



# **VOLT MAX**

## Series H • User Manual

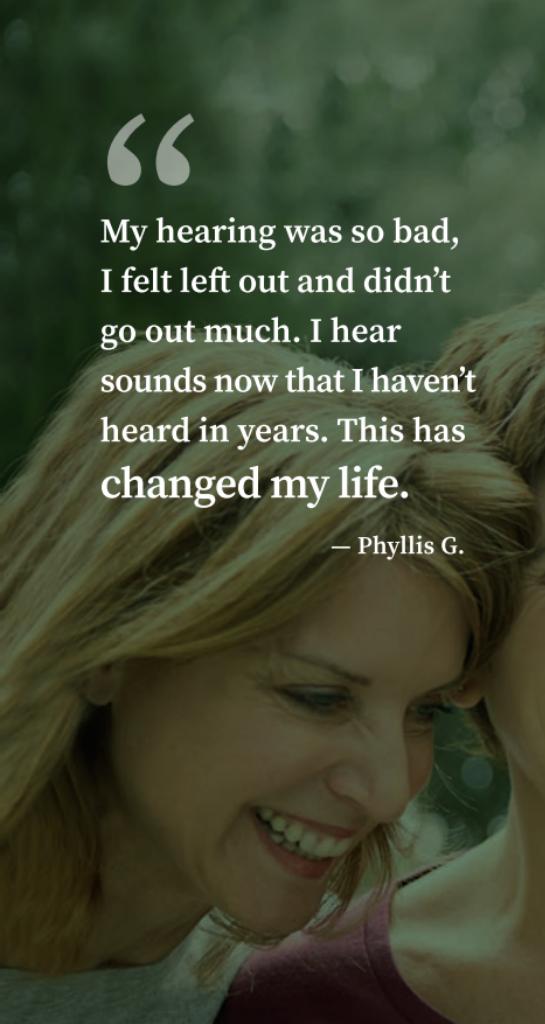


**MD** >>>  
HearingAid®

“

My hearing was so bad,  
I felt left out and didn't  
go out much. I hear  
sounds now that I haven't  
heard in years. This has  
changed my life.

— Phyllis G.





# Congratulations

With the *VOLT MAX*, you are back in control of the sounds around you, thanks to smart, rechargeable technology, paired with user-adjustable controls.

Please read this User Manual in its entirety and visit <https://start.MDHearing.com> for the App Manual and personalization instructions.

Practice and patience are important as your ears relearn how to hear. Your results, and improved quality of life, will depend on the type and degree of your hearing loss, your expectations, and frequency of use.

# We're here to help.

Our dedicated, U.S.-based hearing instrument specialists are the heart and soul of MDHearingAid. They're happy to guide and assist you with any questions you may have. Take advantage of our free one-on-one phone consultations.

**312-366-3899**

**800-918-3914 (toll-free)**

Mon. – Fri. 7:30AM – 4:45PM (CST)

**[support@MDHearingAid.com](mailto:support@MDHearingAid.com)**

24 hours a day, 7 days a week





“

The customer service has been outstanding. They continue to solve the problem and give solutions.

— Joan P.

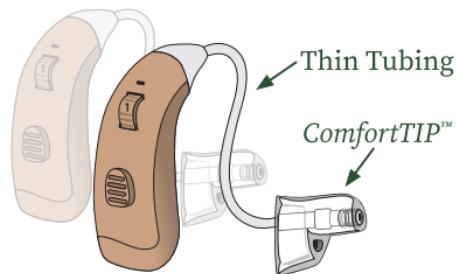
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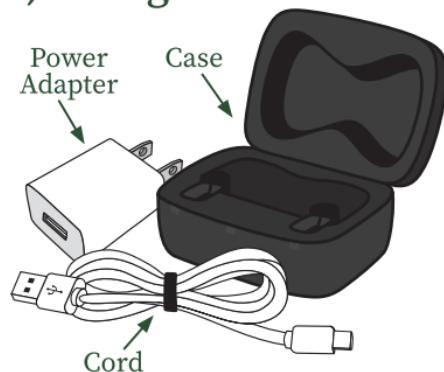
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# Package Contents\*

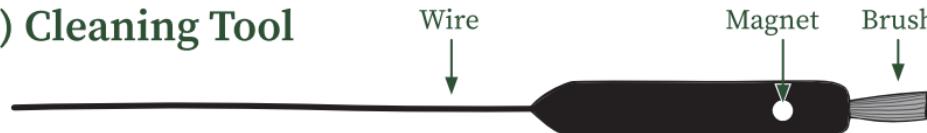
## a) Hearing Aid(s)



## b) Charger

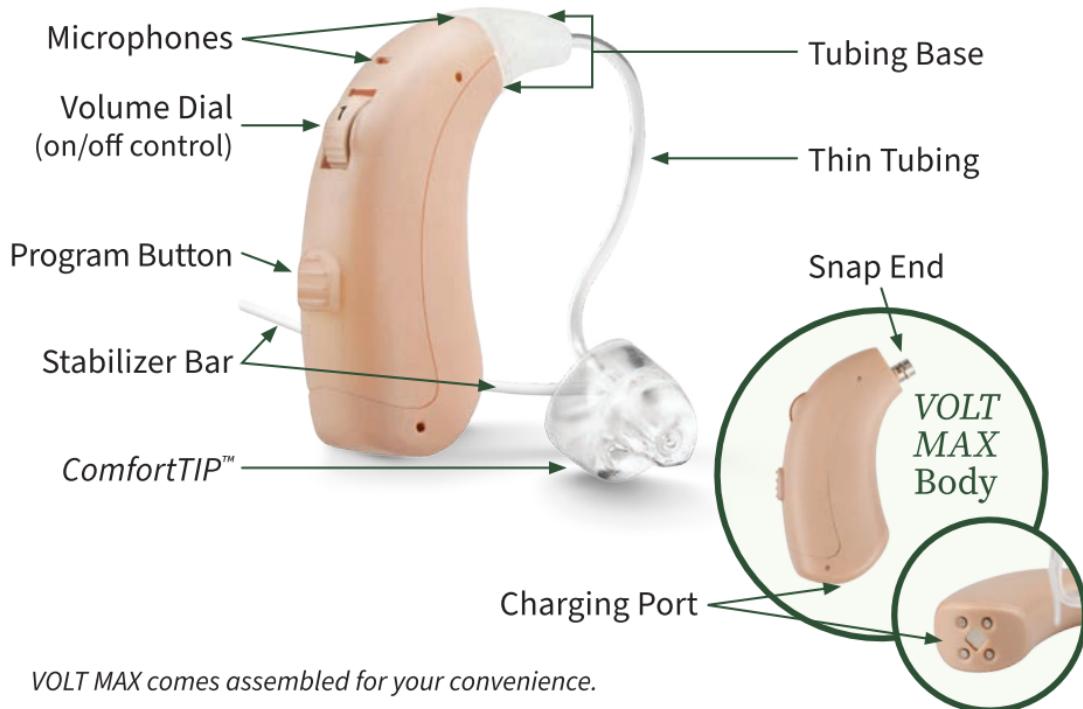


## c) Cleaning Tool



\*Contents will vary depending on quantity ordered.

# ***VOLT MAX Diagram***



# Quick Start Guide

## Three Easy Steps for Using Your MDHearingAid®VOLT MAX

*If you have a pair, first identify the left and right hearing aid.*

**Step 1:** Charge VOLT MAX.

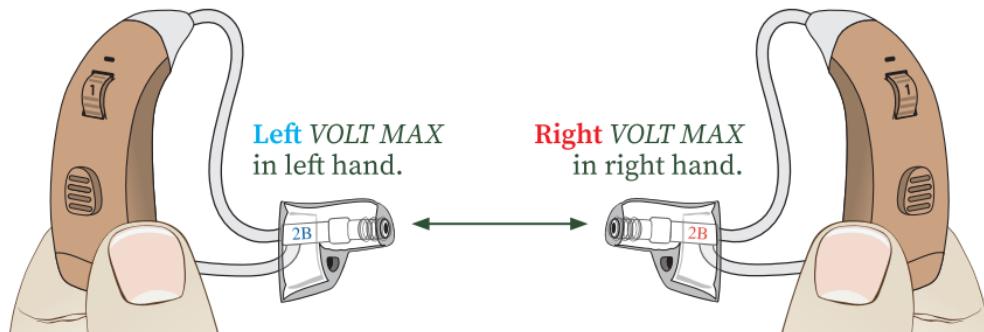
**Step 2:** Place VOLT MAX on your ear.

**Step 3:** Turn VOLT MAX on.

***Please note:*** The app is required to personalize your VOLT MAX. Visit <https://start.MDHearing.com> for the app manual and personalization instructions.

# Identifying Your Left and Right **VOLT MAX**

Hold an aid upright in each hand, with the controls facing you.  
The tubing/tips point toward each other when in the correct hand.



***Please note:*** Tubing and tips are left and right ear specific. The hearing aid body becomes left/right specific once it is personalized with the app.

# Step 1: Charge

- a) Plug charging case into a standard outlet.
- b) Place *VOLT MAX* in the charger facing forward. Blue light will turn on to indicate “charging”. You may close the case or leave it open—the hearing aids will charge either way.
- c) When fully charged, blue light will turn green and *VOLT MAX* is ready to use.\*

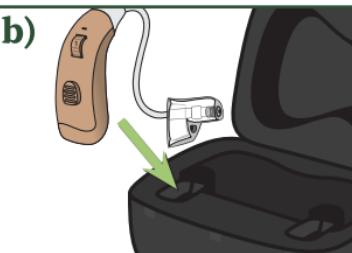
***Please note:*** *VOLT MAX* does not have to be turned off in order to charge, but we recommend turning it off to avoid whistling.

\*It takes approximately 2.5 hours to fully charge. On average, a full charge lasts 24–30 hours.

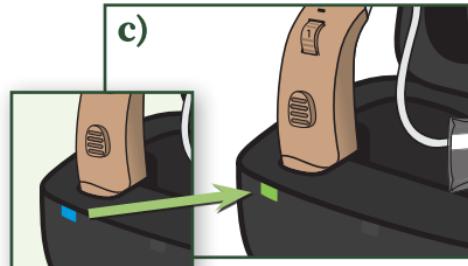
a)



b)



c)



## Charging Case Information

Charging case can charge *VOLT MAX* up to three (3) times without being plugged in.\* The middle light on case will flash green when it has less than 20% power. The light will be solid green when it has more than 20% power.

Once battery is full, a sensor stops the charging process. There is no risk of battery degeneration if *VOLT MAX* is left on the charger. The charger can also remain plugged in while not in use.

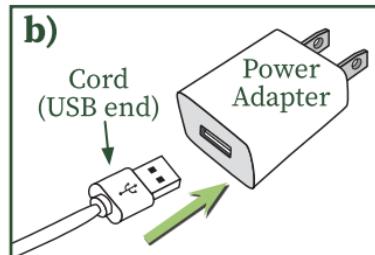
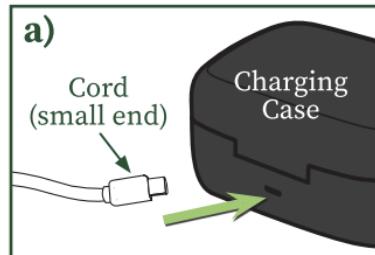
Light	Device	Meaning
Blue	Hearing aids or case	Charging
Solid Green	Hearing aids or case	Fully charged
Flashing Green	Case only	Less than 20% power
Off	Hearing aids or case	Not charging

\*It takes approximately 4.5 hours to fully charge the case.

## Charging Case Assembly

The charger is made up of three pieces: a charging case, a cord, and a power adapter.

- a)** Connect the small end of cord to the opening on the back of charging case.
- b)** Connect the other end of cord (USB) to the power adapter.



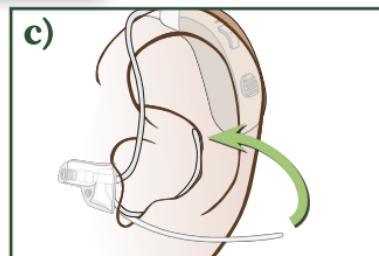
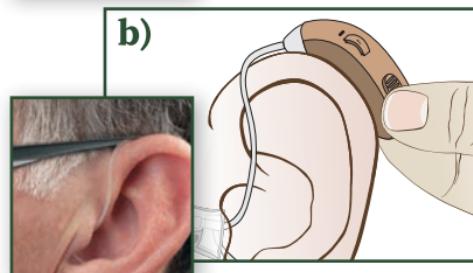
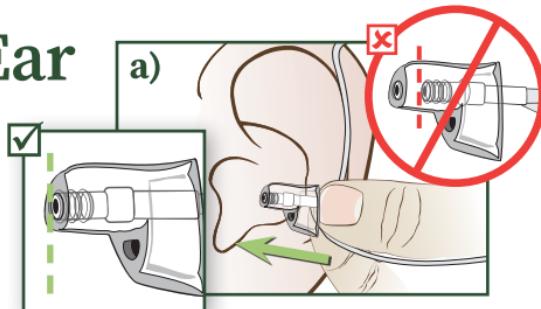
## 2 Step 2: Place On Ear

Prevent *ComfortTIP™* from coming off in ear. *Always verify the tip is pushed all the way on tubing before inserting tip in ear.*

**a)** Hold thin tubing at the stabilizer bar junction. Insert *ComfortTIP* with gentle pressure into ear canal.

**b)** Place *VOLT MAX* body behind ear. The curve of thin tubing should rest on top of your ear comfortably (next to glasses).

**c)** Tuck stabilizer bar in the outer bowl of ear. It may be trimmed to suit the size of your ear.

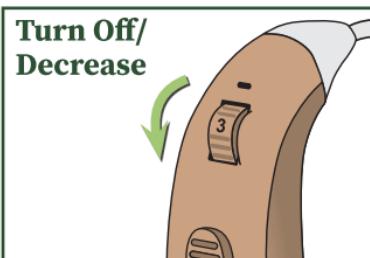


# 3 Step 3: Volume

The *VOLT MAX* uses a volume dial ranging from 0 (minimum) to 3 (maximum). The volume dial also functions as the on/off control.

- **ON/Increase:** Rotate volume dial up.
- **OFF/Decrease:** Rotate volume dial down.

***Caution!** When turned on, *VOLT MAX* will beep and then take a few seconds to begin amplifying sound. To avoid a sudden blast of sound, please raise the volume **SLOWLY**.*



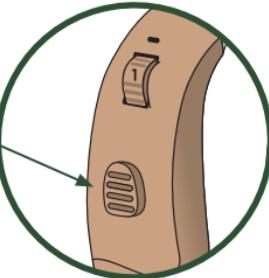
***Please note:*** You may hear whistling if *VOLT MAX* is on but not positioned securely in your ear. Once the tip is properly inserted, whistling should stop.

# Program Selection

To change programs, press the **program button**.

Beeps will indicate a program change.

Experiment with these programs at various volumes to find what combinations work best for you.



Program	Beeps	Best For
1. Quiet*	1 beep	Watching TV and time with family at home.
2. Social	2 beeps	Small group meetings, church, time with friends.
3. Noisy	3 beeps	Large crowds, restaurants, traffic, nature sounds, or high octave music.
4. Restaurant	4 beeps	Any loud environment where you need to hear directly in front of you.

\*Program 1 is the default setting. When VOLT MAX is turned off, it will reset to Program 1.

# Care and Cleaning

## Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the *ComfortTIP*<sup>™</sup>, buttons, and microphones (found on top and front of *VOLT MAX*).

The *VOLT MAX* body can be cleaned with a tissue or soft cloth. Do not use water, alcohol, or other liquid agent to clean as they may damage it.



*ComfortTIP*



Buttons

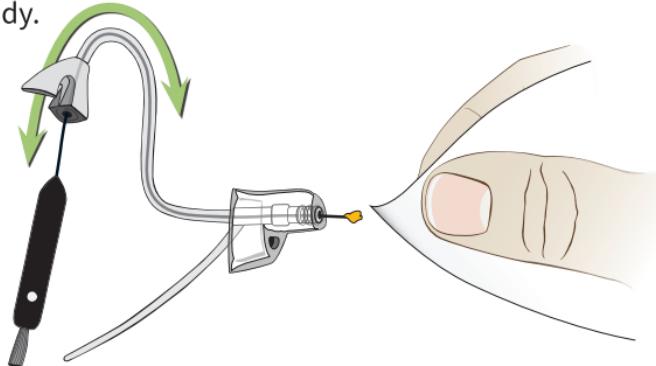


Microphones

## Regular Cleaning:

Use the cleaning tool **wire** to remove debris from tubing.

- a)** Remove tubing (see page 18).
- b)** Thread wire through tubing base and out of the tip.
- c)** Wipe end of wire clean and repeat as necessary.
- d)** Reattach tubing to *VOLT MAX* body.



## Water-Resistance and General Tips

A water-resistant coating (IP57 rating) protects the *VOLT MAX* from moisture, sweat, dust, and debris. However, we still recommend keeping the *VOLT MAX* dry at all times.



### Tips for Optimal Performance:

- Avoid physical shock, such as dropping it on the floor.
- Store in a cool dry place, such as a hearing aid dehumidifier.
- For maximum battery life, charge *VOLT MAX* until blue light turns green with each charge.
- To extend the overall life of your battery, do not store *VOLT MAX* or the charging case for over a month without charging.
- Do not use hair spray or a hair dryer while wearing *VOLT MAX*.
- Do not expose *VOLT MAX* to excess moisture or heat.



# Ordering Parts and Protection

For optimal performance, proper care and maintenance are imperative. **In addition to regularly cleaning your tubing and tips, you should also replace them every three (3) months.** Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your *VOLT MAX* sounding and feeling like new.

If you'd like to protect your hearing aids beyond the 90-day warranty, MDHearingAid offers the **MDShield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

Visit [www.MDHearingAid.com](http://www.MDHearingAid.com) or call 800-918-3914  
to order tubing, tips, protection, and other accessories.

# Replacing Parts

Tips and tubing are left and right ear specific.

## Thin Tubing:

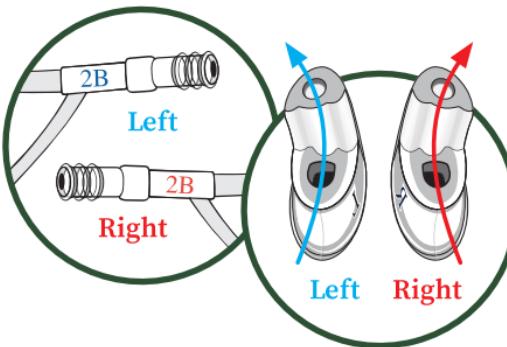
The **blue label** indicates left ear.

The **red label** indicates right ear.

## ComfortTIPs™:

Left ear tips curve the left.

Right ear tips curve to the right.



If you require a different size, you're not getting enough volume, or you're experiencing whistling at higher volumes, please call 800-918-3914 for alternative options.

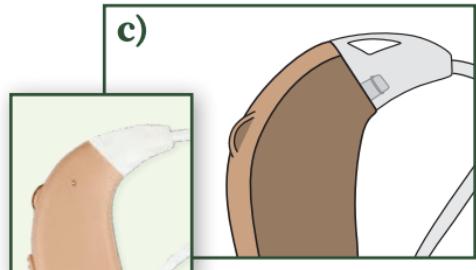
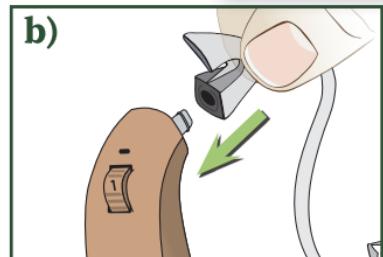
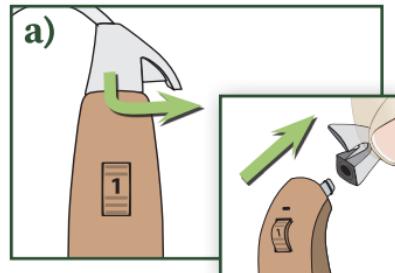
# Replacing Tubing

**a) Remove tubing:** Rotate tubing base 90° counter-clockwise and slide off. You may experience resistance when removing the tubing for the first time.

**b) Attach tubing:** Gently push new tubing on.

**c) Make sure tubing base is flush with sides of VOLT MAX body when you are finished.**

*Please note: Thin tubing is left and right ear specific.*

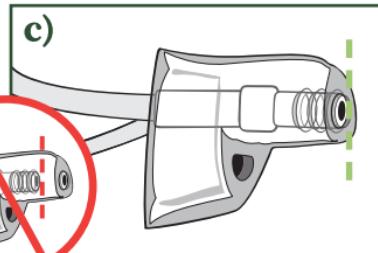
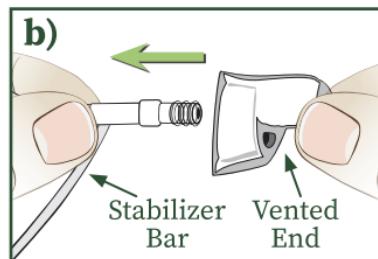
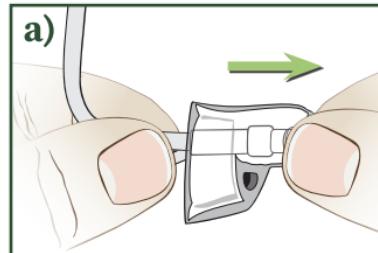


# Replacing Tips

**a) Remove tip:** Hold tubing with one hand and pull *ComfortTIP™* off with other hand.

**b) Attach tip:** Align new *ComfortTIP* so the vented end is lined up with the stabilizer bar. Push tip over the ridges on the end of tubing.

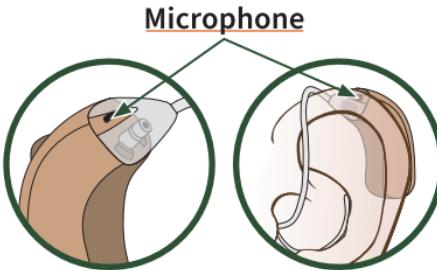
**c) IMPORTANT:** The end of the tubing should be visible through the opening of the *ComfortTIP*. Otherwise, tubing may detach from tip when removing from your ear.



**Please note:** *ComfortTIP™* are left and right ear specific.

# Using the Telephone

If whistling occurs while using the phone, try various positions with the phone's **audio output** and **VOLT MAX's microphone** until you find what works best for you.



# Troubleshooting

Action Steps:	Issue:		
	Intermittent or distorted sound	Feedback/whistling	Weak or no sound
Turn <i>VOLT MAX</i> on			✓
Adjust volume	✓	✓	✓
Charge <i>VOLT MAX</i>	✓		✓
Use dehumidifier	✓		✓
Clean ear canal	✓	✓	✓
Clean tubing/tip	✓	✓	✓
Change tubing/tip	✓	✓	✓

For more detailed troubleshooting tips, see the following pages.

## Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Turn *VOLT MAX* off. Charge until blue light turns green and turn *VOLT MAX* back on.
- Remove tubing from *VOLT MAX* body (see page 18) and rotate volume dial to three (3). If it whistles, it is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 14) and ear canal. Replace tubing/tip if they appear worn.

For optimal performance, tubing and tips should be **replaced every three (3) months**. To order replacements and additional cleaning accessories, visit [www.MDHearingAid.com](http://www.MDHearingAid.com) or call 800-918-3914.

## Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most hearing aids whistle when not inserted properly. Try reinserting the *ComfortTIP™* into your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when raising the volume, you might need more gain and should try our closed *ComfortTIP*. Call us at **800-918-3914**.
- Wax or debris can cause whistling. Clean tubing/tip and ear canal, and replace tubing/tip if they appear worn.

***Please note:*** When an object (hand, hood, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

## Device has a weak or no sound.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the *VOLT MAX* is on (see page 11).
- Make sure *VOLT MAX* is charged. If unsure, turn *VOLT MAX* off and charge until blue light turns green. Turn *VOLT MAX* back on.
- Remove tubing from *VOLT MAX* body (see page 18) and rotate volume dial to three (3). If it whistles, it is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 14) and ear canal. Replace tubing/tip if they appear worn.

If you are still having difficulty, please contact us at 800-918-3914 or [support@MDHearingAid.com](mailto:support@MDHearingAid.com).

# Warranty and Replacements

The MDHearingAid® *VOLT MAX* is covered against defects in materials and workmanship for 90 days from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your *VOLT MAX*, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty. (For added coverage, see page 16 for the MDShield™ Protection Plan.)

If you require **Warranty or Replacement Service**, please contact us for a Return Merchandise Authorization (RMA) number, instructions, and replacement costs (if applicable).

For fastest service, e-mail:  
**[support@MDHearingAid.com](mailto:support@MDHearingAid.com)**

Or, call: **800-918-3914**  
Office hours: Monday–Friday,  
7:30AM–4:45PM (CST).

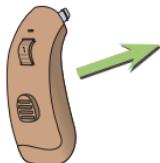
# Mailing Guidelines

## Do:

- Mail via **USPS**
- Send **ONLY** the **VOLT MAX** body
- Use a **small padded envelope**
- Write **RMA number** on the **OUTSIDE** of envelope

## DON'T send:

- Carrying case
- Packing materials
- Charger or other accessories  
(unless otherwise instructed)



## Replacement Facility:



*Do not mail to this address  
without an RMA number.*

# Return Policy

**Your satisfaction is guaranteed.** If you are not satisfied with your MDHearingAid® *VOLT MAX*, you have 45 days to return it for a full refund. We are unable to honor return requests after 45 days from the date of delivery as reported by shipment tracking.

**All products MUST include a Return Merchandise Authorization (RMA) number** for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee.

For an RMA number and specific return instructions, please call  
**Customer Service: 800-918-3914**, Mon. – Fri., 7:30AM – 4:45PM (CST).

Days from Invoice	Amount Refunded	
	with RMA	without RMA
1-45	100%	80%
46+	No Refund	No Refund

### Return Facility:

RMA # \_\_\_\_\_  
 MDHearingAid  
 650 W Lake St #120  
 Chicago, IL 60661

*You must contact customer service  
 for an RMA number before mailing  
 to this address. Please use USPS to  
 send your package.*

# General Warnings

## Hazard Warnings

- Prevent other people from using your hearing aids as these were individually adjusted to your hearing and may result in permanent hearing damage in the event of misuse by another person.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Not doing so could lead to infection.
- Communication devices such as digital cell phones can create

interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways: switch your hearing aids to another program, turn your head in a different direction, or locate the cell phone and move away from it.

- Hearing aids may fail suddenly without prior warning (e.g. in case of a defect or an empty charge), particularly in situations where you're required to hear acoustic warning signals, e.g. in traffic.

## **X-ray, MRT, CT, PET Scanning, Electro-therapy**

- Hearing aids must not be exposed to strong electrical fields that may be generated during X-rays, CT scans, PET scans or MRTs, during electrotherapy or during surgeries. Please remove your hearing aids in these types of situations to prevent any damage to them.

## **Explosion Hazard**

- Do not use your hearing aids in explosion hazard areas.

## **Microphone Mode**

- Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning sounds coming from behind, e.g. cars, are partially or entirely suppressed.

# Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing 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.
- Pain or discomfort in the ear.
- 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), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

Stop using the MDHearingAid® *VOLT MAX* and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve.
- Skin irritation develops in or around your ear canal.
- Your ear becomes occluded with excessive ear wax.
- You develop an infection of your ear or ear canal.

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

A hearing aid 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 a user to attain full benefit from it. The use of hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

# Important Notice For Users

Good health practice requires that a person with hearing loss has a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing 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.

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 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 (without prior consultation by an ear specialist) is not in your best health interest and its use is strongly discouraged.

### **Children with hearing loss**

This product is not for use by anyone under 18 years of age. 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. Hearing loss may cause problems in language development, educational growth, 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.

# FCC Regulations

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.

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause

harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The device has been evaluated to meet general RF exposure requirements and can be used in portable exposure condition without restriction.

Manufactured for MDHearingAid® by SC Industries.

FCC ID: 2AZ09-VOLTMAX1

# Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARINGAID, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING.

“I HEREBY CANCEL THIS TRANSACTION,” SIGNED:

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(Buyer's Signature)

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(Date)

# Technical Specifications

MAX OSPL90 ..... 122 dB SPL

HF Average OSPL90 ..... 115 dB SPL

HFA Full-on-gain ..... 38 dB SPL

THD@ ..... 500 Hz 2%

..... 800 Hz 2%

..... 1600 Hz 2%

EQUIV INPUT NOISE ..... 21 dB

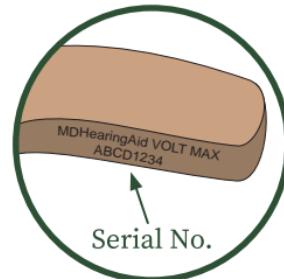
Rated IP57 per IEC standard 60529:

Dust protected and water resistant up to 1 meter for short periods, however, we recommend keeping the hearing aid dry at all times.

**Your serial number:**

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*(You can find your VOLT MAX serial number on the back of the hearing aid)*



A blurred background image showing a person in a white lab coat working in a greenhouse. The person is surrounded by various green plants and foliage. The scene is bright and suggests a scientific or agricultural setting.

MDHearingAid.com

v05.21