

ZOUNDS[®]

RIAZO

BTE Hearing Aid
User Manual

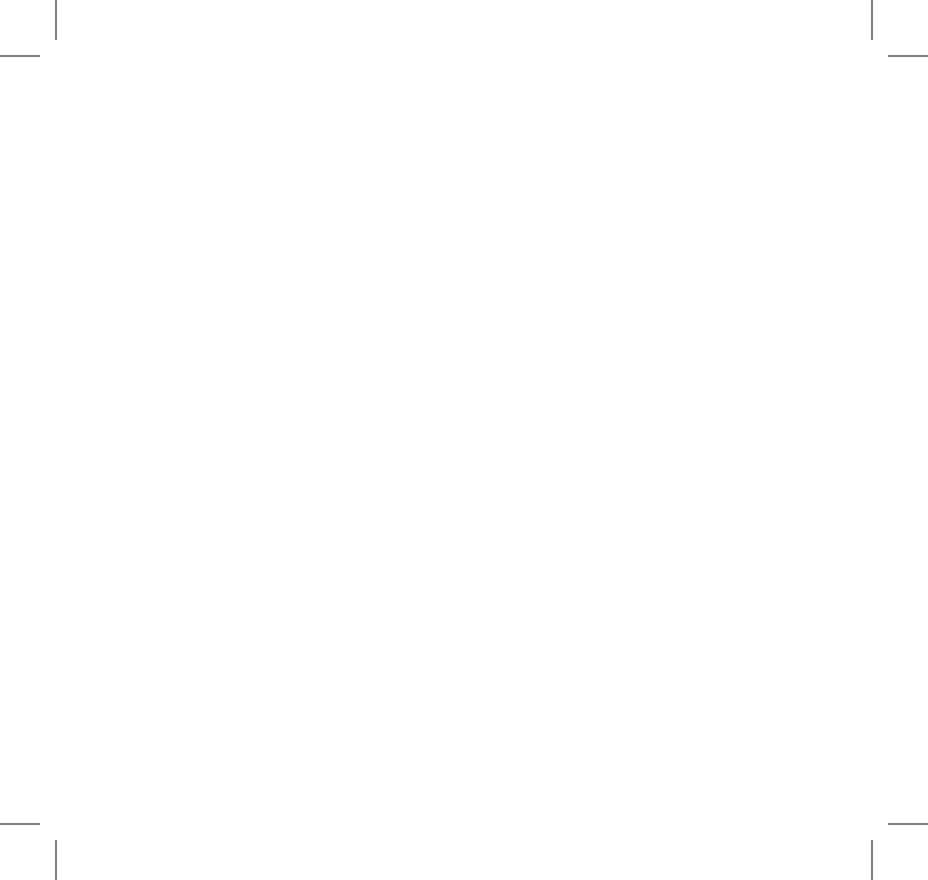
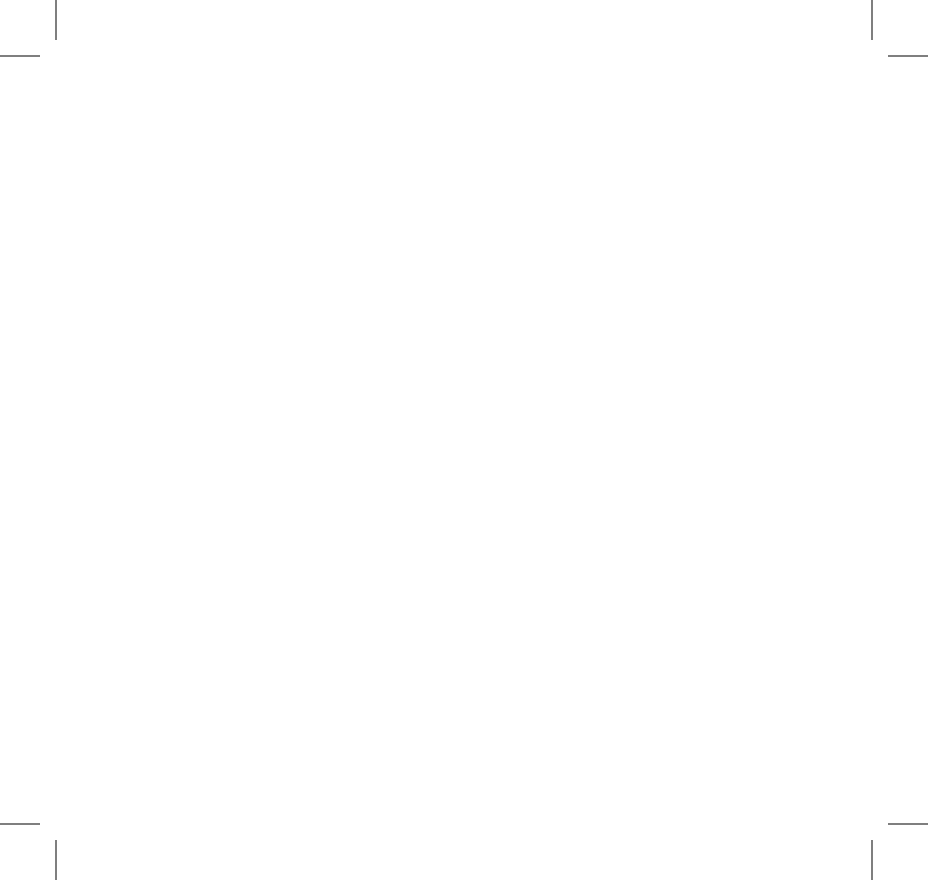


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Welcome

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 on your hearing aid.

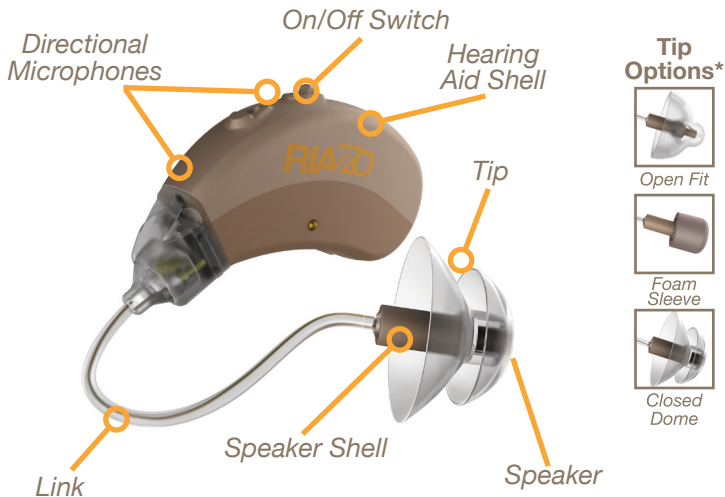
Please read this manual carefully to benefit from all the features of your new Zounds Riazio Hearing Aid(s). Ask your Zounds Hearing Consultant if you have any questions.

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

*Some states require longer trial periods.

Descriptions

Riazo BTE Hearing Aid



*Foam Sleeve and Open Fit tip options are not available with Riazo 4 hearing aid.

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. 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 we live in a stereo world, thus you will likely hear better with two hearing aids.

Instructions

Selecting the best tip

The ability to hear in noisy environments is dependent upon a good fit. A licensed Zounds Hearing Consultant will help you select the best tip for your hearing loss needs, based on whether you are a Foam Sleeve, Open Fit or Closed Dome Tip candidate, the size of your ear canal as well as what feels and sounds most comfortable to you. (Foam Sleeve and Open Fit tip options are not available with Riazo 4 hearing aid)

Replacing the tip

To remove your tip (Foam Sleeve, Open Fit, or Closed Dome) currently affixed to your hearing aid, hold the speaker shell securely between your index finger and thumb and grasp the tip, giving it a quarter turn/twist while gently pulling away from the speaker shell. The used tip can now be discarded.

To place a new tip onto your hearing aid, once again hold the speaker shell with your index finger and thumb while holding the new tip with your other hand. Instead of trying to push the new tip onto the speaker shell, begin by placing the tip at a slight 45 degree angle on the speaker shell.

With gentle pressure, rotate the tip onto the speaker shell until the tip ring is securely attached to the speaker shell with no visible gaps.

Selecting a link

The link for your hearing aid should have been previously chosen for you by your Zounds Hearing Consultant.

For your reference, your hearing aid links have markings on the speaker shell to indicate style and size for you and the Zounds Hearing Consultant.

The markings are as follows:

- R stands for Right
- L stands for Left
- XS stands for Extra Small
- S stands for Small
- M stands for Medium
- L stands for Large
- XL stands for Extra Large

So, for example, if your hearing aid link has a marking of “RM”, you have a “Right Medium” link.

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 every 2 weeks or as needed.*
- *The Open Fit and Closed Dome Tips are designed to minimize occlusion. Your Zounds Hearing Consultant will determine if you are a Open Fit or Closed Dome candidate. We recommend disposing/changing your Open Fit and Closed Dome Tips every 6 months or as needed.*
- *Replacement tips can be purchased from a Zounds Hearing Center, Zounds Hearing Consultant, or ZoundsHearing.com.*
- *Wearing hearing aids with foam, open or closed dome tips may take some adjustment. See a Zounds Hearing Consultant if you wish to try another tip size.*

Warnings:

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

Inserting hearing aid in your ear

Check to see if the hearing aid already has a tip 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

The **red dot** should be facing you before you insert the **right hearing aid** into your right ear. The **blue dot** should be facing you before you insert the **left hearing aid** into your left ear. The tip of each hearing aid should be pointing into your ears.

For Foam Sleeve Users

Hold the speaker shell portion of 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 tip with your thumb and fingers several times in different locations. The tip will momentarily be smaller in diameter.

Holding the speaker shell between your thumb and forefinger with the reduced size foam in place, insert the foam into the ear canal. Hold the speaker and foam in place for about 5 seconds which allow the foam to expand to the size and shape of your ear canal.

Once the Foam Sleeve and speaker shell are firmly seated in your ear canal, place the hearing aid shell over your ear, allowing the link to naturally coil over your ear.

For Open Fit or Closed Dome Users

Hold the speaker shell. Guide the tip and speaker shell 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 tip and speaker shell into your ear canal toward your nose.

Once the tip and speaker shell are firmly seated in your ear canal, place the hearing aid shell over your ear, allowing the link to naturally coil over your ear.

Warnings:

- *Do not insert the hearing aid if you think you may have a foreign object in the ear canal.*
- *The hearing aid and tips 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.*

Removing hearing aid from your ear

Grasp the speaker shell with your thumb and forefinger. Gently pull the tip and speaker shell out of your ear canal. The corresponding hearing aid shell and tubing will simply roll off the back of your ear.

Important tips:

- *Pull tip and speaker shell straight out of ear by grasping the reinforced tube. Do not twist out of ear.*
- *Zounds tips are designed to securely attach to the speaker shell while inserting and removing the hearing aid from the ear canal.*

Warnings:

- *In the unlikely event your Foam Sleeve detaches from the speaker shell, grasp the safety tab on the Foam Sleeve tip for removal. If this fails or your open fit or closed dome tip is lodged in your ear canal, please contact your local Zounds Hearing Center to schedule an appointment or see a physician immediately to ensure it is safely removed.*

On/Off Switch

Your Zounds Riazo Hearing Aid(s) come with an On/Off switch which allows you to manage the power consumption of your hearing aid. This switch should remain in the “On” position when in use. If you find yourself in a situation where you need to conserve battery life, switch your Riazo to the off position (Upwards) until you need to use your hearing aid again. Your Riazo Hearing Aid(s) should be stored in the “Off” position when not in use.

Managing your battery and battery door

Your battery door is located at the bottom of your Riazo BTE hearing aid. To open, place your fingernail in the notch and with a gentle downward 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 thumb.

To replace your battery, open your Riazo hearing aid battery door wide enough to remove the battery. To remove the battery, grab the battery with your thumb and index finger and gently pull out.

This motion will unsnap the battery from its hold. Place your new battery in the same position. If you accidentally place the battery backwards, your battery door should not be able to close.

Important tips:

- *Do not use force when opening or closing your battery door.*
- *Only use P675 zinc air disposable batteries*
- *When hearing aid is not in use, leave the battery door open so battery can air dry. Wipe the surface of the battery with a soft cloth, this will help extend the life of the battery.*
- *Never take the tabs off the battery until you are ready to use.*

Warnings:

- *If your battery door becomes loose or disconnected from the hearing aid shell, please seek assistance at your nearest Zounds Hearing Center.*
- *If battery is discharged, remove battery from hearing aid.*
- *Never put a battery in your mouth as they could be swallowed. Keep 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*

Caring For Your Hearing Aids & Accessories

Your hearing aids are sophisticated electronic devices. To ensure that you obtain the most from your hearing aids, 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 aid(s) over a soft surface as the hearing aid mechanism is sensitive to being dropped on hard surfaces.
- 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 case provided for extended storage periods.
- Do not attempt to clean your hearing aids with alcohol or other cleaning agents.

Trouble Shooting

When troubleshooting, first manually turn the hearing aid(s) off then on again to reset the device. See the chart below if symptoms persist after manual reset.

Symptom

No Sound

Possible Problem

- Battery is low/dead
- Switch is in the off position
- Speaker opening is blocked
- Tip opening is blocked

Possible Solution

- Replace battery
- Turn switch to the on position
- Clear speaker opening of ear wax
- Replace tip

Symptom

Not Loud Enough

Possible Problem

- Battery is low/dead
- Speaker opening may be blocked
- Hearing may have changed

Possible Solution

- Replace battery
- See a Zounds Hearing Consultant

Manufacturer's Warranties & Service

Zounds, the manufacturer of the hearing aids sold under this agreement, offers the original purchaser a non-transferable one year manufacturer's warranty covering the hearing aid(s), ("Covered Products"), not including the links which are covered by a separate manufacturer's warranty as described below, effective from the date of purchase. This warranty covers damage or defects in a Covered Products 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 of the hearing aid, unusual wear and tear, exposure to chemicals, immersion in water, or excessive exposure to moisture.

The link is the module that connects to the hearing aid via an ultra fine wire to the precision high fidelity miniature speaker within the ear canal. Zounds, the manufacturer of the link sold under this agreement, offers the original purchaser a non-transferable 90 day manufacturer's warranty covering the link ("Covered Link") effective from the date of purchase. This warranty covers damage or defects in a Covered Link caused by failure of materials or workmanship. The Warranty does not cover damage or defects of a Covered Link 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.

A claim for warranty service must be made by contacting Zounds at the phone number listed on the Purchase Agreement. Proof of purchase must be provided at the time of your claim for warranty service. 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. Zounds may, at its sole discretion, repair or replace your Covered Product with a new, used or rebuilt product of the same or better model.

EXCEPT AS STATED HEREIN, ZOUNDS DOES NOT PROVIDE 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. THE REMEDIES AVAILABLE UNDER THIS WARRANTY ARE LIMITED TO REPAIR OR REPLACEMENT OF A COVERED PRODUCT. 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 THE ESSENTIAL PURPOSE OF SUCH REMEDY.

NOTICE: A HEARING AID WILL NOT RESTORE NORMAL HEARING NOR WILL IT PREVENT FURTHER HEARING LOSS.

* Some states require longer trial periods.

1. Protection Plan that covers loss, damage, 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 Hearing, Inc.
4405 E Baseline Road, Suite 114
Phoenix, AZ 85042

1-888-5ZOUNDS

(Weekdays 8:30am to 4:30pm Mountain Standard Time)

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 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 an Audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

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.

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

Other Warnings

- Do not use your hearing aid in potentially explosive environments.
- Do not open the hearing aid. Opening the product will void the manufacturer warranty.
- Do not dispose of the hearing aid in fire, as the battery may explode.
- Disposal of 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.

- Hearing aids should be used only as directed and adjusted by your trained 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.
- 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

Zounds Hearing, Inc.
4405 E Baseline Road, Suite 114
Phoenix, AZ 85042

1-888-5ZOUNDS

(Weekdays 8:30am to 4:30pm Mountain Standard Time)

ZoundsHearing.com

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The information contained in Zounds owner's manuals is believed to be correct at the time of printing. Zounds reserves the right to change or modify any information or specifications without notice. The contents of Zounds user's manuals are provided "as is".

Zounds Hearing Aids are designed in Phoenix, Arizona by Zounds and assembled in China and Mexico.

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