

ZOUNDS™

Mini ITC Hearing System
User Manual

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Welcome

We think today's hearing aids over promise and under deliver. Zounds' mission is to help the world hear better by providing a superior hearing system at an exceptional value in an accessible customer-friendly environment, and to build a world-class company for customers, associates, investors and business partners.

If you are not completely satisfied with Zounds hearing aids, simply return them within 30 days of purchase* for a money back guarantee. We also offer a 2 year warranty for any defects due to workmanship or materials.

Please read this manual carefully to benefit from all the features of your new Zounds Mini ITC. Ask your Zounds Hearing Consultant if you have any questions.

If you would like additional information about Zounds, please visit ZoundsHearing.com.

*Some states require longer trial periods.

Hearing System Contents

The following items are included with your Zounds Mini ITC:

- Miniature In-The-Canal (Mini ITC) Hearing Aid(s)
 - Remote Control
 - Charging Station
 - Foam Sleeves
 - Hearing Aid Pouches
 - Materials Folder
 - Travel Case
-

Hearing System Contents

Mini ITC Hearing Aid(s)



Charging Station



Remote Control



Foam Sleeves



Hearing System Contents

Hearing Aid Pouch



Materials Folder



Travel Case

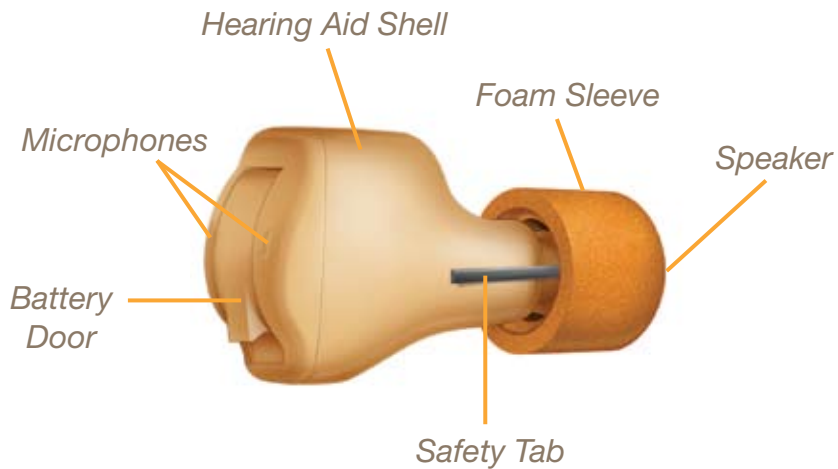


Descriptions

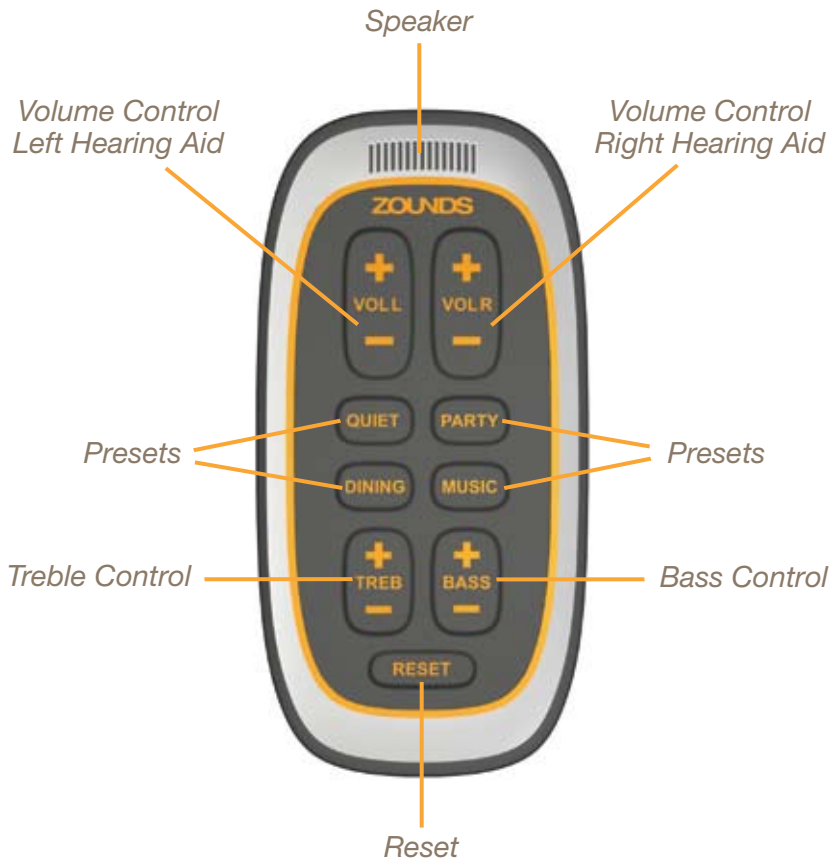
In this Section:

- Z1 Mini ITC Hearing Aid
 - Remote Control
 - Charging Station
-

Z1 Mini ITC Hearing Aid

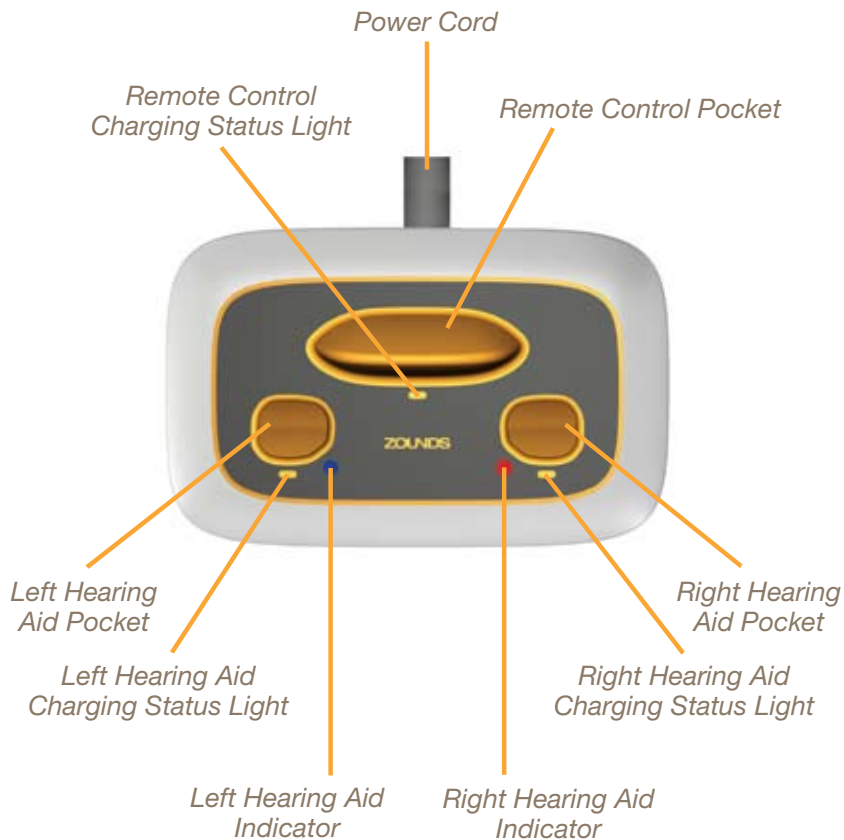


Remote Control



Descriptions

Charging Station



Getting Started

In this Section:

- Selecting two hearing aids
 - Initial charging
 - Selecting a foam sleeve
 - Inserting hearing aid in your ear
 - Removing hearing aid from your ear
 - Getting acquainted with your hearing aids
-

Getting Started

Selecting Two Hearing Aids

More than 80% of individuals with hearing loss have hearing loss in both ears. Studies have shown that even when a hearing loss is worse in one ear, most people will achieve the greatest benefit by wearing two hearing aids. Contrary to other brands, Zounds' pricing makes it more affordable to buy two hearing aids. Wearing two Zounds hearing aids may help you:

Understand More in Difficult Listening Situations

Hearing with two ears improves your ability to discern wanted and unwanted sounds.

Hear Better With Less

Wearing two hearing aids typically means you can set the volume control lower than if you used only one hearing aid.

Identify Sounds Better

You will hear better with one hearing aid, but you can identify the direction of sounds better with two hearing aids.

Getting Started

Initial Charging

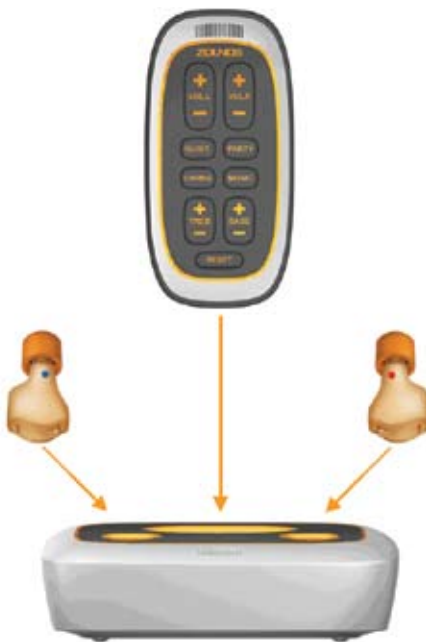
Zounds hearing aids and remote control use rechargeable batteries. Before use, charge them for at least 8 hours.

To charge:

- 1) Plug in the charging station to a power outlet.
- 2) Place the remote control in the large size pocket of the charging station. The remote control keypad should face you and the reset button should be inside the remote control pocket.
- 3) Place the **right hearing aid** in the small size pocket identified by the **red dot** of the charging station with the foam sleeve facing upwards. The **red dot** of the hearing aid should align with the **red dot** on the charging station, facing you and with the two gold contacts facing to the left.
- 4) Place the **left hearing aid** in the small size pocket identified by the **blue dot** of the charging station with the foam sleeve facing upwards. The **blue dot** of the hearing aid should align with the **blue dot** of the charging station, facing you, and with the two gold contacts facing to the right.

Getting Started

- 5) When charging a device, the status light will be orange. If the status light does not illuminate, make sure the device is properly and securely placed in the correct pocket of the charging station. When fully charged, the status light will turn green.
- 6) Note: Putting a device into the charging station will automatically turn the device OFF.



Getting Started

Important tips:

- *Your hearing aids must be charged for 8 hours continuously for maximum performance. When you insert hearing aids into the pocket of the charger, the status light will turn orange and stay orange until the hearing aid has been charged for 8 hours. After 8 hours of continuous charging, the status light will turn green. You now have a fully charged battery. If you remove the hearing aid from the charger before 8 hours, the status light will be orange. The battery will only be partially charged. You cannot overcharge the battery.*
- *When not using your hearing aids and remote control, you should place them into a power connected charging station to maximize the life of the rechargeable batteries.*
- *We strongly recommend that you store your charging station on a bedside table or dresser. Placing the charging station along with your hearing aids and remote control in the bathroom during bathing or showering increases the possibility of moisture damage.*
- *Hearing aids and remote control may be left in charging pockets indefinitely without harm to the devices.*

Warnings:

- *Do not operate the charging station outdoors or in a wet environment due to danger of electrical shock.*

Getting Started

Selecting a foam sleeve

The ability to hear in noisy environments is dependent upon a good fit. A licensed Zounds Hearing Consultant will help you select the best foam sleeve based on the size of your ear canal as well as what feels and sounds most comfortable to you. With regular use and disposal, the foam sleeves may provide good hygiene; ear wax, a major problem for most hearing aids, will adhere to the foam sleeves. The foam sleeves will also prevent ear wax from entering the speaker of the hearing aid.

Replacing foam sleeve

To remove the foam sleeve currently affixed to your hearing aid, hold your hearing aid securely between your index finger and thumb and pinch the foam sleeve with your other hand.

While pinching the foam sleeve, give it a quarter turn/twist while gently pulling the foam sleeve away from the neck of the hearing aid. The used foam sleeve can now be discarded.

To place a clean foam sleeve onto your hearing aid, once again, hold the hearing aid with your index finger and thumb while pinching the new foam sleeve with your other hand. Instead of trying to push the new foam sleeve directly onto the domed tip of the hearing aid, begin by placing the new foam sleeve at a slight angle so the inner rubber housing of the foam sleeve is sitting at a 45 degree angle on the domed tip.

Getting Started

With gentle pressure, rotate the foam sleeve onto the domed tip until the foam sleeve ring is securely attached to the hearing aid with no visible gaps.

To confirm that you have successfully placed your new foam sleeve onto your hearing aid, give the foam sleeve a gentle tug. If it does not come loose, you have replaced your foam sleeve correctly.

Important tips:

- *Never use a foam sleeve that has been worn by someone else or if it becomes dirty, torn, or disfigured.*
- *Foam sleeves are designed to keep ear wax out of the hearing aid. We recommend disposing/changing your foam sleeve as needed.*
- *Replacement foam sleeves can be purchased from a Zounds Hearing Center, Zounds Hearing Consultant, or [ZoundsHearing.com](https://www.zoundshearing.com).*
- *Wearing hearing aids with foam sleeves may take some adjustment. See a Zounds Hearing Consultant if you wish to try another foam sleeve size.*

Warnings:

- *Only use Zounds foam sleeves. Sleeves from other manufacturers will not yield the best performance or proper fit.*
- *Never insert Zounds hearing aids into your ear without a foam sleeve attached to the hearing aid.*
- *Do not pull the safety tab to remove foam sleeve from hearing aid.*

Getting Started

Inserting hearing aid in your ear

Check to see if the hearing aid already has a foam sleeve attached. If not, do not place hearing aid in ear.

Ensure that you are using the proper left and right hearing aids. Your hearing aids are identified as follows:

- = Right hearing aid
- = Left hearing aid

For your **right hearing aid**, the **red dot** should be facing away from you and the two gold contacts should be facing upwards before you insert the **right hearing aid** into your right ear. For your **left hearing aid**, the **blue dot** should be facing away from you and the two gold contacts should be facing upwards before you insert the **left hearing aid** into your left ear. The foam sleeve of each hearing aid should be pointing into your ears.

Getting Started

Hold the hearing aid you will be inserting into your ear. Most people use their right hand to insert their right hearing aid and left hand for their left hearing aid. Squeeze the foam sleeve with your thumb and fingers several times in different locations. The foam sleeve will momentarily be smaller in diameter. As the foam sleeve is in its smaller, squeezed state, guide the hearing aid into your ear canal. With your free hand, pull your ear up and back. This will straighten your ear canal. Continue to gently push the hearing aid into your ear canal, toward your nose. Hold for 15 seconds. This will allow the foam sleeve to slowly expand and fit the contour of your ear canal. If you have a second hearing aid, you can repeat the same process.

Warnings:

- *Do not insert the hearing aid if you think you may have a foreign object in the ear canal.*
- *The hearing aid and foam sleeve are made of modern non-allergenic materials. Still, in rare cases, skin irritation can occur. If you experience discomfort or skin irritation in the ear or in the ear canal, discontinue use, and contact your Physician immediately.*

Getting Started

Removing hearing aid from your ear

With your thumb and index finger, grasp the edges of your aid and pull outward. Do not grasp the battery door for removal.

Important tips:

- *Pull hearing aid straight out of ear. Do not twist out of ear.*
- *Zounds foam sleeves are designed to securely attach to hearing aid while inserting and removing the hearing aid from the ear canal.*
- *In the unlikely event the foam sleeve detaches from the hearing aid in the ear canal, grasp the safety tab with your thumb and forefinger, remove the foam sleeve from the ear canal, and replace the foam sleeve on the hearing aid.*

Warnings:

- *If you are not able to grasp the safety tab and the foam sleeve is lodged in the ear canal, please see a Physician immediately to ensure it is safely removed.*

Getting Started

Getting Acquainted With Your Hearing Aids

If you have never worn hearing aids before, the world may seem noisy and alive with more sounds when you first wear your hearing aids. This is because your brain has not processed these sounds for some time, and as a result, you will be adapting to the hearing aid as your brain learns to identify and prioritize sounds. If you have worn hearing aids before, Zounds' state-of-the-art technology will undoubtedly sound different as well.

Some people prefer to “jump in” to hearing aid use by wearing them all the time, right from the beginning. Others prefer a more gradual approach, increasing usage by an hour each day. If you have worn hearing aids before, it is best to change to the new pair all at once.

Over time, voices should be clear and neither too loud nor too soft and you should notice an improvement in understanding words. You will recognize sounds you may have forgotten. Hearing a familiar voice, the chirping of birds, and even the sound of rain can be a joyous experience with Zounds.

Important tips for first time hearing aid users:

- *Week 1: Use hearing aids for 3-5 hours at a time with short breaks*
- *Week 2: Use hearing aids for 5-7 hours*
- *Week 3: Use hearing aids for 8+ hours*

Daily Operation

In this Section:

- Using the remote control
 - Using the phone
 - Managing your rechargeable battery
 - Caring for your hearing aids & accessories
-

Daily Operation

Using The Remote Control

Zounds hearing aids **automatically** adapt to different listening environments by adjusting the noise cancellation, feedback cancellation, and directional microphones. This is achieved with the initial programming by your Zounds Hearing Consultant.

However, Zounds remote control gives you the opportunity to fine-tune your hearing aids throughout the day or night. The buttons are back-lit upon touch to help you see them in dark or dim environments.



Operating Distance

Zounds remote control fine-tunes each hearing aid individually. The remote control is designed to be used within 12 inches of each ear. Communication between the remote control and Zounds hearing aids will function best if you hold the remote control in your hand up to each shoulder.

Once a hearing aid has received the command from the remote control, a single beep will be heard.

Hearing aids need to be **individually adjusted**. Buttons do not control both hearing aids simultaneously.

Increase/Decrease Volume

Press the VOL R + button to increase the volume in your right hearing aid.
Press the VOL R – button to decrease the volume in your right hearing aid.

Press the VOL L + button to increase the volume in your left hearing aid.
Press the VOL L – button to decrease the volume in your left hearing aid.

Each individual press of the button increases or decreases the volume by individual increments. Holding down the button will NOT increase or decrease the volume in multiple increments.

You will hear a single tone from the hearing aid when it has confirmed a signal from the remote control. If a single tone is not heard, press the desired remote control button again.

You will hear two beeps when the volume limit has been reached. Once you hear the volume limit beeps, pressing the volume button in that direction will have no further effect.

Daily Operation

Increase/Decrease Treble

Press the TREB + button to increase the treble in your right or left hearing aid.
Press the TREB – button to decrease the treble in your right or left hearing aid.

Each individual press of the button increases or decreases the treble by individual increments. Holding down the button will NOT increase or decrease the treble in multiple increments.

You will hear a single tone from the hearing aid when it has confirmed a signal from the remote control. If a single tone is not heard, press the desired remote control button again.

You will hear a double tone when the treble limit has been reached. Once you hear the double tone, pressing the treble button in that direction will have no further effect.

Increase/Decrease Bass

Press the BASS + button to increase the bass in your right or left hearing aid.
Press the BASS – button to decrease the bass in your right or left hearing aid.

Each individual press of the button increases or decreases the bass by individual increments. Holding down the button will NOT increase or decrease the bass in multiple increments.

You will hear a single tone from the hearing aid when it has confirmed a signal from the remote control. If a single tone is not heard, press the desired remote control button again.

You will hear a double tone when the bass limit has been reached. Once you hear the double tone, pressing the bass button in that direction will have no further effect.

Helpful Tips:

- The Treble setting can be used to adjust high pitched sounds
- The Bass setting can be used to adjust low pitched sounds

Adjust Preset

Zounds remote control allows you to select between 4 presets. Each preset adjusts the hearing aid algorithms to give you an optimal listening experience in specific environments. However, some prefer to stay in a specific preset throughout the day and night. We encourage you to try the different presets to determine which sounds most pleasing to you. The presets are:

- **QUIET:** Maximum noise reduction for relaxing on an airplane or at home. Note: This preset will block out voices as well.
- **PARTY:** High noise cancellation and aggressive directionality to address very difficult listening environments such as a cocktail party or sporting event.
- **DINING:** Medium noise cancellation and passive directionality to address difficult listening environments such as dining at home or a restaurant. This is the default preset for your hearing aids.
- **MUSIC:** Low noise reduction, no directionality, and full frequency spectrum to optimize music in all 16 frequency bands.

Reset Settings

To revert to your original default programming set by your Zounds Hearing Consultant, press the RESET button and hold near each Zounds hearing aid for 2 seconds.

Helpful Tips:

For your convenience, Zounds offers a Remote Carrying Case available at all Zounds Hearing Centers or at www.ZoundsHearing.com

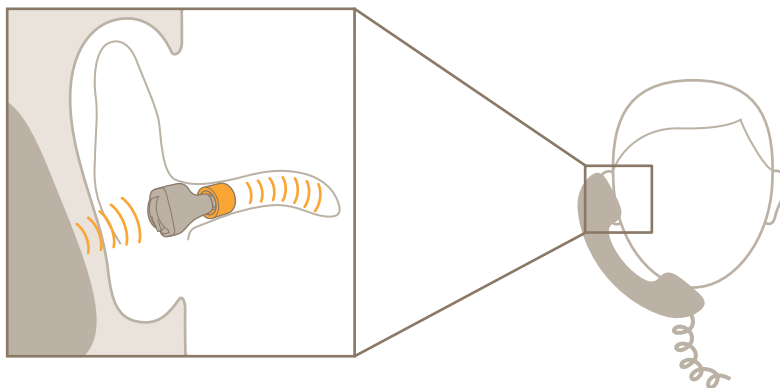
Warnings:

- *Do not use the QUIET preset in situations where sound is needed to protect you from danger (e.g. crossing the street and hearing a car honk its horn).*
- *The QUIET preset is not intended as ear protection.*

Daily Operation

Using The Phone

Most hearing aids require you to hold and/or tilt the phone receiver two or three inches from the receiver or use a telecoil to prevent feedback or squealing. Because of Zounds revolutionary feedback cancellation technology, you can once again place the phone up against your ear. Put phone feedback on hold with Zounds.



Managing Your Rechargeable Battery

Zounds hearing aids and remote control use rechargeable batteries. Battery life is dependent on usage. A fully charged battery will provide up to 14 hours of use.

At the end of each day, simply place the hearing aids and remote control on the charging station. Charging takes 8 hours. There is no danger of over charging the hearing aids and remote control.

Daily Operation

If the hearing aid battery is low, the hearing aid will emit 4 descending tones a couple minutes before powering down. At that time, you will need to charge the hearing aids using the charging station. Once charged, original programming will be restored when removed from your charging station.

As with all rechargeable batteries, battery life will diminish with time and use. Zounds rechargeable battery is designed to last approximately 2 years. When your battery can no longer be charged, or the charge is not retained for a full day, bring your hearing aids and remote control to any Zounds Hearing Center or Zounds Hearing Consultant for a FREE replacement battery. A rechargeable battery card is provided in Zounds For Your Records folder as a reminder.

Important tips:

- To preserve the integrity and longevity of your rechargeable battery, please do not expose or store your hearing aid in extreme temperatures. The safe temperature range is from 0° Celsius/32° Fahrenheit to 40° Celsius/104° Fahrenheit.*
- Do not place hearing aid in direct sunlight.*
- When not using your hearing aids and remote control, you should place them into a power connected charging station to maximize the life of the rechargeable batteries.*
- If you are a frequent traveler or go back and forth between summer and winter locations, you may want a back-up charging station. Replacement charging stations are available for purchase from a Zounds Hearing Center, Zounds Hearing Consultant, or ZoundsHearing.com.*
- If power outlets are not easily accessible, the charging station is portable and can be connected to an automobile power inverter. Automobile power inverters are available at most consumer electronic stores.*

Important tips:

- *Your Zounds Hearing System also comes with a travel case to safely and easily transport your accessories with you.*

Warnings:

- *Only a Zounds Hearing Consultant should replace the rechargeable battery. Do not open the hearing aid shell. Opening the shell will void the manufacturer's 2 year warranty. The battery door can be opened without voiding the warranty.*
- *Charging non-rechargeable batteries or incorrect rechargeable batteries may cause unsafe battery charging conditions leading to fire or explosion.*
- *Hearing aid batteries should not be swallowed. Keep out of reach of children or anyone who might swallow batteries, even pets.*
- *Do not change the batteries in front of infants, small children or individuals with learning disabilities.*
- *If you elect to use zinc air disposable batteries, discard the batteries in a place where infants, children or those with a learning disability cannot access.*
- *Batteries may be mistaken for pills. Please check your medicine before swallowing.*
- *Do not place the batteries in your mouth for any reason as they may be slippery and accidentally swallowed.*
- *If a battery is accidentally swallowed, seek medical attention immediately.*
- *If a battery is swallowed, call the National Battery Hotline at (202) 625-3333.*

Managing Your Battery Door

To open your battery door, hold your Mini ITC firmly in one hand while using your thumbnail of your free hand to open the battery door. Place your thumbnail underneath the extruding notch and with a gentle upward motion, your hearing aid battery door should become ajar.

When fully opened, the battery door should extend to a full 90 degrees or just perpendicular to the hearing aid shell.

To close your battery door, gently push the door closed with the end of your index finger. The battery door should snap into place.

Important tips:

- *Do not use force when opening or closing your battery door.*
- *Your battery door opens upward and closes downward in a vertical motion.*
- *Do not turn or twist the battery door.*

Warnings:

- *If your battery door becomes loose or removed from the hearing aid shell, please seek assistance at your nearest Zounds Hearing Center.*

Replacing Your Rechargeable Battery

Though it is not recommended, you may find yourself in a rare circumstance that requires you to temporarily replace your rechargeable batteries with disposable batteries. Remember, your Zounds rechargeable batteries should never be thrown away. You may purchase “P13” zinc air disposable batteries from your Zounds Hearing Center if you feel you need an extra set of batteries.

To temporarily replace your rechargeable battery, open your Mini ITC battery door wide enough to remove the rechargeable battery. The battery door should extend to a full 90 degrees or jut perpendicular to the hearing aid shell. Do not force the battery door further open than it will allow.

To remove the rechargeable battery, grab the right and left sides of the battery with your thumb and index finger and gently pull downward. This motion will unsnap the battery from its hold.

To place your “P13” disposable battery, hold the battery with your thumb and index finger. Note, that your left hearing aid’s battery should have the bevel facing to the right, with the flat side facing left. For your right hearing aid’s battery, the bevel should be facing to the left with the flat side facing to the right. If you accidentally place the battery backwards, your battery door should not be able to close. With your disposable battery facing the correct way, gently push the battery up into the vacant slot. It should easily snap into place.

Gently close the battery door. You will know it is completely closed by hearing a snap/click. If your battery door does not close or your hearing aid does not properly function, you may want to confirm that the battery has been placed correctly.

Daily Operation

When you no longer need to use your disposable battery, repeating the steps above, replace your Zounds rechargeable battery back into your hearing aids for everyday use.

Important tips:

- *It will likely be a rare circumstance in which you would need to temporarily replace your rechargeable batteries.*
- *You will need “P13” zinc air disposable batteries.*
- *Replace your battery facing the correct way.*
- *Do not force your battery in or out of the battery door.*

Warnings:

- *You should not place your hearing aids into your charging station with the “P13” zinc air disposable batteries.*
- *Never throw away your Zounds rechargeable batteries*
- *Do not force close your battery door*
- *Ideally, you should always have the rechargeable batteries in your hearing aids.*

Caring For Your Hearing Aids & Accessories

Your hearing aids and accessories are sophisticated electronic devices. To ensure that you obtain the most from your hearing aids and accessories, you need to protect them from the effects that might damage or degrade their performance. The following describes the things that you can do to ensure maximum performance:

Hearing Aids

- Keep your ears clean from ear wax. If necessary, have your ears cleaned regularly by a Physician.
- Dry your ears before inserting your hearing aids.
- Insert and remove your hearing aids over a soft surface in case it drops, as they are sensitive to bumps and shocks.
- Do not immerse your hearing aids in water. Do not shower or swim with your hearing aids.
- Store your hearing aids outside of the bathroom during bathing and showering.
- Do not wear your hearing aids while applying hair spray, insect repellents, face creams, or make-up.
- Never dry your hearing aids with a blow dryer, microwave oven, or oven.
- Store away from direct sunlight or heating vents. Do not leave them in a hot car.
- Wipe the outside surface with a soft cloth or tissue frequently.
- Keep the hearing aid in a safe place, out of the reach of pets and small children.
- Use hearing aid pouches provided for extended storage periods.
- Do not attempt to clean your hearing aids with alcohol or other cleaning agents.

Foam Sleeves

- Change foam sleeves frequently to avoid wax build up.
- Do not immerse your foam sleeves in water.
- When removing foam sleeves, avoid wax getting into the hearing aid speaker opening.
- Do not apply any lotions or oils to your ear while using the foam sleeve.
- Do not attempt to clean your foam sleeves with water or other cleaning agents.

Charging Station

- We strongly recommend that you store your charging station on a bedside table or dresser. Placing the charging station along with your hearing aids and remote control in the bathroom during bathing or showering increases the possibility of damage caused by moisture.
- Do not use charging station outdoors, disassemble or immerse in water, even when it is unplugged.
- Wipe the outside surface and pockets with a soft cloth or tissue frequently.
- Use the travel case for scratch protection during transit.
- Do not attempt to clean your charging station with alcohol or other cleaning agents.

Remote Control

- Place in Zounds remote control carrying case, breast pocket, pant pocket, or purse when not charging or not in use.
- Do not immerse your remote control in water.
- Avoid adjustments to your remote control when your hands are dirty or wet.
- Do not attempt to clean your remote control with alcohol or other cleaning agents.

International

International information:

Your Zounds Z1 Charging Station is designed to work from 100V to 250V and either 50Hz or 60Hz frequencies. This means that your Charging Station is compatible with North American, South American, European, Australia, New Zealand and Asian power systems.

Please note, the plug sizes and shapes vary by region. As a result, you will likely need an adapter kit so the Zounds Charging Station can be successfully used overseas. These adapter kits can be purchased at your local electronics store, most airports or from select online retailers.

Trouble Shooting

In this Section:

- Guide to symptoms, problems, solutions
-

Trouble Shooting

Symptom	Possible Problem	Possible Solution
No Sound	<ul style="list-style-type: none">• Battery is low/dead• Speaker opening is blocked• Foam sleeve opening is blocked• Hearing aid in QUIET preset• Disposable battery has expired	<ul style="list-style-type: none">• Charge hearing aids• Clear speaker opening of ear wax• Replace foam sleeve• Switch out of QUIET preset• Replace with rechargeable battery
Not Loud Enough	<ul style="list-style-type: none">• Battery is low/dead• Remote control volume set low• Hearing aid in QUIET preset• Speaker opening may be blocked• Hearing aid may have changed	<ul style="list-style-type: none">• Charge hearing aids• Increase the volume on remote• Switch out of QUIET preset• See a Zounds Consultant• See a Zounds Consultant
Still Receiving Unwanted Noise	<ul style="list-style-type: none">• Inappropriate preset selected	<ul style="list-style-type: none">• Change to PARTY or DINING preset
Remote Control Does not Communicate With Hearing Aids	<ul style="list-style-type: none">• Remote control is too far from hearing aid• Battery is low/dead• Remote not positioned correctly	<ul style="list-style-type: none">• Move remote control closer to hearing aid• Recharge remote control• Readjust remote
Charging Indicator Lights Blinking	<ul style="list-style-type: none">• Charger, remote, or hearing aid malfunction	<ul style="list-style-type: none">• Bring charger, remote and hearing aid to a Zounds Hearing Center
No Lights On Charging Station	<ul style="list-style-type: none">• Charging station not plugged in• Hearing aids not properly placed• Hearing aid or remote not properly placed	<ul style="list-style-type: none">• Plug in charging station to outlet• Reinsert hearing aids into charging station• Reinsert hearing aids and/or remote into charging station

Helpful Tips:

-Opening, then closing your battery door may often solve any symptoms.

Manufacturer's Warranty & Service

In this Section:

- Warranty & Terms
- Repair Information

Manufacturer's Warranty & Service

Zounds offers a 30-day*, money back guarantee for its hearing aids. If you are not completely satisfied with your Zounds hearing aids, simply return them within 30 days of purchase for a money back guarantee.

Zounds offers the original purchaser a non-transferable two year manufacturer's warranty covering the hearing aid(s), charging unit, and remote control ("Covered Product"), effective from the date of purchase. The warranty covers damage or defects in a Covered Product caused by failure of materials or workmanship. The warranty does not cover damage or defects of a Covered Product caused by improper handling or care, attempted or actual self-service or unauthorized service work, unusual wear and tear, exposure to chemicals, immersion in water, or excessive exposure to moisture or other external causes. The warranty also does not cover loss¹. This warranty is not transferable or assignable and is only available to the original purchaser.

A claim for warranty service of a Covered Product must be made by contacting Zounds at the phone number listed below for referral to a Zounds retail location or Zounds Service Center.

Unauthorized service on the Covered Product will void the warranty and Zounds makes no representation that a Covered Product may be repaired following unauthorized service. To ensure that you are quickly serviced, Zounds may elect to replace your Covered Product with a new, used, or rebuilt product of the same or better model.

Do not attempt to repair your hearing aid yourself. Never insert anything into the small openings on your hearing aids.

Manufacturer's Warranty & Service

EXCEPT AS STATED HERE, ZOUNDS PROVIDES NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED AND EXCLUDED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, ZOUNDS DISCLAIMS ANY AND ALL INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND, EVEN IF ZOUNDS WAS AWARE OF THE RISK OF SUCH DAMAGES AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF SUCH REMEDY.

* Some states require longer trial periods.

1. Protection Plans that cover loss, damage, and theft may be purchased separately.

To locate a Zounds Hearing Center or a Zounds Hearing Consultant in your area, please visit:

ZoundsHearing.com

or contact:

Zounds, Inc.
1840 S. Stapley Drive, Suite 201
Mesa, AZ 85204

1-888-5ZOUNDS (Weekdays 8:30am to 4:30pm Mountain Standard Time)

Warnings

In this Section:

- Warning to Hearing Aid Dispensers
 - Notice to Perspective Hearing Aid Wearers
 - Children with Hearing Loss
 - Other
-

Warnings

Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed Physician before dispensing a hearing aid if the hearing aid dispenser 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.
- 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.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

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 before purchasing a hearing aid. The purpose of the 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 may refer you to Audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

Warnings

The Audiologist or hearing aid dispenser 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 dispenser 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 aid dispensers 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 the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed Physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

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 for evaluation and rehabilitation 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.

Other Warnings

- Do not use your hearing aid in potentially explosive environments.
- The rechargeable batteries and other internal parts of the hearing aid, remote control and charger should only be serviced by a Zounds Hearing Consultant. Do not open the hearing aid shell. Only the battery door may be opened. Opening the hearing aid shell will void the manufacturer's warranty.
- The use of non- Zounds rechargeable batteries or incorrect rechargeable batteries may cause unsafe battery charging conditions leading to fire or explosion.
- Do not dispose of the hearing aid or the remote control in fire, as the battery may explode.
- Do not swallow batteries. If you or anyone else accidentally swallows hearing aid batteries, seek immediate medical attention.
- Disposal of rechargeable batteries must comply with local environmental and recycling regulations.
- Do not wear or have the hearing aid with you during: short-wave diathermy, X-ray, MRI scan, CT scan, or similar electromagnetic medical procedures.
- If you experience dizziness, drainage or bleeding from the ear, or sudden hearing loss, see your Physician immediately.
- A hearing aid may cause an accelerated accumulation of cerumen (earwax).
- Never put a hearing aid in your mouth as they could be swallowed. Keep hearing aids out of the reach of children, pets, and individuals with diminished mental capacity. If swallowed, seek medical attention immediately and call the National Battery Hotline at (202) 625-3333.

Warnings

- Hearing aids should be used only as directed and adjusted by your trained Zounds Hearing Consultant.
- A hearing aid may stop functioning, e.g. if the battery goes dead. You should be aware of this possibility, in particular if you are in traffic or otherwise depend on warning sounds.
- Do not switch hearing aids between ears or allow others to wear or use your hearing aids.
- If you experience dizziness, drainage or bleeding from the ear, or sudden hearing loss, see your Physician immediately.

Warnings

- HEARING AIDS WILL NOT RESTORE NORMAL HEARING AND WILL NOT PREVENT OR IMPROVE A HEARING IMPAIRMENT RESULTING FROM ORGANIC CONDITIONS.
- IN MOST CASES, INFREQUENT USE OF A HEARING AID DOES NOT PERMIT USER TO ATTAIN FULL BENEFIT FROM IT.
- THE USE OF THE HEARING AID IS ONLY PART OF HEARING HABILITATION AND MAY NEED TO BE SUPPLEMENTED BY AUDITORY TRAINING AND INSTRUCTION IN LIP READING.

Other Information

Corporate Information:

Zounds, Inc.
1840 S. Stapley Drive, Suite 201
Mesa, AZ 85204
1-888-5ZOUNDS (Weekdays 8:30am to 4:30pm Mountain Standard Time)

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