** battery.
- Gently swing the battery drawer fully open, but do not force it. (A)
- Remove the sticker from the new battery. (B)
- Place the battery into the empty compartment. The + sign on the battery should face up. (C)

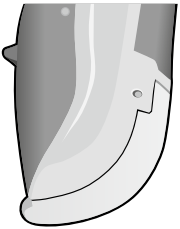


A B C

For maximum power, allow the battery to be aired for 30 seconds before placing it into the empty compartment.

Turning the hearing aid ON

The battery drawer is used to switch the hearing aid on. To save battery life, make sure your hearing aid is switched off when you are not wearing it.



Turn ON
Close the battery drawer with the battery in place.

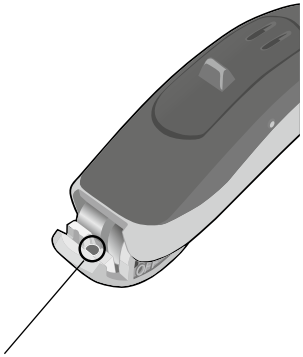
Click “ON”

Never use excessive force to open or close the battery drawer.

Identify left and right hearing aid

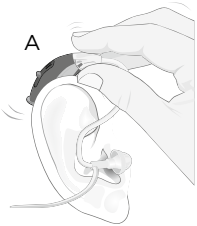
It is important to distinguish between the left and the right hearing aid as they might be programmed differently.

You can find left/right color indicators in the battery drawer.

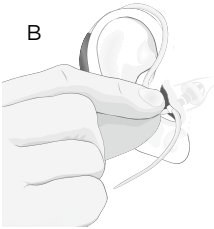


A RED indicator marks the RIGHT hearing aid
A BLUE indicator marks the LEFT hearing aid

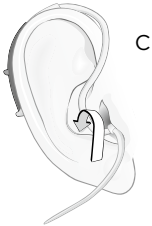
Put on the hearing aid



First, position the hearing aid behind your ear. (A)



Grasp the bend of the thin tube. Gently push the dome into your ear canal until the tube rests against the side of your head. (B)



Push the ear grip into the bowl of your ear. (C)

If the thin tube is sticking out from your ear, insert the dome further. If the ear grip is sticking out, it has not been positioned correctly. Try adjusting it again.

IMPORTANT NOTICE

If the dome is not on the tube when removed from the ear, the dome might still be in the ear canal. Contact your hearing care professional for further instructions.

Changing the volume

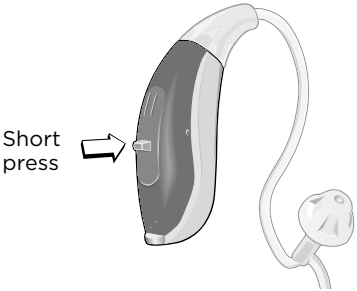
The push button allows you to adjust the volume. You will hear a click when you turn the volume up or down.

Two HearToo N hearing aids

	Left hearing aid	Right hearing aid
Short press (less than 1 sec.)	☐ volume down	☐ volume up

One HearToo N hearing aid

Short press (less than 1 sec.)	☐ volume down
Long press (about 1-2 sec.)	☐ volume up



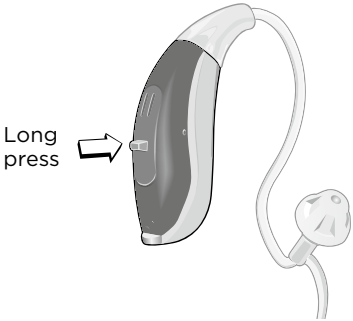
Your hearing aid automatically returns to a preset loudness level when it starts, or when the battery is low. If you find that the volume is not adequate, your hearing care professional may need to adjust your hearing aid settings.

Muting your hearing aid

Use the mute function if you need to silence the hearing aid while wearing it.

A long press (about 2 seconds) on the push button will cause your hearing aid to mute.

To un-mute the hearing aid, give any control on the hearing aid a push.



If you wear one hearing aid (monaural fitting), it is not possible to mute it.

IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aid still draws from the battery in this mode.

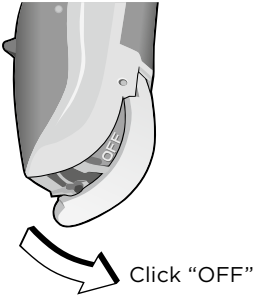
Removing your hearing aid

- Grasp the bend of the thin tube and gently pull the tube and dome out of your ear.
- Lift the hearing aid from behind your ear.

Do not remove the thin tube and dome by pulling on the hearing aid. This could disconnect the hearing aid from the thin tube.

Turning the hearing aid OFF

Open the battery drawer slightly until a click is felt. The hearing aid is now OFF.



Changing the battery

When the battery is running out, the hearing aid will beep at regular intervals. You should be prepared to replace the battery. The time until the hearing aid stops working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

Caring for your hearing aid

Healthy ears produce a waxy substance that can clog your hearing aid. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance of your hearing aid.

For further information on the care of your hearing aid, please contact your hearing care professional.

General care instructions

Treat your hearing aid like any other delicate electronic device (check the general warnings starting on page 28) and make sure that the hearing aid does not come in contact with moisture or water.

- Always clean and dry your hands thoroughly before handling the hearing aid.
- Do not use your hearing aid without a dome.

Should your hearing aid come in contact with water and stop working, please follow these guidelines:

- gently wipe off any water on the outside of the hearing aid;
- open the battery drawer and remove the battery;
- gently wipe off any water in the battery drawer;
- let the hearing aid dry with the battery drawer open for approximately 30 minutes;
- insert a new fresh battery and close the battery drawer. Your hearing aid should work normally again.

IMPORTANT NOTICE

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

Daily care instructions

- Check your hearing aid for ear wax and wipe it clean with a cloth or tissue.
- If necessary, use the cleaning tool to remove wax from the canal and vent openings on your dome.
- Open the battery drawer fully to allow air to circulate.

IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

Specific care instructions

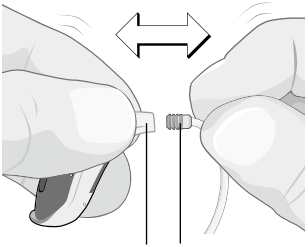
Clean your hearing aid (including parts) on a regular basis, as recommended by your hearing care professional. Microorganisms from an unclean hearing aid may cause skin irritations.

How to clean the thin tube

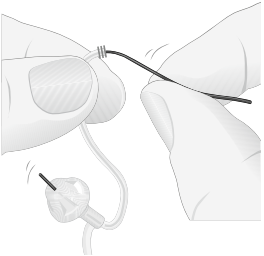
The thin tube should be cleaned to keep it clear from moisture and wax. If not cleaned, it could become blocked with wax which means no sound will be able to come out.

- Pull the thin tube out of the hearing aid. (A)
- Use a soft dry cloth or tissue to clean the outside of the thin tube and dome.
- Push the cleaning tool all the way through the thin tube. (B)

Reconnect the thin tube to the hearing aid adapter. (A)

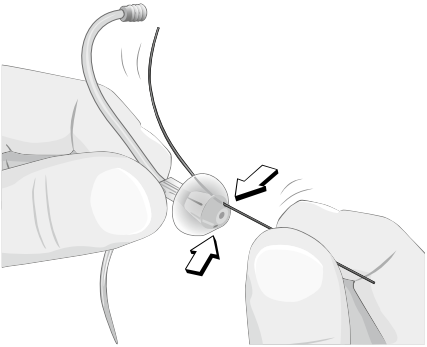


A



B

Use the cleaning wire to remove the wax from the vents (C) and discard it.



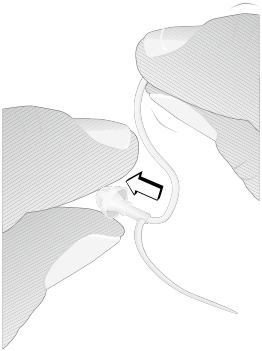
C

To avoid blocking the thin tube, do not use water to clean it.

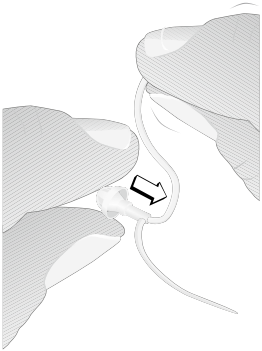
How to exchange the dome

Inspect your hearing aid's dome for yellowing, hardening and cracks. In the case of these changes, consider replacing your dome or contacting your hearing care professional. Spare domes may be obtained from your hearing care professional.

- Clean your hands thoroughly before replacing the dome. Never change the dome with wet or dirty fingers.
- Remove the old dome by pulling it off the end of the thin tube. (A)
- Push a new dome as far as possible onto the thin tube. When attached correctly, the dome should touch the plastic ring around the thin tube. (B)



A

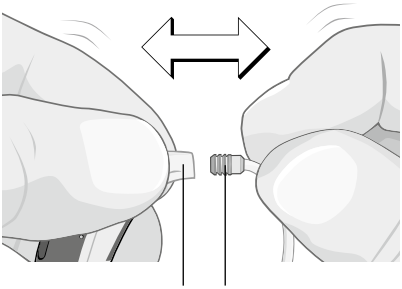


B

How to exchange the thin tube

If the thin tube becomes discolored, stiff or brittle, it should be replaced.

- Hold the hearing aid by the hearing aid adapter and grasp the thin tube close to the connector.
- Pull firmly to remove the old tube.
- Attach the new thin tube by pushing it firmly into the connector.



Common problems and solutions

Hearing aid whistles or squeals

Check that the dome is inserted correctly. If this is the case and the hearing aid still whistles or squeals, please contact your hearing care professional.

No volume, level too soft or humming noise

Check if the volume level is too soft and adjust by increasing the volume level with the control on your hearing aid. If you have no volume at all, check whether the hearing aid is in mute position. If the problem still occurs, check that the battery drawer is closed completely. Also check if the battery is inserted correctly. If the problem still remains, change the battery. If the problem still persists, contact your hearing care professional.

Whirring noise, fading, weak or motor-boating sounds

Open and close the battery drawer several times or clean the battery contacts carefully with a dry cotton swab. If the problem still occurs, change the battery. If the problem still remains, contact your hearing care professional.

Hearing aid switches from ON to OFF periodically

Your battery is running down. Please change the battery.

Hearing aid beeps without any action from you

Your battery is running down. Please change the battery.

Other problems with your hearing aid

If other problems occur with your hearing aid which are not listed, contact your hearing care professional.

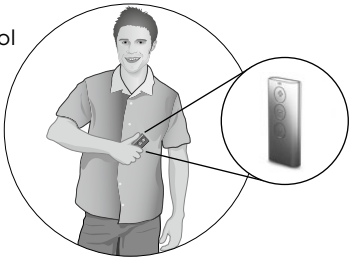
Accessories

For HearToo 140 hearing aids, the following accessory is available:

- ☐ Remote control. For more details, please refer to the Instructions for Use for the remote control.

For further information on accessories, please contact your hearing care professional.

Remote control



General warnings

You should familiarize yourself fully with the following general warnings and the entire contents of this booklet before using your hearing aid to ensure personal safety and correct use.

Contact your hearing care professional if you experience unexpected operations or events with your hearing aid.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

General warnings

Usage of hearing aids

- Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing aid as incorrect usage could cause permanent damage to their hearing.

Choking hazards & risk of swallowing batteries and other small parts

- Hearing aids, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.

If a battery or hearing aid is swallowed, see a doctor immediately.

General warnings

Battery use

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

Dysfunction

- Be aware of the possibility that your hearing aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g., when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or ear wax.

Active implants

- Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

General warnings

X-ray, CT, MR, PET scanning, electrotherapy and surgery

- Remove your hearing aid before X-ray, CT/MR/PET scanning electrotherapy, surgery etc. as your hearing aid may be damaged when exposed to strong fields.

Heat and chemicals

- The hearing aid must never be exposed to extreme heat, for example, left inside a parked car in the sun.
- The hearing aid must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

General warnings

Possible side effects

- Hearing aids or domes may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects.

Please seek consultation with a physician if these conditions occur.

Interference

- The hearing aid has been thoroughly tested for interference, according to the most stringent international standards. However, interference between the hearing aid and other devices (e.g. some mobile telephones, citizens band systems, shop alarm systems, and other devices) may occur. If this occurs, increase the distance between the hearing aid and the interfering device.

General warnings

Connection to external equipment

- The safety of the use of the hearing aid when connected to external equipment (via auxiliary input cable, via USB cable, or directly), is determined by the external equipment. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-60065, IEC-60950 or equivalent safety standards.

Safety information

- Hearing aids should be adjusted by a hearing care professional.
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing aid.
- Remove your hearing aid before sleeping.
- Keep your hearing aid in the case for protection when you are not wearing it.
- Be aware of the possibility that the directional microphone in your hearing aid may reduce the volume of some warning sounds coming from behind you.

⚠ Warning to hearing care professionals

A hearing care professional should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing care professional determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

i. Visible congenital or traumatic deformity of the ear.
ii. History of active drainage from the ear within the previous 90 days.
iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
iv. Acute or chronic dizziness.
v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
viii. Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels [dB SPL].)

Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing care professional, as appropriate, for a hearing aid evaluation.

The audiologist or hearing care professional will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or hearing care professional to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing care professionals now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid. Federal law restricts this device to sale by or on the order of a doctor, audiologist or other hearing care practitioner licensed to dispense hearing aids in your state-in accordance with all applicable rules and regulations.

Children with hearing loss

In addition to seeing a physician for medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Contact the National Poison Center at 1-800-222-1222 or National Battery Ingestion Hotline at 202-625-3333.

International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery.

This limited warranty covers manufacturing and material defects in the hearing aid itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device or incorrect adjustments are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

Date:

Model:

Warranty period:

Serial no.:

Serial no.:

Battery size:

Battery size:

Hearing care professional contact details:

Do not attempt to repair your hearing aid yourself.

Mobile phone

Some hearing aid users have reported a buzzing sound in their hearing aid when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible.
The ANSI C63.19 standard determines the prediction of compatibility between a specific hearing aid and a mobile phone by adding the numerical value of the rating for the hearing aid immunity to the numerical value of the rating for the mobile phone emissions.
A sum of 4 would indicate that the combination of wireless device and hearing aid is usable; a combined rating that equals 5 would provide normal use; a combined rating of 6 or greater would indicate excellent performance.
Whereas all hearing aids have acoustic coupling, only the larger hearing aids have the physical space for telecoil (inductive) coupling. These two types of coupling have different rating scales (M1 – M4 for acoustic coupling and T1 – T4 for telecoil coupling, respectively) and both ratings are therefore relevant when predicting the compatibility of a particular hearing aid.

For a hearing aid with both acoustic coupling and telecoil coupling with a rating of M4/T2 and with a telephone rating of M3/T3, the combined rating is 7 (M4 + M3) for the acoustic coupling and 5 (T2 + T3) for the telecoil coupling.

According to the guideline given above, both types of coupling will thereby be acceptable, with the acoustic coupling indicating excellent performance and the telecoil coupling indicating normal use. The equipment performance measurements, categories and system classifications are based upon the best information available, but it cannot be guaranteed that all users will be satisfied.
The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

IMPORTANT NOTICE

The performance of individual hearing aids may vary with individual mobile phones. Therefore, please try this hearing aid with your mobile phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your mobile phone provider for the booklet entitled “Hearing Aid Compatibility with Digital Wireless Cell Phones”.

Technical information

The hearing aid contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and is always below –40 dBµA/m at 10 meter distance.

The emission power from the radio system is well below international emission limits for human exposure. For comparison, the radiation of the hearing aid is lower than unintended electro-magnetic radiation from for example halogen lamps, computer monitors, dishwashers, etc.

The hearing aid complies with international standards concerning radio transmitters, electromagnetic compatibility and human exposure.

Due to the limited space available on the hearing aid, all relevant approval markings are found in this document.

USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

FCC ID: U6XF2BTE03
IC: 7031A-F2BTE03

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

1. this device may not cause harmful interference;
2. this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Note: 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 manufacturer or an experienced radio/TV technician for help.

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Declaration of Conformity is available at the manufacturer.

Manufacturer:
Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland
www.bernafon.com

CE 0543

Waste from electronic equipment must be handled according to local regulations.

IP57

Notes

Information and explanation of symbols

CE The CE marking indicates compliance to all applicable European Directives. The 4-digit numbers after the CE marking correspond to the identification number of notified bodies.

This symbol indicates that the products described in these instructions for use adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.

IP57 This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2000.
IP5X indicates dust protection.
IPX7 indicates the protection against the effects of temporary immersion in water.

The crossed-out wheeled bin indicates the European Directive 2011/65/EU on waste of electronic equipment applies. Please recycle your hearing aid and batteries according to your local regulations or return them to your hearing care professional for disposal.

This symbol indicates to follow the instructions for use in this booklet

EMC and Radio communications compliance label Australia and New Zealand

Manufacturer

Keep dry

REF Catalogue number

SN Serial number

Conditions of use

Operating conditions	Temperature: +34 °F to +104 °F Relative humidity: 5% to 93%, non-condensing
Storage and transportation conditions	Temperature and humidity should not exceed the following limits for extended periods during transportation and storage: Temperature: –13 °F to +140 °F Relative humidity: 5% to 93%, non-condensing

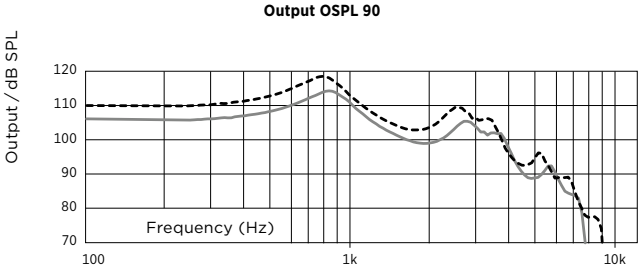
HEARTOO

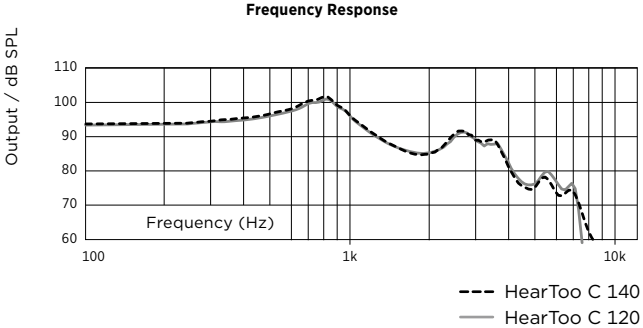
Technical Data

BEHIND-THE-EAR HEARING AIDS
HEARTOO 140 N
HEARTOO 120 N

HearToo N

	2CC COUPLER	
	HearToo 140	HearToo 120
OSPL 90, HFA (dB SPL)	105	105
Full-on Gain, HFA (dB)	31	32
Reference Test Gain (dB)	25	26
Frequency Range (Hz)	100–7300	100–7100
Distortion 500/800/1600 Hz (%)	<2/<2/<2	<2/<2/<2
Equivalent Input Noise (dB A)	16	15
Operating Current (mA)	1.1	1.1
Attack Time (ms)	± 1.1	± 1.1
Release Time (ms)	± 10	± 10





Additional Information

Technical data measured with expansion, corresponding to the test box measurement settings.
“2cc” refers to a coupler according to IEC 60318-5:2006.
Applied versions: ANSI S3.22-2014, IEC 60118-0:2015.
Full-on gain is measured with the gain control of the hearing aid set to its full-on position minus 20 dB and with an input SPL of 70 dB. This is to obtain a gain response equal to the full-on gain response from e.g.
ANSI S3.22-2014, but without influence of feedback.

8,15 mm

Placeholder
for FSC logo

19 mm

15 mm

9.0 mm

HEARTOO

Manufacturer:
Bernafon AG
Morgenstrasse 131
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Switzerland
www.bernafon.com

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2018-03-01/185768/US/subject to change