

FCC ID: 2AXJ7-ULTRAHEARR



OTC Hearing Aids

A photograph of a middle-aged woman with short, wavy grey hair and tortoiseshell glasses. She is wearing a reddish-brown button-down shirt and a white, behind-the-ear hearing aid in her left ear. She is sitting on a light-colored sofa, looking down at a tablet computer she is holding with both hands. The background is a softly blurred interior space with a brick wall, a white lamp, and some greenery.

UltraHear

User Manual

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Welcome

Thank you for choosing **Assistive Audio UltraHear** Self-Fitting Over The Counter (OTC) Hearing Aids! For optimal performance, wear them in both ears. Please read this guide carefully to optimise your UltraHear experience.

Note: OTC hearing aids are for users with mild to moderate hearing loss and should not replace medical care for underlying hearing issues.



Warning and Cautions

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

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition may need specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

WARNING: When to See a Doctor

- If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).
- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You have experienced blood, pus, or fluid coming out from your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have an excess amount of ear wax, or you think a foreign object could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the Fitting Guide (see pages 18-20). If you feel pain or discomfort again, contact the manufacturer.

If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to the FDA as an adverse event according to the instructions that appear later.

These **PRECAUTIONS** point out situations which could cause minor or moderate injuries to the user or to the hearing aid.

- You should familiarize yourself fully with the entire contents of this user manual before using the Assistive Audio hearing aids to ensure personal safety and correct use.
- Contact the Assistive Audio Contact Center for support if you experience unexpected issues using the hearing aid.
- Do not attempt to modify the shape of the hearing aid yourself.
- For best results, use hearing aid accessories, i.e. wing tips and domes, provided by Assistive Audio.

These **WARNINGS** point out situations which could cause serious injuries to the user or to the hearing aid.

- In some acoustic environments, over amplification can cause discomfort and damage to the wearer's hearing.
- A hearing aid should only be used as directed by your physician or hearing healthcare provider.
- Do not use your hearing aid in explosive or oxygen-enriched areas. Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform your hearing healthcare provider and contact your physician.
- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal but see your hearing healthcare provider if you continue to have difficulty.



WARNING:

- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.
- Remove your aids for CT and MRI scans or for other electromagnetic procedures.
- Never leave your hearing aids or batteries where small children and pets can reach them. If batteries are swallowed or inhaled, contact the local poison control center immediately.
- If you feel pain in your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with your hearing healthcare provider or physician.
- Hearing programs in the focus microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e.g. cars, are partially or entirely suppressed.
- After setup, your hearing aids will be adjusted for your hearing needs; please do not share your hearing device with other people.

Caution and notices for users

- **Caution:** This is not hearing protection. You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.
- **Caution:** The sound output should not be uncomfortable or painful. You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.
- **Caution:** You might need medical help if a piece gets stuck in your ear.

- If any part of your hearing aid, like the Domes, get stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.
- **Note:** If you remain concerned, consult with a professional. If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.
- **Note:** What you might expect when you start using a hearing aid. A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss. People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counselling can help them get more out of their devices. If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.
- **Note:** Tell FDA about injuries, malfunctions, or other adverse events. To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch> or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Intended Use

The Assistive Audio UltraHear Hearing Aids are a pair of OTC user-fitted wireless air conduction hearing aids intended for use by individuals aged 18 years or older with perceived mild to moderate hearing impairment.

Indications for Use

Assistive Audio UltraHear Hearing Aids are intended to amplify sound for individuals aged 18 years or older with perceived mild to moderate hearing impairment. They are adjusted by the user to meet the users hearing needs. No pre-programming or hearing test conducted by an audiologist or ENT professional is necessary. The device is intended for over-the-counter sale and use without the assistance of a hearing care professional.

Hearing Healthcare Information

This product may help you hear better if you:

- Strain to follow conversations when others don't, especially in noisy places.
- Have trouble understanding the TV.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the hearing aid when you turn up the volume to a level that is comfortable for you, even after you have followed the suggestions in this user manual to make sure your hearing aid fits correctly.
- Feel that the hearing aid is not providing enough amplification even at the highest volume setting.
- A hearing healthcare professional may be able to help you select a different hearing aid solution to meet your needs.

This product will not restore normal hearing and will not prevent or improve hearing impairment resulting from organic conditions. This product is designed to help you make greater use of your remaining hearing ability.

You should keep in mind that it can take some time to become accustomed to hearing new sounds.

For best results, practise using the hearing aids as much as possible. In most cases, infrequent use of the hearing aids doesn't permit you to attain full benefit from them.



WARNINGS

- Keep and store the Hearing Aids, Accessories and Charging Case out of reach of children and pets. This product contains small parts which may be a choking hazard.
- Use appropriate hearing protection in loud environments – the hearing aids are NOT hearing protection devices.
- Remove the hearing aids if you encounter any overly loud sounds.
- Do NOT use the hearing aids in explosive or oxygen-rich atmospheres – otherwise, a fire or explosion could occur.
- Check before using the hearing aids in areas where electronics or wireless devices are restricted – this may cause interference.
- Do NOT resell the hearing aids or share them with others. They are intended to be used by a single user. Using resold or shared hearing aids may lead to infection or hearing damage.

- Keep the product away from fire and excessive heat (e.g. from storage in direct sunlight, near candles or in a hot car) to avoid burns or damage to the product.
- Do NOT submerge in water, wear in the shower, or wear whilst participating in water sports e.g. swimming, water skiing, surfing etc. Prolonged exposure to water may damage the hearing aids.
- To avoid risk of injury, use this product only with a certified power supply, such as a USB wall charger or computer, that meets local regulatory requirements (e.g. UL, FCC, CE, UKCA, CSA, VDE) and complies with the following or equivalent test standards: IEC 60601-1, IEC 62368-1, IEC 60065 or IEC 60950-1
- Avoid using the hearing aids adjacent to other equipment, other than as instructed in this manual, as it could result in improper operation. If such use is necessary, observe the hearing aids and other equipment to verify that they are operating normally.
- Avoid use of accessories and cables not specified or provided by Assistive Audio as it could result in increased electromagnetic emissions or decreased electromagnetic immunity of the hearing aids as well as improper operation.

CAUTIONS:

Be aware that some sounds may sound different when you are using the hearing aids. Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.

Consult a hearing care professional, preferably an audiologist or ear-nose-throat doctor (ENT) if you experience any unusual side effects such as skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.

When adjusting the volume, turn up gradually until you reach a comfortable listening level.

Do NOT use the hearing aids or their components if any part of them is damaged, if they emit any loud unusual noise, if you experience a warming sensation, or if you have experienced loss of audio. If this happens, remove and power off the hearing aids immediately, then contact

Assistive Audio at assistive-audio.com/support

CAUTIONS:

Do NOT make unauthorised alterations to this product.

Sleeping with the hearing aids in your ears is not recommended. Risks vary from damaging your hearing aids to experiencing discomfort and / or feedback. If you need to be able to respond to alerts or phone calls whilst sleeping, other devices are available to you such as wake-up alarms that can be placed under your pillow, or wristbands that vibrate when you have a phone call.

Be careful not to activate a setting if it could compromise your ability to hear important environmental sounds – for example do not listen to streamed music whilst driving.

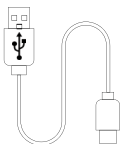
Charge Case and Battery status:



User Manual
(1 Unit)



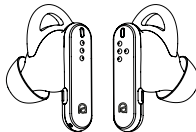
Accessories
Size Record
(1 Unit)



USB A to USB C
Charge Cable
(1 Unit)



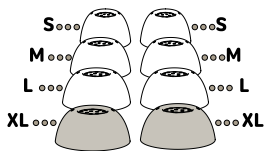
Wax Guard Filters
(8 Pieces)
Storage Box
(1 Unit)



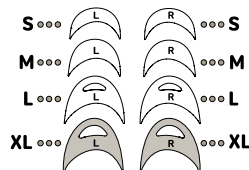
UltraHear
Hearing Aids
(1 Pair)
Left & Right



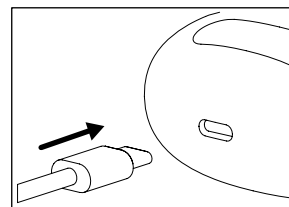
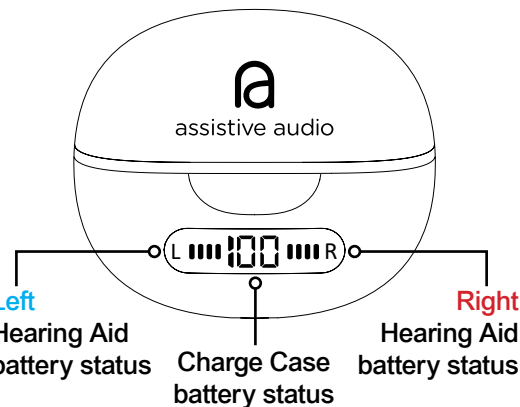
UltraHear
Charge Case
(1 Unit)



4 Pairs of Silicone Domes
(S,M,L and XL)
XL Domes are pre-fitted on
the Hearing Aids



4 Pairs of Silicone Wings
(S,M,L and XL)
XL Wings are pre-fitted on
the Hearing Aids

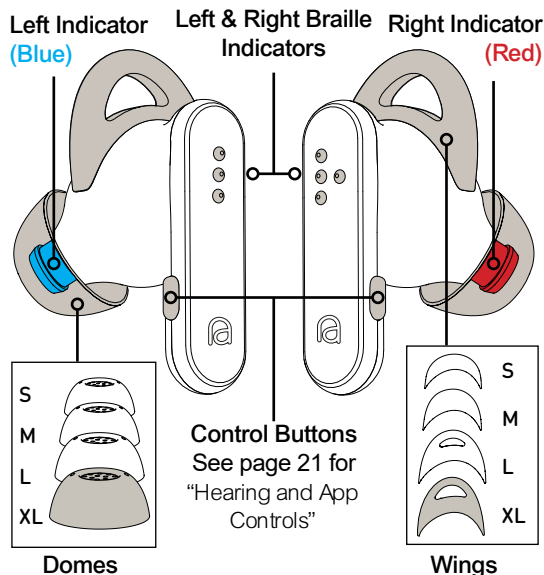


USB C charge cable
plugs in here



Use only the cable provided by the manufacturer to ensure safe and reliable operation.

Hearing Aids Overview



ALWAYS MAKE SURE THE DOMES & WINGS ARE SECURELY ATTACHED BEFORE USE!

For assistance with fitting, refer to 'Fitting Guide' on pages 18-20.

Both Left & Right Hearing Aids come pre-fitted with **Extra Large (XL)** sized **Domes & Wings**.

For the best comfort and fit, try different sizes of Domes & Wings until you find the perfect snug fit.

Each ear may require a different size of Domes & Wings for the most comfortable fit.



Getting Setup

To use the **Assistive Audio Hearing** App to control your hearing aids, you'll first need to pair them with your phone. Follow these steps to get started:

1. Download the Assistive Audio Hearing App (**see below for 'Getting the App'**)
2. Power on the UltraHear hearing aids (**see 'Powering On / Off' on page 16**)
3. Pair your UltraHear hearing aids with your phone (**see 'Getting Connected' on page 17**)
4. Open the app to begin setting up and customising your UltraHear hearing aids.

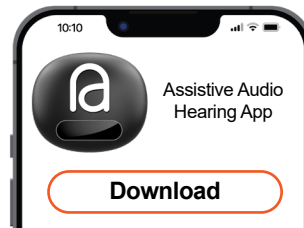
Getting the App

With the Assistive Audio Hearing App, you can set up your hearing aids, personalise them using a hearing test, fine-tune the settings to meet your needs, and easily manage all your preferences.

Install the App

Download the **Assistive Audio Hearing App** from the App Store or Google Play.

Alternatively, scan the QR code below



Powering On / Off

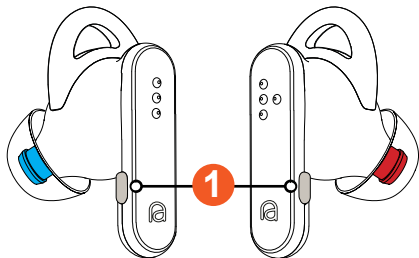
To power **On** your hearing aids and activate pairing mode, follow these steps:

If in the charging case: Removing them activates pairing mode, indicated by a flashing white light on the first removed hearing aid and an audible **“Pairing”** prompt.

If out of the case: Place them back into the charging case, close the lid briefly, then open and remove them again to activate pairing mode.

If powered off: Press and hold the control buttons **1** on both hearing aids for **5 seconds** to turn them on.

You will hear a **“Power On”** prompt, the LED's will blink for a few seconds followed by an audible **“Pairing”** prompt and flashing white light on one hearing aid to indicate it has entered pairing mode.



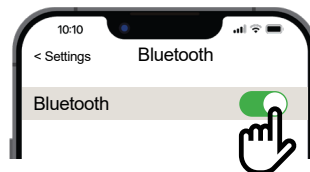
To power **Off** your hearing aids follow these steps:

- Press and hold the control buttons **1** on both hearing aids for **5 seconds** to turn them off.
- You will hear the devices say **“Power Off”**

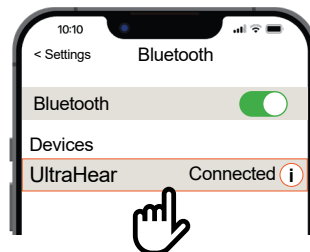


Getting Connected

Bluetooth settings may look different on your mobile device.



1: Ensure that Bluetooth is turned on



2: Select **UltraHear** from devices



3: Open the App

If your UltraHear hearing aids don't appear in your Bluetooth list, follow troubleshooting on Page 34.



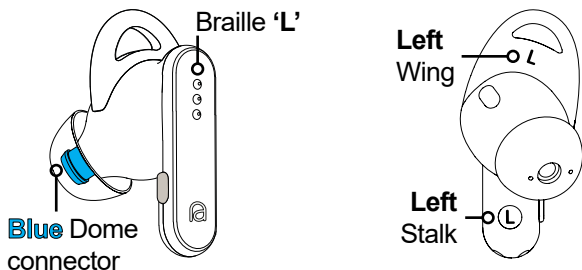
How to Wear Your UltraHear Hearing Aids

Follow the below steps to correctly fit your hearing aids, alternatively watch the fitting video with this QR code

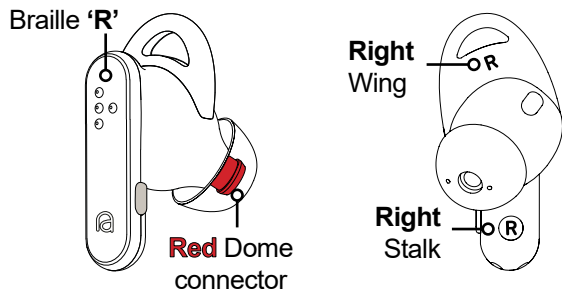


Step 1: Identify the Left and Right hearing aids.

The **Left** hearing aid can be identified by the following:



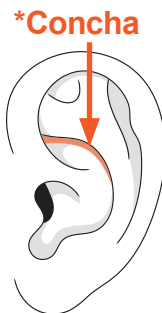
The **Right** hearing aid can be identified by the following:



Important: Make sure to wash your hands thoroughly before fitting your Assistive Audio device.

Step 2: Insert the Right Hearing Aid

- Hold the hearing aid by its body to avoid touching the dome or microphones.
- Gently insert the dome into your ear canal.
- Ensure the hearing aid sits comfortably and doesn't stick out.
- Adjust the wing to fit snugly in your ear's ***Concha** for stability.
- The outer section should align naturally with your ear's contours.



Step 3: Adjust for Comfort

- Push the dome gently into your ear canal until it feels snug but not forced.
- Ensure the wing is positioned securely in the concha and that the hearing aid sits flush with the outer surface of your ear.

Step 4: Check the Fit

- Use a mirror to confirm that the hearing aid is inserted correctly and sits flush with your ear.

Correct Fit:

- The hearing aid is snug and doesn't protrude.
- The dome is securely placed inside your ear canal, and the wing is sitting naturally in the concha.
- If you shake your head, the hearing aid stays in place comfortably.

Incorrect Fit:

- The hearing aid feels loose or shifts easily.
- Wing is not secure in the ear.
- You experience discomfort or irritation.

Step 5: Repeat for the Left Hearing Aid

Follow the same **steps (2-4)** to insert the Left hearing aid into your Left ear.

Removing the Hearing Aids

- Gently hold the outer body of the hearing aid.
- Slowly pull the device outward to remove it from your ear canal.
- Avoid pulling on the dome or wing directly, as this may damage the device or detach the parts.

Adjusting the Dome and Wing Size

- The dome and wing sizes affect comfort, sound quality, and stability.
- If the hearing aid feels loose or causes discomfort:
- Try a larger dome or wing for a more secure fit.
- Use a smaller dome or wing if the current size feels too tight or causes irritation.

Need help removing or fitting domes, wings, or wax guard filters? Refer to the following troubleshooting sections for step-by-step instructions.

Domes: Pages 36-37

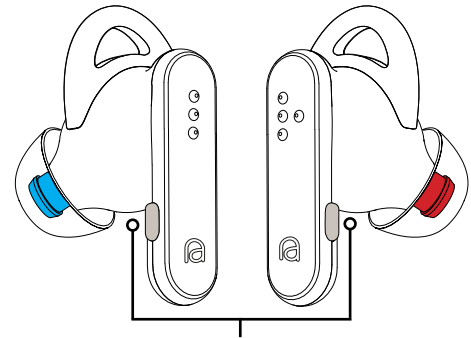
Wings: Pages 38-39

Wax Guard Filters: Pages 40-41

Note: Replace domes and wings **every 3 months** or sooner if they show signs of wear, discolouration, or lose their shape.

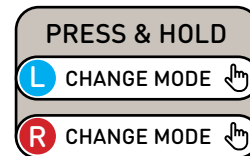
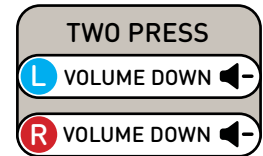
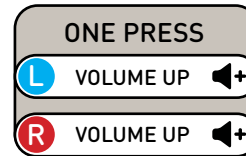
(See page 31 for 'Consumables and Replacements')

Make sure to note the sizes of the domes and wings you selected on the convenient accessories size record included with this user manual.



The control buttons are located on the forward facing side of each UltraHear Hearing Aid stalk

The following functions can be performed:

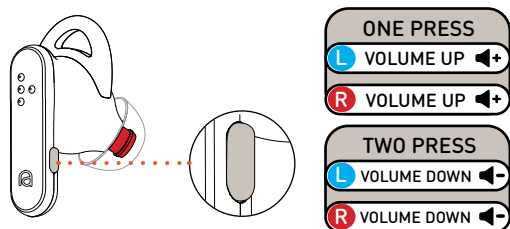


Adjusting the Volume

You can adjust the volume to make sounds louder or quieter.

Adjusting the volume using the UltraHear hearing aid Control Buttons

The **Control Buttons** are located on the forward facing side of each UltraHear hearing aid stalk.



Note: Pressing the volume button on either hearing aid adjusts the volume for both ears simultaneously. To adjust the volume for the left and right ears independently, please use the app.

Adjusting the volume using the Assistive Audio Hearing App

From the home screen in the App, follow these steps:

- **To increase the Volume:** Move the sliders up.
- **To decrease the Volume:** Move the sliders down.

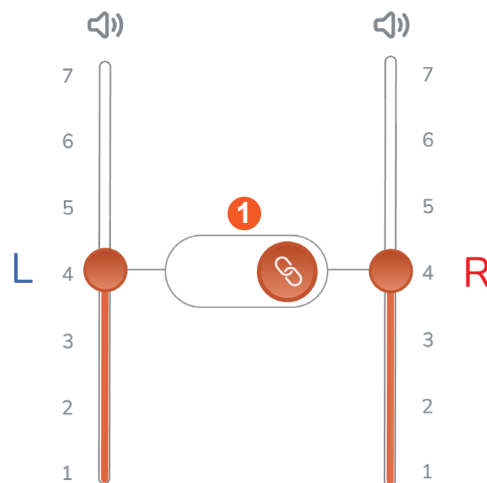
The numbers next to the sliders (**1–7**) indicate the volume level. Higher numbers correspond to louder sounds and Lower numbers correspond to quieter sounds.

Note: When adjusting the volume, you will hear an audible 'beep, beep' tone when the maximum or minimum level is reached. This indicates that the hearing aids are set to their highest or lowest volume, respectively.

Adjusting the volume for the Left and Right ears independently

In the centre of the screen, you'll find a toggle switch **1**.

This switch allows you to lock or unlock the Left and Right sliders, enabling you to adjust them together or separately.



Muting the Hearing Aids

To mute the hearing aids (either together or independently), tap the speaker icon above the slider .

The hearing aids will remain muted until you unmute them by tapping the icon again  or by adjusting the volume slider.

Changing Modes

When using your hearing aids, you can choose from four modes, each tailored to enhance your listening experience in different environments:



Normal Mode: Offers a balanced listening experience, ideal for everyday use in various sound environments.



Speech Mode: Amplifies voices, making it perfect for conversations, watching sports, or listening to the news.



Music Mode: Enhances the richness and clarity of live music or music played through speakers.



Focus Mode: Reduces background noise and focuses on the direction you're looking in, ideal for noisy environments like busy restaurants or cafés.



An active mode is indicated when highlighted in orange.

These modes can be easily selected and adjusted using either the button controls on your hearing aids in the App. Simply press and hold the control button on your hearing aids or use the app to switch between modes and tailor the settings to your environment.

Background Noise Reduction

Adjusting the Background Noise Reduction Using the Assistive Audio Hearing App

The Background Noise Reduction slider is located below the volume controls and can be adjusted as follows:

- **To increase noise reduction:** Move the slider right.
- **To decrease noise reduction:** Move the slider left.



Each mode has its own dedicated slider for adjusting background noise reduction, and the changes will save automatically as you adjust the setting. There are no numerical indicators; simply adjust the slider to your desired level of noise reduction.

Note: The background noise reduction slider can only be adjusted through the app.

Taking Phone Calls

Enjoy seamless hands-free communication without the need to hold your phone.

You can take calls directly through your hearing aids, just like Bluetooth earbuds. Once paired with your smartphone, sound streams directly to your ears, and built-in microphones ensure your voice is heard clearly by the caller.

Streaming Music (Bluetooth)

You can stream music directly to your hearing aids, just like Bluetooth earbuds. Once paired with your smartphone, audio plays seamlessly through the hearing aids, delivering a clear and immersive listening experience.

Safety Warning:

To avoid risk of injury, use this product only with a certified power supply, such as a USB wall charger or computer, that meets local regulatory requirements (e.g. UL, FCC, CE, UKCA, CSA, VDE) and complies with the following or equivalent test standards: IEC 60601-1, IEC 62368-1, IEC 60065 or IEC 60950-1

To ensure optimal performance, follow these steps to charge your hearing aids correctly:

Key Points:

- Built-in rechargeable lithium-ion battery (non-removable).
- Full charge: Up to 9 hours
- Quick charge: Approx 30 minutes for a full charge, 5 minutes for 2 hours of use.

Charging Instructions:

1. Ensure hearing aids and charging case are dry and clean.
2. Plug the supplied USB-C cable into the case and connect the USB-A end to a wall charger or computer (charger not included).
3. Place hearing aids in the case. Status lights indicate charging progress (see page 13).

Charging Time:

- Full charge: Approx 30 minutes.
- Provides: Up to 9 hours of use.

Getting used to your new hearing aids may feel a bit overwhelming at first. With patience and practice, you'll soon enjoy improved hearing.

Comfort and Fit

The domes may initially feel strange or cause mild itching in your ear canal. This is completely normal, and you'll become accustomed to the sensation over time. However, if you experience pain, consider trying a different dome size (**see page 36**).

At first, the hearing aids may feel slightly uncomfortable. It's helpful to wear them as much as possible so you can get used to the feeling.

Tip: If wearing the hearing aids for long periods isn't comfortable initially, try wearing them for a few hours at a time and gradually increase the duration.

Adjusting to New Sounds


Sounds may seem louder or different when you first use your hearing aids, and you may notice background noises that you weren't aware of before. As your brain adapts, these sounds will become less noticeable.

Your own voice may sound louder or different at first. To help, practice talking with someone in a quiet setting before using the hearing aids for other conversations.

You may need to experiment with different hearing aid settings as you use them in various environments. Over time, you'll find settings that work for you and won't need to adjust them as frequently.

Tip: Be patient! It can take some time—up to several months—for some users to fully adjust to their hearing aids.

Checking the battery level of the Hearing Aids

On the App home page, you will see the battery capacity for both hearing aids displayed with this icon 

If you hear “Battery low” from your hearing aids, place them in the charging case and close the lid to recharge.

While Charging the Hearing Aids

When the hearing aids are placed in the charging case, the display on the case (see page 13 ‘Getting Started’) will show:

Battery level for each hearing aid (Left and Right) as four bars, with each bar representing 25% of charge.

Overall charge case battery capacity, indicated by a digital numerical value (e.g., 85%).

Important Notes:

Ensure the charging case is not covered with cloth or other objects while in use, as this may block airflow or cause overheating.

Storing the Hearing Aids

To protect the hearing aids, store them in the charging case with the lid closed when not in use. This will keep them safe from dust, accidental drops, and other damage.

WARNING

- Keep the device and its components out of reach of children and pets. Small parts can pose a choking hazard if swallowed.
- Do not store the hearing aids in the case if they are wet. Always dry them thoroughly first (see “Moisture Control” below).
- For extended storage, fully charge the hearing aids and keep them at a temperature between 32°F – 86°F (0°C – 30°C) to preserve battery life.

Maintaining the Hearing Aids

Regular maintenance will help prevent damage and preserve sound quality. Follow these steps to keep your UltraHear hearing aids in optimal condition

Moisture Control

Moisture can damage the hearing aids and charging case, so it's essential to keep them dry.

Keep the Hearing Aids and Charging Case Dry:

- Never wear the hearing aids in the shower, bath, or pool.
- Avoid using hairspray, cologne, creams, or cosmetics while wearing the hearing aids.
- Avoid prolonged exposure to rain or extreme humidity. Before placing the hearing aids in the case, remove any residual sweat or moisture from the device and charging contacts with a soft, lint-free cloth.

If the Hearing Aids or Case Become Wet:

- Remove moisture with a soft, lint-free cloth. Unplug the case, open the lid, and leave it open to allow for air drying.
- Place the hearing aids and case in a dry place overnight.

TIP: In humid climates or if you sweat frequently, consider drying the hearing aids in a container with drying capsules overnight.

Daily Maintenance

Cleaning the Domes and Microphones:

After each use, remove earwax and debris from the domes and microphones using a soft, lint-free cloth or a suitable soft cleaning brush.

Cleaning the Charging Contacts:

Wipe the charging contacts on both the hearing aids and the charging case with a soft, lint-free cloth to maintain a good connection.

Weekly Maintenance

Inspect and Clean Device Components:

Wipe the hearing aid body, domes, and any accessible parts of the device with a soft, lint-free cloth. This prevents dust or debris build-up that may impact performance.

Quarterly Maintenance

Replace the Domes:

Replace the silicone domes every 3 months. Discard and replace them sooner if they become discoloured, stiff, or lose their secure fit.

Replace the Wax Guards:

Replace the wax guards to prevent earwax build-up. If you notice that the hearing aids are quieter than usual, blocked wax guards may be the cause.

Yearly Maintenance

Inspect Battery Contacts and Case:

Check the battery contacts and case for any signs of wear or corrosion. Use a soft, dry brush to remove any build-up on battery contacts to maintain a reliable power connection.

Consumables and Replacements

Consumables for your UltraHear hearing aids can be ordered through **assistive-audio.com**

Available Replacement Parts:

Silicone domes (various sizes)

Silicone wings (various sizes)

Wax guards

Make sure to note the sizes of the domes and wings you selected on the convenient accessories size record included with this user manual.

Warranty

Limited Warranty (United States)

Your UltraHear hearing aids are covered by a 1-Year Limited Warranty from the date of purchase. This warranty ensures that your device is free from defects in materials and workmanship under normal use and conditions.

What Is Covered:

- Manufacturing defects in the hearing aids and included accessories, such as the charging case and cable.
- Repairs or replacements for defective parts, as determined by Assistive Audio.

What Is Not Covered:

- Normal wear and tear, including cosmetic damage such as scratches, dents, or fading.
- Damage caused by misuse, accidents, unauthorized modifications, or improper maintenance.
- Consumable parts, such as silicone domes and wax guards, unless they are defective.
- Loss or theft of the device or its components.

How to Make a Warranty Claim:

Contact Customer Support: Reach out to our team at **support@assistive-audio.com**

or call **+44 (0) 01293 560353** to report the issue.

Provide Proof of Purchase: You will need to supply your original receipt or proof of purchase for the warranty to apply.

Follow Instructions: Our support team will guide you through the claim process, which may include sending the device to an authorised repair center.

Important Notes:

Any repairs or replacements under this warranty will not extend the original warranty period.

The warranty applies only to the original purchaser and is non-transferable.

Assistive Audio reserves the right to repair or replace the defective product with a new or refurbished item at its discretion.

For full details and assistance, please refer to

www.assistive-audio.com/support

Troubleshooting

General Solutions

If you encounter issues, try these steps first

Power Reset:

Turn the hearing aids off and back on. (see page 16)

Check Battery Levels:

On the app home screen, verify the battery levels of both Left and Right hearing aids.

Check the charging case display for remaining charge levels. (see page 13)

Charge the Hearing Aids:

Ensure hearing aids are correctly placed in the charging case, with proper alignment for charging.

Confirm the charging case has sufficient to power and displays the charging status. (see page 13)

Update the App:

Make sure your app is updated to the latest version.

Bluetooth Connection:

Restart Bluetooth on your smartphone.

Delete the hearing aids from your phone's Bluetooth list and reconnect.

If you are unable to resolve your issue, consult the tables on the following pages for common problems and solutions.

For additional support, please contact our Customer Care Team.

Visit **www.assistive-audio.com/support**

| Problem | Solution |
|--|---|
| Hearing aids don't turn on | Ensure they are charged. If not, place them in the charging case and check the display for charging status. Turn the hearing aids off and on again. |
| Hearing aids don't connect to the phone | Restart Bluetooth on your phone and reconnect the hearing aids. Ensure no other devices are connected to the hearing aids. Move your phone closer to the hearing aids to avoid signal interference. |
| Poor sound quality | Clean the Domes and microphones to remove debris. (see page 30) Replace the Wax Guard Filters (see page 40) Ensure a secure and proper fit of the hearing aids in your ears. |
| Hearing aids don't charge | Clean the charging contacts on the hearing aids and the pins in the charging case with a dry, lint-free cloth. (see page 30) Ensure the charging case is plugged in and the digital display is working (see page 28). Check for damage to the charging cable or use a different power source. |



| Problem | Solution |
|--|---|
| Sound is too quiet or distorted | Verify the volume settings in the app and adjust if necessary. Make sure the hearing aids are fitted correctly in your ears (see pages 18-20). |
| Music or phone calls not streaming properly | Confirm that the hearing aids are properly paired with your smartphone. (see page 17) Restart your phone if the issue persists. |
| Hearing aids feel uncomfortable | Try a different dome or wing size for a secure fit and better seal. (see page 36) Reposition the hearing aids for a more secure fit. Give yourself time to adjust, wearing them for shorter periods initially if needed. |
| Hearing aids keep falling out | Insert the dome deeply enough for a secure fit without discomfort, ensuring the hearing aid body rests flush against your ear. Wipe your ears dry before inserting the hearing aids to prevent slippage by moisture or oil. Excessive earwax can interfere with a proper fit. It is important that you clean your ears and the domes regularly (see page 30). |



Dome Troubleshooting Guide

Properly fitted domes ensure comfort, security, and optimal performance. Use this troubleshooting guide to fix any fitting issues:

Identifying the Correct Dome Size

X Too Big:

- The dome feels painful or uncomfortable.
- You find it difficult to insert the dome into your ear canal.

X Too Small:

- The dome feels loose or insecure.
- It moves or falls out when you shake your head or open your mouth.

✓ Correct Fit:

- The dome feels secure and comfortable, though it may feel unusual at first.
- It stays in place without discomfort during head or jaw movement.

Choosing Another Dome Size

The hearing aids come pre-fitted with size XL domes. If these domes don't feel secure or comfortable:

Try a Smaller Size:

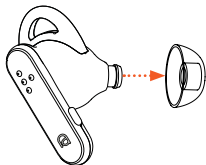
- If the domes feel too large, painful, or difficult to insert, switch to a smaller size (e.g., S, M or L).

Test Different Sizes for Each Ear:

- It's normal for one ear to require a smaller or larger dome size than the other.

Removing a Dome:

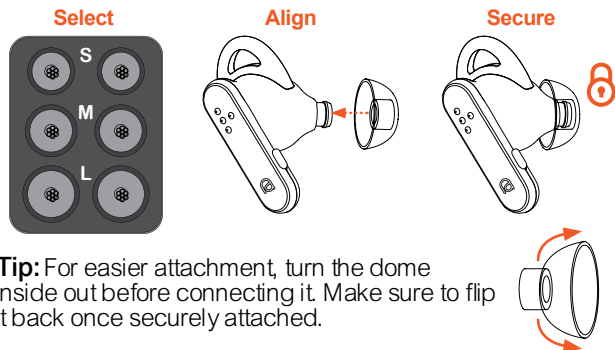
- Carefully detach the silicone dome from the speaker driver stem.



Attaching a New Dome:

Select the correct dome size from the packaging (S,M,L). Carefully align the opening of the new dome with speaker driver stem.

Press it firmly into place until secure.



Tip: For easier attachment, turn the dome inside out before connecting it. Make sure to flip it back once securely attached.

Test for Security:

Tug gently to ensure the dome is securely fastened. If loose, reattach.

Repeat for the Other Ear (if needed):

Perform the same steps for your second hearing aid.

Check Your Fit:

Insert the hearing aids and ensure the domes feel comfortable and secure.

Important Notes

Never wear the hearing aid if the dome isn't secure, as it may detach in your ear canal.

If you need to switch to a different dome size for better fit or comfort, be sure to retake the hearing test. This ensures the hearing aid is properly recalibrated to your ear for optimal sound quality and performance.

Wing Troubleshooting Guide

A proper wing fit is crucial for comfort, stability, and the best performance of your device. If the wings don't feel quite right, use this troubleshooting guide to resolve common fitting issues:

Identifying the Correct Wing Size

X Too Big:

- The wing feels tight or uncomfortable.
- It doesn't rest smoothly against the contour of your inner ear (concha).

X Too Small:

- The wing feels loose or insecure.
- It shifts or falls out of position with head or jaw movement.

✓ Correct Fit:

- The wing feels secure and comfortable, though it may feel unusual at first.
- It stays in place without discomfort during movement.

Choosing Another Wing Size

- The hearing aids come pre-fitted with size XL wings. If these wings don't feel secure or comfortable:

Try a Smaller Size:

- If the wings feel too large or painful, switch to a smaller size (e.g., S, M or L).

Test Different Sizes for Each Ear:

- Each ear may require a different wing size for the best fit.

Matching Wings to the Correct Hearing Aid

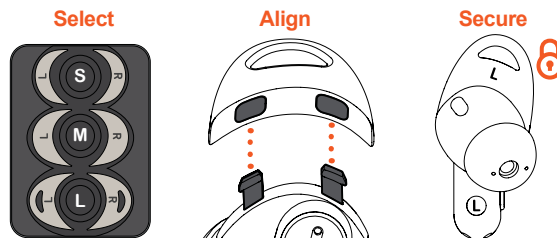
Each hearing aid requires a specific wing, marked with **L** for Left or **R** for Right. Ensure you attach the correct wing to the matching hearing aid for a secure and comfortable fit.

Removing a Wing

- Pull the wing firmly to remove. If there's resistance, adjust your angle to avoid damaging the prongs.

Attaching a New Wing:

- Select the correct wing size from the packaging (S,M,L).
- Align the two holes on the new wing precisely with the two prongs on the hearing aid body.
- Press it firmly into place, ensuring it is secure and properly aligned.



Test for Security:

- Gently tug on the wing to ensure it's attached firmly. If it feels loose, reattach.

Repeat for the Other Ear (if needed):

- Perform the same steps for your second hearing aid.

Check Your Fit:

- Insert the hearing aids and ensure the wings feel comfortable and secure.

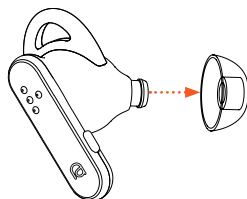
Wax Guard Replacement Guide

Each hearing aid comes with a wax guard filter located inside the speaker driver stem. This filter protects the device from earwax and debris that could compromise its performance. To maintain optimal functionality, follow these steps to replace the wax guard filter:

Steps to Change the Wax Guard Filter

1. Remove the Silicone Dome

Carefully detach the silicone dome from the speaker driver stem to access the wax guard filter.



Filter Tool

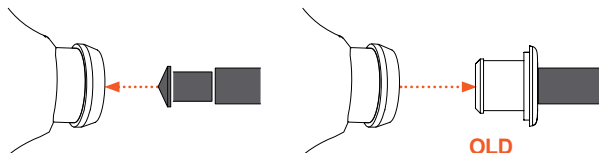
Remove



Attach

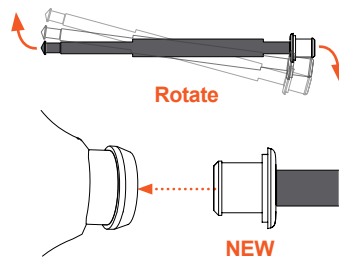
2. Remove the Old Wax Guard Filter

Using the provided tool (one end of which includes a replacement wax guard), gently insert the removal tip into the old filter. Carefully pull out the used wax guard, ensuring you do not damage the driver stem or surrounding components.



3. Insert the New Wax Guard Filter

Rotate the tool to the replacement end and align the new wax guard with the driver stem. Press it gently into place until it is secure.

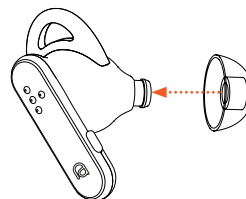


4. Check for a Secure Fit:

Ensure the filter is firmly in place, sitting flush against the driver stem without any gaps.

5. Re-fit the Silicone Dome

Align the silicone dome with the driver stem and carefully press it back into place. Ensure it fits snugly to avoid any gaps that could affect sound quality. (If you experience any difficulty reapplying the dome refer to page 36)



6. Test the Hearing Aid:

Turn on the hearing aid to ensure proper sound quality. If the sound seems blocked or unclear, recheck the filter installation.

Important Notes

Regularly replace the wax guard filter to maintain clear sound and prevent damage to the hearing aid.

FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: 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 dealer or an experienced radio/TV technician for help.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Help and Support

For more information, please visit the Support section of the Assistive Audio Hearing App, where you'll find tutorial videos, troubleshooting guides, and other valuable resources to help you get the most out of your hearing aids.

If you need assistance with setting up, using, or maintaining your UltraHear Hearing Aids, please contact our Customer Support team:



+44 (0) 01293 560353



support@assistive-audio.com