

General Hearing
Instrument Information

SIEMENS

Owner information

Hearing instrument serial number(s)

Left: _____ Right: _____

Hearing instrument model(s)

Left: _____ Right: _____

Battery size(s)

Left: _____ Right: _____

Purchase date

Left: _____ Right: _____

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Introduction

Congratulations! As the owner of Siemens hearing instruments, you may once again enjoy the sounds of your environment and conversation with your family and friends.

Your decision to purchase Siemens hearing instruments reflects the importance you place on quality and reliability.

Siemens is the world's largest manufacturer of hearing instruments. In fact, Siemens pioneered in-the-ear amplification in 1910, and today continues to develop innovative approaches to sound technology and hearing instrument design.

Technological leadership is a tradition at Siemens. From hearing instruments to medical imaging systems, Siemens is the number one provider of advanced electronic health care systems designed to support and enhance life.

This manual contains information common to all Siemens hearing instruments. You have also received an instruction manual, which contains the information you need to get the best performance from the specific model hearing instrument you have purchased. By following the instructions in these two manuals, you should be able to wear and care for your hearing instruments satisfactorily. Make certain to read both manuals thoroughly.

These manuals are intended to supplement the guidance you receive from the Audiologist or Hearing Care Provider from whom you purchased your instruments. Your Audiologist or Hearing Care Provider can assist you with expertise and advice that address your individual hearing instrument experience.

Getting the most satisfaction from your hearing instruments

Your satisfaction with hearing instruments depends on proper diagnostic testing, the type and degree of your hearing loss, the fit of your hearing instruments, and your expectations. Of course, no hearing instruments can restore normal hearing, and not everyone will benefit equally.

Your Audiologist or Hearing Care Provider will guide you through the process of fitting and adjusting to your new hearing instruments, and can counsel you regarding the degree of benefit you can realistically expect from hearing instruments. Don't be shy about asking questions or discussing your feelings as you embark on this new experience.

Because hearing instruments are precise devices made to respond to your individual hearing needs, your Audiologist or Hearing Care Provider will probably need to do some fine-tuning through a few additional office visits. Bear in mind that your hearing instruments will reconnect you with sounds you may not have noticed in a long time. Traffic, the hum of ventilation systems, a refrigerator motor, chewing, or even the sound of your own voice can seem strange at first. Try to be patient. People without hearing loss also hear these sounds, and becoming used to them again is part of the adjustment period with hearing instruments.

Please handle your hearing instruments with care. Maintain the hearing instruments according to instructions. Show your family and friends your hearing instruments and enlist their help during your adjustment period. Tell them that their patience, understanding and cooperation will be an important part of your successful reentry into the world of hearing.

Most of all, don't forget that just as your hearing probably declined over time, learning to use your hearing instruments also takes time. How long depends on the individual. Be sure to keep your Audiologist or Hearing Care Provider informed of your progress.

Binaural amplification

Nature gave us two ears for a reason. Binaural amplification (the wearing of two hearing instruments) is recommended for most people who have hearing loss in both ears, in order to provide the full benefits of amplification.

With two instruments, sound signals are received by both ears for improved clarity, a better sense of direction and a more balanced sound. You may be more relaxed when using two hearing instruments rather than one because there is less strain on one ear to hear all sounds.

Unfortunately, when the volume is turned up on a single instrument to improve hearing, the sound is not only louder but can become distorted. Wearing two hearing instruments usually prevents this problem, providing greater understanding, as well as better hearing. If you use only one hearing instrument, consult your Audiologist or Hearing Care Provider to determine if you would benefit from binaural amplification.

Listening tips

- Give yourself time to become accustomed to your new hearing instruments. During this period, you may prefer to wear your hearing instruments for only a portion of the day, then gradually increase your usage throughout your normal routine each day.
- You may find that a quiet environment is more comfortable in the beginning of the adjustment period. Gradually introduce new listening environments as your ears become accustomed to hearing instrument amplification.
- If you are a new hearing instrument user, be aware that there are sounds, both pleasant and unpleasant, that you may not have heard in a long time.
- Ask the people with whom you are conversing to attract your attention before speaking to you. If you don't understand what someone has said, ask the speaker to slow down or say it in another way, but not to shout.

- In noisy or difficult environments, you may find it easier to understand speech by facing the speaker. Focus on reading lips and observing facial expressions and body language. Be aware that in some situations, it may be too noisy to understand what is being said.
- Encourage one person to speak at a time when you are engaging in group conversation.
- Listen to radio and television programs as you normally would.
- Experiment with finding the best place to sit for optimum hearing in public places like the theater, school auditoriums, religious services, etc. If possible, choose a seat that is far away from any source of distracting noise, such as a fan or an open window, and where you have a good view of the person speaking.

Using the telephone or cell phone

Consult the manual specific to your particular hearing instrument model for information on optimal telephone use with your hearing instruments. Your Audiologist or Hearing Care Provider can also instruct you on use of the telephone while wearing your hearing instruments.

Note: The electronics in your hearing instrument are designed to be compatible with cell phones that have an emission rating (per ANSI C63.19) of U3/M3 or better. Please try the hearing instrument with your cell phone or, if you are purchasing a new cell phone, try it with your hearing instrument prior to purchase.

Cell phone compatibility

Some hearing instrument users have reported a buzzing sound in their hearing instruments when they are using cell phones, indicating that the cell phone and hearing instruments may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing instrument and cell phone can be predicted by adding the rating for the hearing instrument immunity to the rating for the cell phone emissions. For example, the sum of a hearing instrument rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide "normal use." A combined rating of 6 or greater would indicate "excellent performance."

The immunity of this hearing instrument is at least M2/T2 or higher. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

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

Battery tips

CAUTION! Batteries can be harmful if swallowed. Be sure to keep batteries out of the reach of small children or persons of diminished mental capacity. Batteries can be mistaken for medication due to their small size.

- If a battery is accidentally swallowed, seek medical attention immediately, or call **The National Battery Hotline collect at 202-625-3333**.
- Always use the battery size recommended on your warranty card or in the specific manual for your model.
- Remove the battery from your instruments when not in use. This prevents possible damage from expansion or leakage of the battery, if the instruments are not fully turned off.
- Always carry spare batteries in the event that your current battery goes dead. Place each spare battery in an individual, non-metallic container to prevent contact with other batteries or metal objects, such as keys or coins.
- Follow your local recycling rules for battery disposal.

WARNING: Choking hazard posed by small parts.

- Keep hearing instruments, batteries and accessories out of children's reach.
- If swallowed, consult a physician or hospital immediately.
- If infants, small children or mentally disabled persons need to wear hearing instruments, ensure adequate supervision.

*Note: Do not throw used batteries into household trash.
Return them to your Audiologist or Hearing Care
Provider for environmentally correct disposal.*

WARNING: Risk in explosive environments, e.g., mining areas!

- Don't use your hearing instruments (and remote control) in areas where there is a danger of explosions.

Maintenance and care

Hearing instruments should be cleaned daily. You can wipe them with a tissue or a soft cloth.

Do not use water, alcohol, benzene, or any other liquid or household cleaning agent to clean your instruments, as it may damage them.

Always store your hearing instruments — and earmolds, LifeTube, LifeTip, receiver or dome if using certain Behind-The-Ear (BTE) models — inside the case. A soft carrying pouch is also included for your convenience when traveling.

When storing hearing instruments for an extended period of time, always remove the batteries to prevent damage from corrosion.

Store the instruments in a dry area, preferably at room temperature. If you perspire heavily or live in an area of high humidity, you may find it beneficial to use a Dri-Aid™ kit when the instruments are not in use. This product can be purchased from your Audiologist or Hearing Care Provider.



Do not let your hearing instruments get wet.



Do not expose your hearing instruments to excessive moisture or heat.



Be careful to avoid physical shock, such as dropping the instruments on the floor.



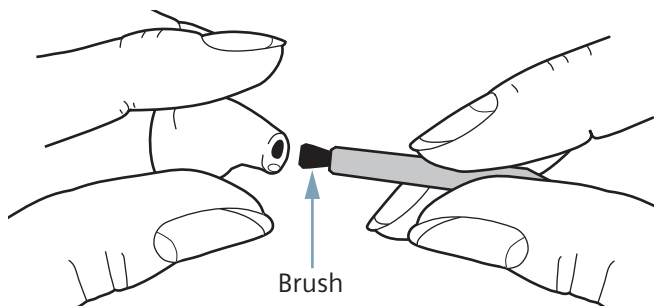
Do not apply hair spray while wearing your hearing instruments.

Note: Your hearing instruments are sensitive to strong magnetic fields ($> 0.1 T$) and X-rays. Do not wear your hearing instruments when you are exposed to short waves, a strong magnetic field, or X-rays.

Wax cleaning brush

A wax cleaning brush may be packaged with your hearing instruments. To use this tool, hold the hearing instrument so that the canal portion (the open end which is inserted into the ear) faces downward, and any wax particles fall away from the opening. Gently sweep the brush across the canal opening where most of the wax collects. Be careful not to push any wax further into the tubing at the end of the hearing instrument.

Wash the brush with warm water and air-dry it thoroughly after each use.



Do not insert either end of the tool into the opening or into your ear canal.

Wax guards

Some hearing instruments feature external or internal wax guards which help protect the instrument from damage due to ear wax.

Ask your Audiologist or Hearing Care Provider if your instruments are equipped with wax guards. They will also instruct you on the proper cleaning procedure.

PERFORMANCE CHECKLIST

PROBLEM	CAUSE	POSSIBLE SOLUTION
Instrument has no sound or sound is weak	Battery polarity reversed	Make sure battery is inserted correctly
	Weak or dead battery	Replace with fresh battery
	Instrument not turned on	Rotate volume control to "on," put switch to "on" position, or close battery door completely*
	Instrument clogged with wax	Clean instrument or change wax guard
	Volume too low	Turn up volume control
Instrument whistles	Improper seating in ear	Try reinserting the instrument until it fits securely
	Volume control too high	Lower volume control
	Instrument clogged with wax or excessive wax in your ears	Clean instrument or consult your Audiologist or Hearing Care Provider
Sound is distorted or intermittent	Volume control too high	Lower volume
	Weak battery	Replace battery
	Clogged wax guard	Change wax guard
"Buzzing" sound	Instrument in telecoil mode	Set switch or program button to "microphone" position for regular listening*

*See your model-specific brochure for instructions.

If the solutions in this checklist do not address a particular issue you are having with your hearing instruments, consult your Audiologist or Hearing Care Provider.

Warranty and service

Your hearing instruments and receivers, with the exception of the battery (and earmolds, LifeTube, LifeTip, or dome for certain BTE models), are covered by a one-year warranty against loss or defects in material and workmanship from original date of purchase. All covered instrument parts received for warranty service at an authorized Siemens Service Center will be repaired or replaced with new or reconditioned components, without charge, to meet the performance specifications for that model.

Warranty service must only be performed by an authorized Siemens Service Center. Service performed by unauthorized service depots voids this warranty, and repairs so necessitated will be done on a parts and labor cost basis.

This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of the instrument such as physical shock, excessive wax build-up, or tampering with the instrument, any of which voids all warranties. Loss coverage is one time only, regardless of the length of warranty coverage for the original or extended warranty. Once the original warranty or extended warranty has expired, no loss is covered. (Please note that there is a service charge to cover replacement of a lost instrument. In addition, your Audiologist or Hearing Care Provider may charge a service fee for processing warranty service.)

Procedure

In case of malfunction or loss, take your Siemens hearing instrument and proof of purchase to the Audiologist or Hearing Care Provider from whom the unit was purchased. If factory service or replacement is needed, your Audiologist or Hearing Care Provider will forward the unit to an authorized Siemens Service Center.

Extended warranty programs

Siemens offers extended warranty and service programs for your hearing instruments. Please consult with your Audiologist or Hearing Care Provider for more details on these programs.

IMPORTANT

This warranty gives you specific legal rights and you may have other rights which may vary from location to location. For more information, contact your local or state Department of Consumer Affairs.

Important notices

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an Audiologist, since hearing loss may cause problems in language development and the 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.

Important notice for prospective hearing instrument wearers

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 hearing instruments. Licensed physicians who specialize in diseases of the ear are often referred to as Otolaryngologists, Otologists, or Otorhinolaryngologists.

The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before hearing instruments are purchased.

Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for hearing instruments.

The physician will refer you to an Audiologist or Hearing Care Provider, as appropriate, for a hearing instrument evaluation.

The Audiologist or Hearing Care Provider will conduct a hearing instrument evaluation to assess your ability to hear with and without hearing instruments. The hearing instrument evaluation will enable the Audiologist or Hearing Care Provider to select and fit hearing instruments for 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 Audiologists or Hearing Care Providers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument.

Only those fully informed adults who have either obtained medical evaluation from a licensed physician or signed a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician may purchase hearing instruments. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Warning to Audiologists or Hearing Care Providers

An Audiologist or Hearing Care Provider should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the Audiologist or Hearing Care Provider 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:

- Visible congenital or traumatic deformity of the ear.
- Acute or chronic dizziness.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.

- Audiometric air-bone gap equal to or greater than 15 decibels (dB) at 500 Hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels (dB), because there may be risk of impairing the remaining hearing of the hearing instrument user.

A hearing instrument will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

The use of hearing instruments is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip reading. Consistent use of amplification is recommended. In most cases, infrequent use of hearing instruments does not permit the wearer to attain the full benefit of amplification.

Follow up visits

It is very important to see your Audiologist or Hearing Care Provider for follow up care.

Frequent checkups and cleaning are essential to maintain the quality performance expected of your hearing instruments. Use the form below to record your visits to the Audiologist or Hearing Care Provider and any follow up care suggested.

Date of Visit: _____

Reason for Visit: _____

Comments: _____

Date of Visit: _____

Reason for Visit: _____

Comments: _____

Date of Visit: _____

Reason for Visit: _____

Comments: _____

Your Audiologist or Hearing Care Provider:

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