



Bone-conduction Hearing Aid  
User Manual

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# FCC

## FCC Caution FCC ID : XXXXX-XXXX

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

### FCC Statement

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 SAR This equipment complies with FCC radiation exposure limits set

forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue.

The highest SAR value reported under this standard during product certification for use when properly worn on the head.

## Introduction

- 01 This User Manual contains important information that must be understood for the safe and proper use of this product. As the User Manual is part of the product, it is essential that all personnel read this manual carefully before using the product. This User Manual should be passed on to all subsequent owners or users of this product. Any reproduction, photography, digital post-processing, or copying of this manual is strictly prohibited without the prior consent of Shokz Health Global Limited. This product is safe and reliable to use, except for potential risks caused by special factors such as improper operation or use for unintended purposes. Therefore, please comply with the following rules when using the product to prevent any accidents:  
This product must be operated according to the User Manual. Only technical personnel from Shokz Health Global Limited. or its

authorized facilities are allowed to conduct maintenance on this device.

For any operational issues not mentioned in this User Manual, please contact Shokz Health Global Limited. in a timely manner

If there are any modifications to the content of the User Manual, the latest version on the official website shall prevail. Please refer to the website address on the last page.

Please place the User Manual nearby for reference.

This Manual is applicable to two models, BM310 and BM300. Please note that functions marked with an asterisk

(\*) are only supported by model BM310.

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# I. Overview

## 1.1 Product information

Name: Bone-conduction Hearing Aid

Model: BM310, BM300

Software Release: V1

Type: Onboard power supply, type B application

## 1.2 Manufacturer Information

Manufacturer: Shokz Health Global Limited.

After-sales Service Provider: Shokz Health Global Limited.

Address: RM 1003, 10/F TOWER 1 LIPPO CTR 89 QUEENSWAY  
ADMIRALTY HONG KONG

## 1.3 Technical Principle of the Hearing Aid

The bone-conduction hearing aid features an integrated microphone, advanced digital speech processing chip, and high-performance bone conduction vibrator. This product conducts a range of processing on the collected sound, including filtering, noise reduction, wide dynamic range compression, and outputs the processed signal to the bone conduction vibrator to generate vibration. The vibration is further transmitted through the skin and skull to the inner ear to stimulate the cochlea, allowing the user to perceive sound.

## 03 1.4 Main Structural Composition

The Bone-conduction Hearing Aid is composed of a microphone, signal processing unit, bone-conduction vibrator, lithium battery, and embedded software (version V1).

## 1.5 Intended use and indication

The device is intended to treat patients above 12 years old with hearing loss via bone conduction. The device is non-invasive bone conduction hearing device which is retained on the patient's head.

Indications:

Patients with conductive hearing loss. The pure tone average bone-conduction hearing threshold (measured at 0.5, 1, 2, and 3kHz) should be better than or equal to 60 dB HL.

Patients with mixed hearing loss. The pure tone average bone-conduction hearing threshold (measured at 0.5, 1, 2, and 3kHz) should be

better than or equal to 60 dB HL.

Patients with sensorineural deafness. The pure tone average bone-conduction hearing threshold (measured at 0.5, 1, 2, and 3kHz) should be better than or equal to 60 dB HL.

## 1.6 Battery and Charging Power Connection Conditions:

The product is powered by the onboard power supply, and the battery type is lithium-ion rechargeable battery.

Battery Specification: 3.8V/181mAH

Charging Power: DC 4.75~5.25V\*0.5A

Note: If you use a power adapter to supply power, please use a power adapter that meets the requirements of IEC 60601-1 standard, or use a power supply that has been approved by the relevant authorities and meets the local regulatory requirements (e.g. UL, CSA, VDE, etc.).

04

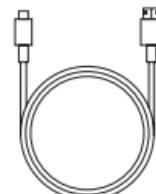
## 1.7 Packing List



Bone-conduction Hearing Aid



Storage bag



Type-C charging cable  
(Not for data transfer, for charging only)



User Manual and warranty card Certificate of Conformity

## 1.8 Unpacking and Inspection

- 1) Check the actual accessories against the accessories list.
- 2) Check that the model number on the warranty card matches the product model.
- 3) Check that the serial number on the warranty card matches the serial number of the product.

## 1.9 Working Environment

- 1) Temperature Range: 0°C~40°C
- 2) Relative Humidity Range: ≤ 80%
- 3) Atmospheric Pressure Range: 86Kpa~106Kpa
- 4) Avoid prolonged exposure to high temperatures, humidity or direct sunlight

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## 1.10 Storage and Transportation Environment

- 1) The product should be transported using general cargo transportation methods to prevent direct exposure to sunlight, rain, and snow, and to prevent mechanical collisions.
- 2) For long-term storage, the product should be kept in a well-ventilated, non-corrosive gas indoor environment with a temperature range of -10°C to 45°C and relative humidity not exceeding 80%.

## 1.11 Applied Part

As patients are expected to be the operators of this product, all surface areas that may come into contact with the patient are considered applied part.

## 1.12 Manufacturing, Expiration, and Warranty Dates of the Product

- 1) Manufacturing Date: see package label
- 2) Service Life: 3 years
- 3) Warranty period: Warranty without charge for non-human damage within 2 years, paid repair for more than 2 years.

## 1.13 Cleaning Method

When the product is dirty or contaminated with sand and dust, please wipe it gently with an eyeglass cloth moistened with neutral detergent. Do not wash it directly with water or use acidic or alkaline detergents, and it is recommended to clean it once a day after use. <sup>06</sup>

## 1.14 Charging and Battery Endurance

- 1) Battery Endurance: After being fully charged, the product can continuously operate for 14 hours under laboratory conditions when using the factory configuration with only the pure hearing aid mode enabled (the battery capacity will decrease with use).
- 2) Charging: The hearing aid takes about 1 hour to be fully charged.

# II. Specifications

## 2.1 Technical Specifications Table

Model and specification	BM310, BM300
Maximum OVFL90/dB rel.1μN	125
HFA-OVFL90/dB rel.1μN	115
Full-on HFA-AMSL/dB	40
Maximum full-on AMSL/dB	45
Equivalent input noise/dB SPL	31
Frequency range/Hz	f1<200 f2>5000
Total harmonic distortion @ 500Hz	1%
Total harmonic distortion @ 800Hz	1%
Total harmonic distortion @ 1600Hz	1%
Total harmonic distortion @ 3200Hz	1%
Battery life/h	14

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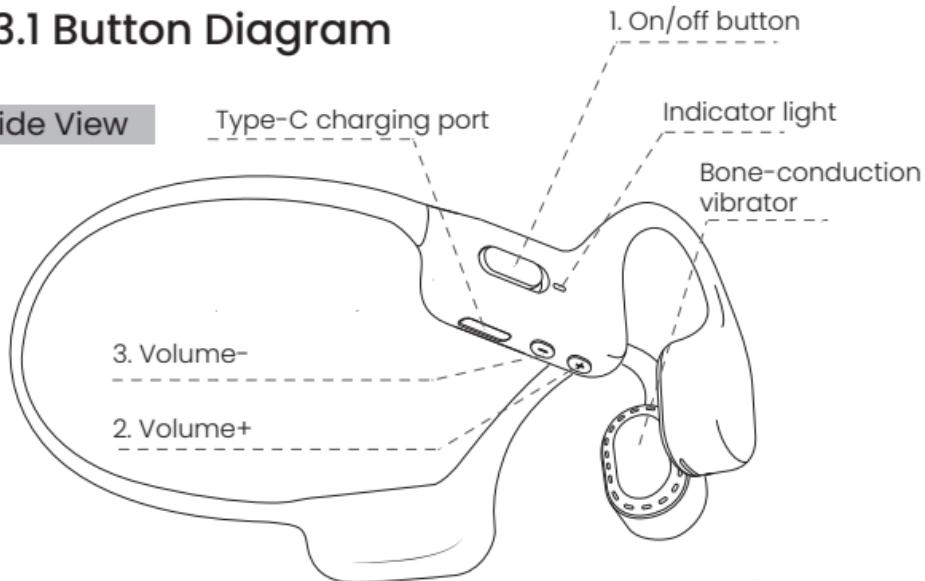
## Safety classification

Electric shock protection type	Class II (during charging), onboard power supply (during operation)
Degree of electric shock protection	Type B
Intended for use in a high-oxygen environments or not	Not intended for use in a high-oxygen environment
Operating mode	Continuous operation

# III. User Manual

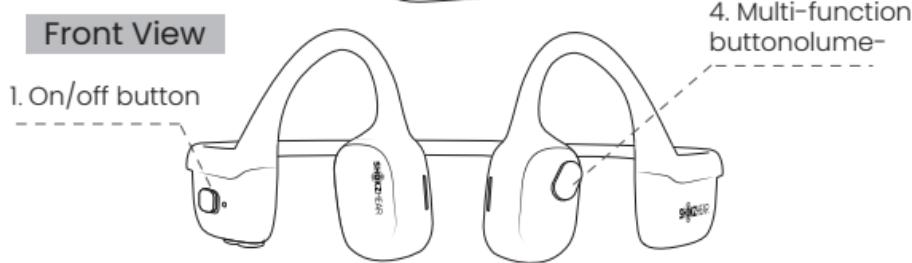
## 3.1 Button Diagram

Side View



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Front View



## Specific functions and operations of the buttons:

Button name	Function	Operation
1. On/off button	Turn on the hearing aid	Push the [On/Off] button to turn it "On", indicated by green color
	Turn off the hearing aid	Push the [On/Off] button to turn it "Off", indicated by black color
09 2. Volume+	Increase volume	Short press the [Volume+] button to increase the hearing aid volume by one notch
	Turn on hearing aid mode*	Press the [Volume +] button
3. Volume-	Decrease volume	Short press the [Volume-] button to decrease the hearing aid volume by one notch
	Turn off hearing aid mode*	Press and hold the [Volume-] button for 2 seconds.
	Turn on hearing aid mode*	Press the [Volume +] button

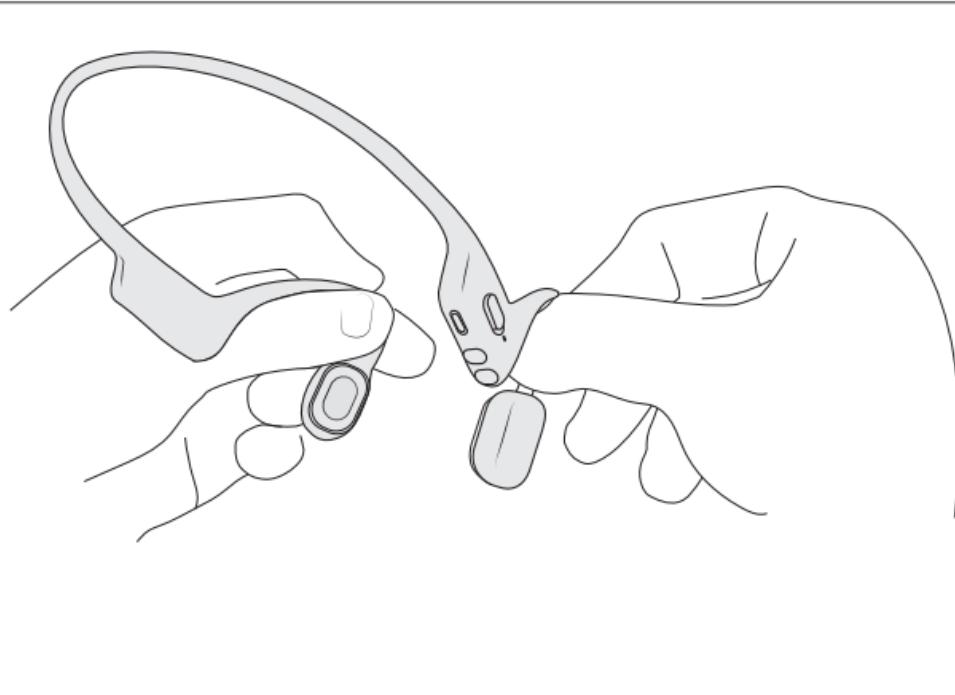
<b>Button name</b>	<b>Function</b>	<b>Operation</b>
Multi-function button*	Bluetooth pairing*	Press and hold the [Multi-function] button for 5 seconds
	Answer the phone*	Short press the [Multi-function] button
	Hang up the phone*	Short press the [Multi-function] button
	Decline the call*	Press and hold the [Multi-function] button for 2 seconds

The functions marked with an asterisk \*\* are only supported by model BM310.

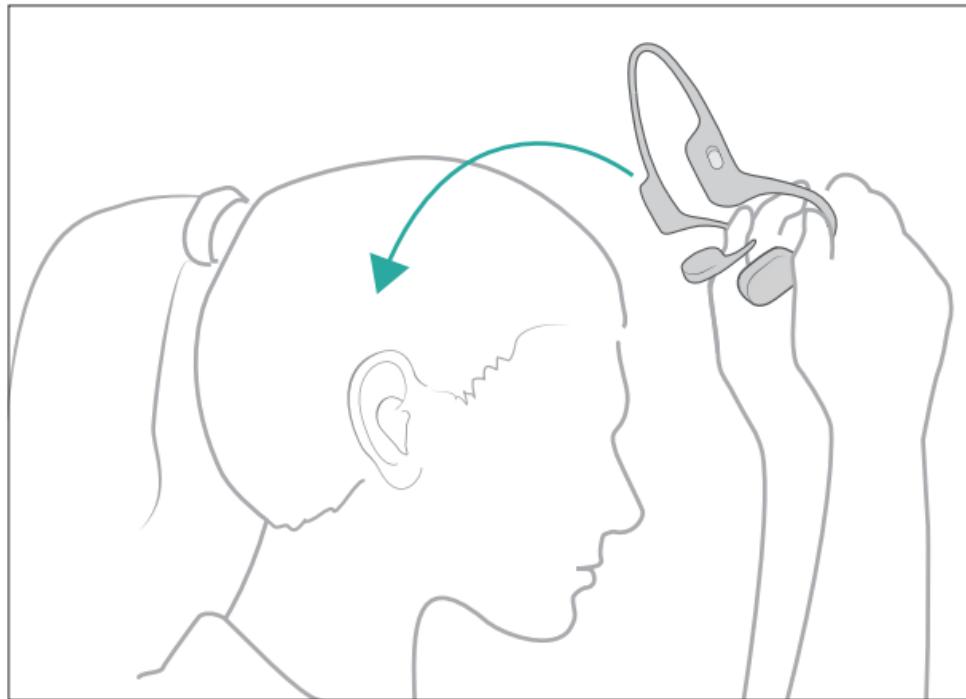
## 3.2 How to Wear

**Step 1:** Spread your hands apart and hold the hearing aid.

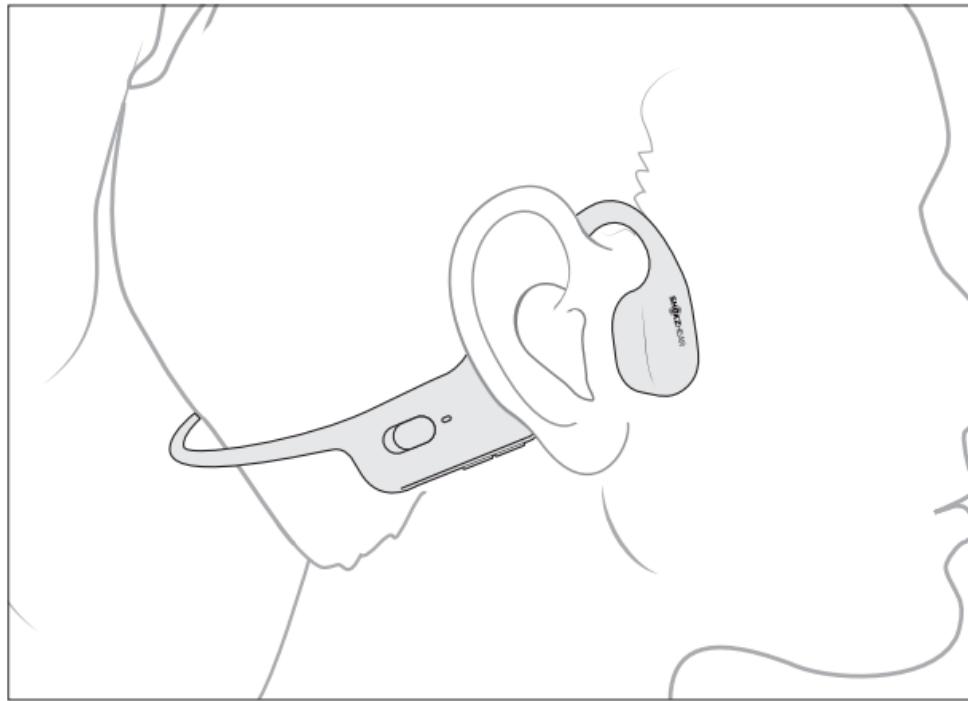
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Step 2: Wear the hearing aid from top to bottom in the direction of the arrows shown in the illustration, and then hang the curved ends on both ears.



Step 3: Adjust the position of the hearing aid to ensure that the bone-conduction vibrator fits in front of the ear.



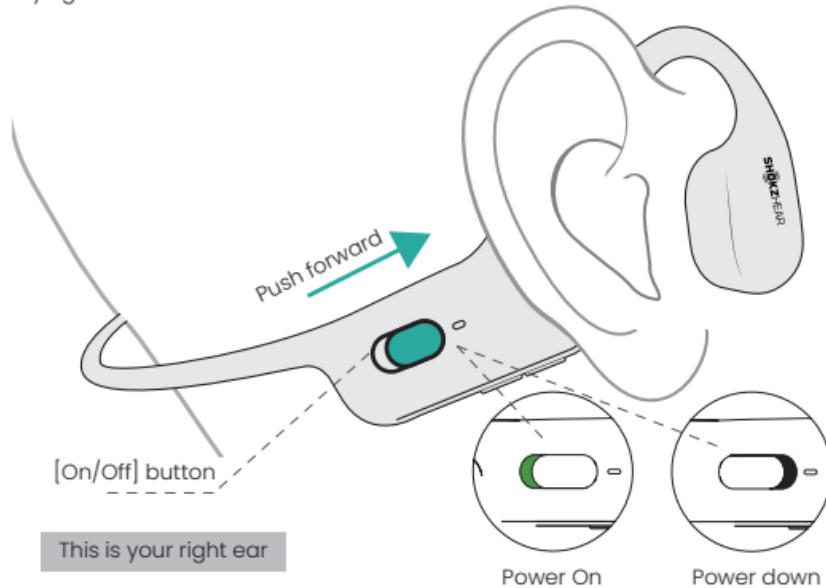
### 3.3 Power On

Push the [On/Off] button of the hearing aid forward when you wear it.

Note 1: Position of the button: The [On/Off] button is located on the outside of the compartment behind your right ear when you wear it.

Note 2: If the device is turned on successfully: The [On/Off] button will show green and the indicator will light up briefly. If you are wearing the hearing aid, you will hear a prompt voice saying "Powered On".

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## 3.4 Bluetooth Pairing and Connection

The functions marked with an asterisk "\*" are only supported by model M311.

### Step 1:

Put on your hearing aid and turn it on.

### Step 2:

Press and hold the [Multi-function] button for about 5 seconds until you hear the prompt voice saying "Bluetooth pairing in progress" or see the indicator light next to the "On/Off" button flashing blue and white alternately, then release the button.

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Press and hold for 5 seconds  
[Multi-function] button



#### Note 1: Button Location:

This is your left ear

The [Multi-function] button is located on the outside of the left bone conductor when you wear it.

### Step 3:

Enter the "Settings" in your mobile phone, tap on the "Bluetooth" option to enter the "Bluetooth" interface, and turn on the "Bluetooth" option.

### Step 4:

Locate the "Available Devices" or "Other Devices" in the "Bluetooth" interface, wait for 10-15 seconds until [BM310 by ShokzHear] appears in the "Available Devices" or "Other Devices".

### Step 5:

Tap on [BM310 by ShokzHear], and in the Bluetooth Pairing pop-up window, check "Agree", and then tap "Pair".

#### Note 2:

**If the Bluetooth connection is successful:**

You will hear a prompt voice saying "Bluetooth is connected".

### Bluetooth

#### Bluetooth



Your phone is currently discoverable by nearby devices

Device name Your phone >

Received files >

Paired devices >

Second cousin's earphone

...

#### Available devices

BM310 by ShokzHear

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### Bluetooth pairing request

To pair with the following devices:

After pairing, the phone will grant access for call logs in the address book to the paired device.

Cancel

Pair

Step 5

## 3.5 Answer the phone\*

The functions marked with an asterisk "\*" are only supported by model BM310.

If you want to use your hearing aid to answer a call: After hearing the incoming call ringing, short press the [Multi-function] button.

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This is your left ear

**Note 1: Button Location:**

The [Multi-function] button is located on the outside of the left bone vibrator when you wear it.

If you want to answer a call using your phone:

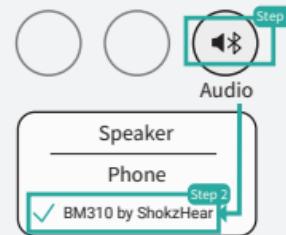
After connecting the Bluetooth of your phone, tap on the answer button on your phone to answer a call through your hearing aid.

Note 2:

If you are an iPhone user, after you tap on the answer button on your phone, you will also need to tap on the audio icon in the upper right corner of the answer screen, tap on (BM310 by ShokzHear), and then you can answer a call through the hearing aid.

## On a call

00:17



## 3.6 Hang up the phone\*

The functions marked with an asterisk "\*" are only supported by model BM310.

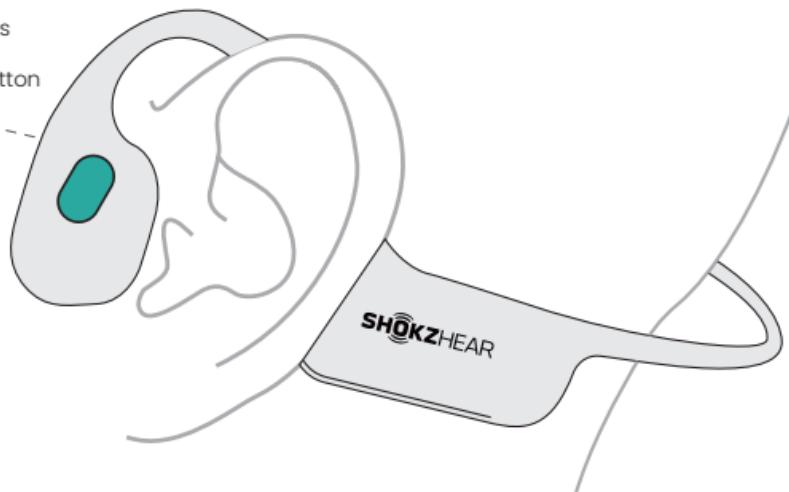
It means "After the call is finished, hang up the phone."

Short press the [Multi-function] button.

Or hang up the call directly on the phone.

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Short press or press  
and hold the  
[Multi-function] button



This is your left ear

**Note 1: Button Location:**

The [Multi-function] button is located on the outside of the left bone vibrator when you wear it.

### 3.7 Decline the call\*

The functions marked with an asterisk "\*" are only supported by model BM310.

It means "Refuse to answer a call".

After you hear the incoming call ringing, press and hold the [Multi-function] button for 2 seconds.

Or you can reject the call directly on the phone.

Press and hold the  
[Multi-function]  
button for 2 seconds



#### Note 1: Button Location:

This is your left ear

The [Multi-function] button is located on the outside of the left bone vibrator when you wear it.

## 3.8 Hearing Aid Volume Adjustment

Short press [Volume+] button to increase the hearing aid volume.

Short press [Volume-] button to decrease the hearing aid volume.

Note 1: If the volume adjustment is successful:

You will hear a prompt voice saying "Volume increased/decreased".

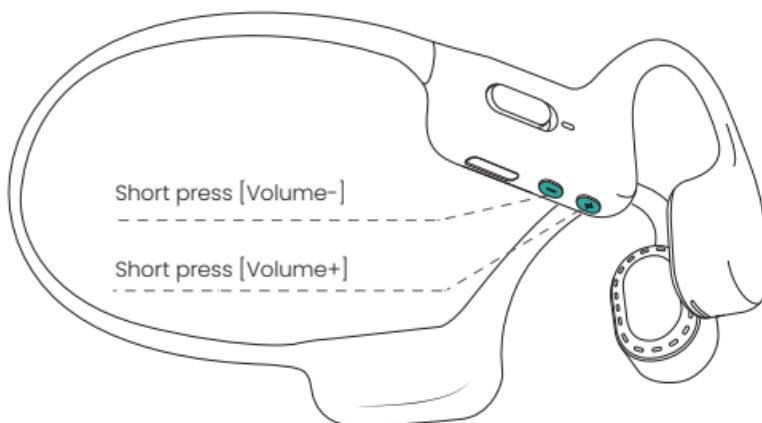
If the volume has been adjusted to maximum/minimum: You will hear a prompt voice saying "Maximum/minimum volume".

Note 2: Button Location:

The [Volume+] button is located at the front of the lower side of the compartment behind your right ear when you wear it;

The [Volume-] button is located at the back of the lower side of the compartment behind your right ear when you wear it;

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## 3.9 Bluetooth Volume Adjustment\*

The functions marked with an asterisk "\*" are only supported by model BM310.

The Bluetooth volume is the volume of the phone audio heard through the hearing aid, and it is controlled by the volume buttons of your phone.

### 3.10 Turn off hearing aid mode\*

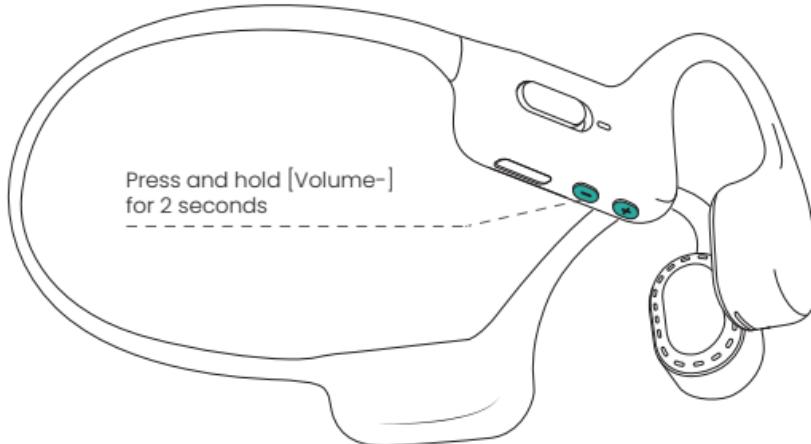
The functions marked with an asterisk "\*" are only supported by model BM310.

Press and hold the [Volume -] button for 2 seconds until you hear the prompt voice saying "Hearing aid mode off", then release the button.

This indicates that the hearing aid mode has been turned off, and the hearing aid will not have any hearing aid effect. It will only function as a Bluetooth earphone.

Note 1: If the Hearing Aid Mode is successfully turned off: You will hear a prompt voice saying "Hearing Aid Mode Off".

23 Note 2: Button Location: The [Volume -] button is located at the back of the lower side of the compartment behind your right ear when you wear it.



### 3.11 Turn on hearing aid mode\*

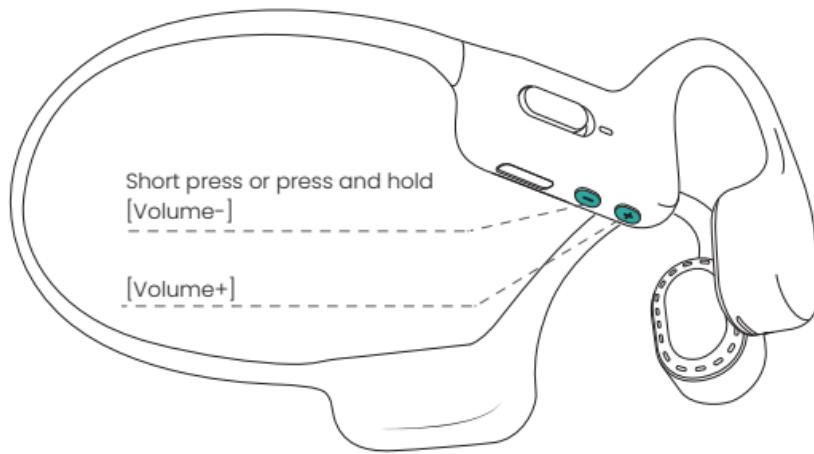
The functions marked with an asterisk "\*" are only supported by model BM310.

Short press or press and hold any volume button.

Note 1: If the Hearing Aid Mode is successfully turned on: You will hear a prompt voice saying "Hearing Aid Mode On".

Note 2: Button Location: The [Volume +] button is located at the front of the lower side of the compartment behind your right ear when you wear it.

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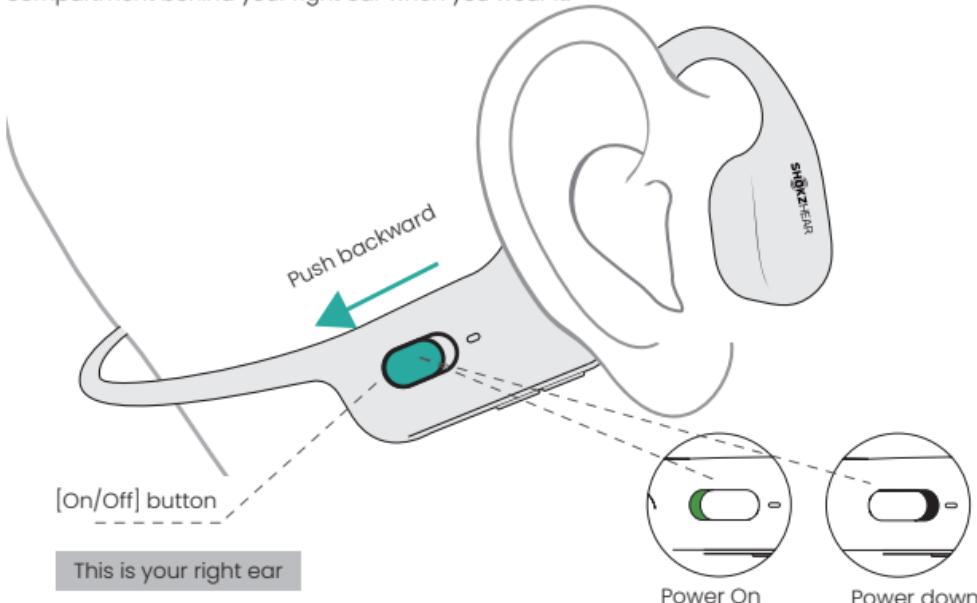


## 3.12 Power down

Push the [On/Off] button of the hearing aid backward when you wear it.

Note 1: Position of the button: The [On/Off] button is located on the outside of the compartment behind your right ear when you wear it.

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**Note 2: If the power off is successful:**

The On/Off button will appear black, and the indicator will light up blue for 1 second. If you are wearing the hearing aid, you will hear a prompt voice saying "Powered off".

### 3.13 Identification of the Power Level

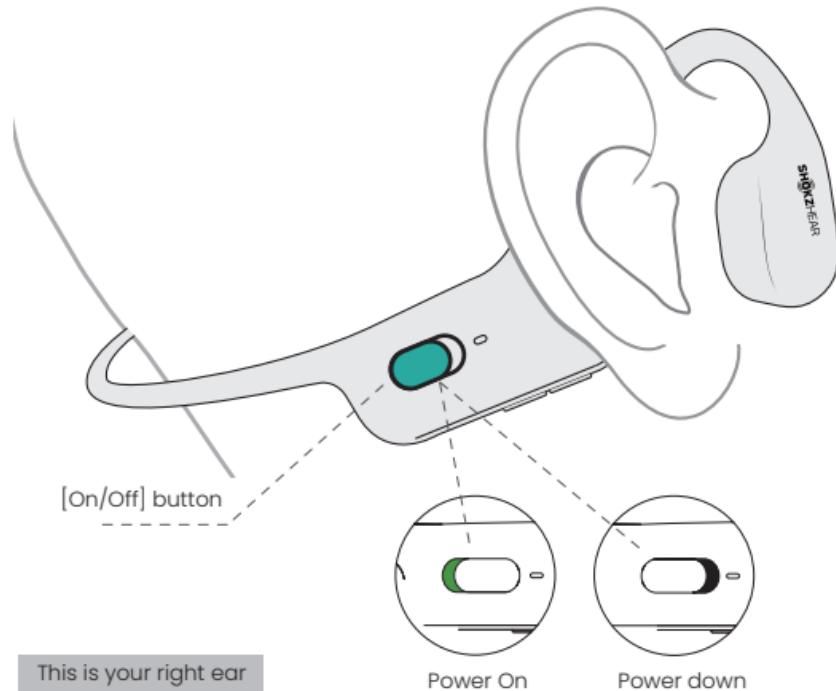
#### Method 1:

If you are wearing a hearing aid, turn it off and then on again, and then listen carefully to the prompt voice. After the "Powered on" prompt voice, there will be a prompt voice indicating the current volume of the hearing aid. They are respectively "Battery level high", "Battery level medium", "Battery level low", "Battery needs charging".

#### Method 2:

- If you have already taken off the hearing aid, toggle the hearing aid On/Off button to change the on/off state of the hearing aid, and then observe the color of the indicator light:
  - If the indicator light is white, this means that the battery level is high.
  - If the indicator light is blue, this means that the battery level is medium.
  - If the indicator light is orange, this means that the battery level is low.

Note 1: Position of the button: The [On/Off] button is located on the outside of the compartment behind your right ear when you wear it.



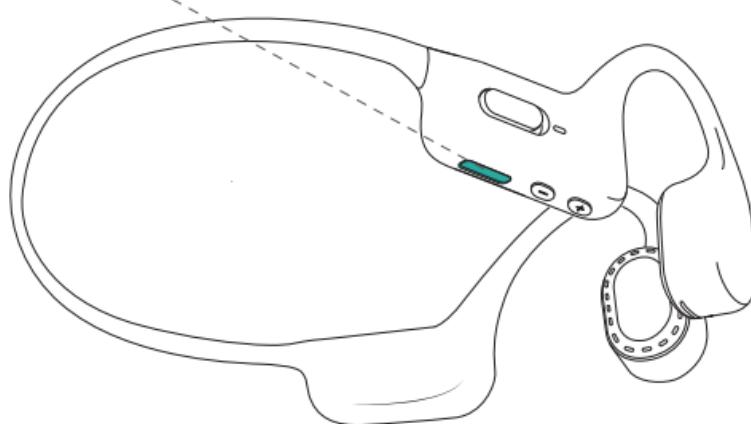
## 3.14 Charging

Insert the plug end of the charging cable into the socket and the other end into the Type-C charging port of your hearing aid.

Note 1: If your hearing aid is currently charging, the indicator light will appear solid orange.

Note 2: If your hearing aid is fully charged: the indicator light will appear solid white.

Type-C charging port



## 3.15 Bluetooth Disconnection\*

The functions marked with an asterisk "\*" are only supported by model BM310.

Operation from the phone is required.

**Method 1:**

Turn off Bluetooth on your phone.

**Method 2:**

29 Enter "Settings" in your phone, tap on "Bluetooth" to enter the "Bluetooth" interface, tap on [BM310 by ShokzHear] in "My Devices", and select "Disconnect Bluetooth".

Note 1: If Bluetooth is successfully disconnected: You will hear a prompt voice saying "Bluetooth has been disconnected".

## 3.16 Bluetooth Reconnect\*

The functions marked with an asterisk "\*" are only supported by model BM310.

If you want to connect Bluetooth again after it has been disconnected:  
Turn on Bluetooth on your phone, tap on [BM310 by ShokzHear] in "My Devices" in the Bluetooth interface, and wait for 5-10 seconds.

Note 1: If the Bluetooth re-connection is successful: You will hear a prompt voice saying "Bluetooth has been connected".

## IV. Contraindications

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- 1)Sudden hearing loss within 3 months with ongoing progression,
- 2)Cochlear auditory system lesions
- 3)Other cases in which the doctor has diagnosed that the hearing aid is not indicated for wearing
- 4)Patients who are allergic to the material of this product

## V. Warnings

- ⚠ This product contains a lithium battery. Do not dispose of this product in fire or other chemical solutions.
- ⚠ Do not place this product near heat sources or open flames, e.g., electric heaters, microwave ovens, stoves, hot water heaters, candles, or other high temperature sources.
- ⚠ When the device is connected to the adapter, do not place it in a hard-to-reach location to ensure that you can disconnect it promptly in case of accidental electric shock.
- ⚠ 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.

31 "Harmful interference" is defined in 47 CFR §2.1 by the FCC as follows: Interference which endangers the functioning of a radio navigation service or of other safety services or seriously degrades, obstructs, or repeatedly interrupts a radio communication service operating in accordance with the [ITU] Radio Regulations.

## VI. Precautions

- ⚠ Do not disassemble or modify the product and accessories without authorization. Any product damage caused by such actions will not be covered by our company's warranty.
- ⚠ The Hearing Aid should be professionally examined and audioligically

tested before fitting, and should be used under the guidance of a doctor or a professional hearing aid dispenser.

Protect the device from moisture, shock and high temperature.

-  Do not immerse your hearing aid in any liquid, and remove your hearing aid before swimming, washing your hair, showering or bathing;
-  After removing the hearing aid at night, place it in a box with a desiccant to protect it from light, high temperatures, high humidity, and drops.
-  Use the function and volume control switches correctly, and toggle it gently to avoid excessive force.
-  Send the hearing aid to a fitting center for regular maintenance and checkups (every 3-6 months is recommended) to ensure that they are in good condition.
-  Do not use this product during the shower, face washing, shaving, makeup, etc.
-  Please avoid heavy pressure on the bone conduction oscillator to avoid damage.
-  Please avoid bumping or dropping to avoid malfunction.
-  Please store this product and the accessories in a ventilated, cool and dry place and protect them from direct sunlight.
-  When the product is not in use, turn it off by adjusting the power switch.
-  For charging, make sure the charging port is dry. In the cases of sweat, accidental rain, or water, DO NOT charge immediately; wipe the product with a clean cotton cloth or paper towel and dry it thoroughly before charging.
-  If this product is not expected to be used for a long period of time, please

charge and discharge once a month to avoid damage to the battery performance.

- ⚠ When the product is dirty or stained with sand or dust, please clean it using neutral detergent by wiping it with a spectacle cloth.
- ⚠ Do NOT wash it directly with water, acidic detergents, or alkaline detergents.
- ⚠ DO NOT disassemble or modify this product or the accessories without permission, or the resulting damage to the product will not be covered by our warranty.
- ⚠ Environmental Protection: Do not dispose of used electrical products indiscriminately. Please dispose of the device in accordance with local laws and regulations to avoid environmental pollution.

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## VII. Product Maintenance and Warranty

### 7.1 Simple Troubleshooting and Resolution

Malfunction	Cause	Resolution
1. On/off button	On IOS phones, when you press the answer button, the sound will be output from the phone speaker by default.	After you press the answer button on the phone, select "BM310 by ShokzHear" in the sound output option.

No sound from the hearing aid	Your Hearing Aid mode is off*	Check Section [3.11 Turning on the Hearing Aid Mode] of the Manual*
Intermittent Bluetooth sound	Unstable signal transmission occurs when the distance between the phone and earphones is too far	The phone and earphone should be within visual range and not more than 10 meters away.
Bluetooth cannot be connected*	<ol style="list-style-type: none"> <li>1)The Bluetooth of the phone is not enabled</li> <li>2)The Bluetooth of the earphone enters idle mode after a long disconnection</li> </ol>	<ol style="list-style-type: none"> <li>1)Enable the Bluetooth of your phone, and short press the multi-function button to activate the earphone active reconnect function</li> <li>2)If none of the above methods work, please refer to the manual [3.4 Bluetooth Pairing and Connection] to re-pair Bluetooth.</li> </ol>
Whistling	<ol style="list-style-type: none"> <li>1)The product is not worn correctly</li> <li>2)The volume is set too high</li> <li>3)The Bone-conduction vibrator in front of the ear does not fit snugly on the face.</li> <li>4)Hair or other accessories are interfering with the microphone's pickup.</li> </ol>	<ol style="list-style-type: none"> <li>1)Please refer to Section [3.2 How to Wear] of the manual</li> <li>2)Turn down the volume</li> <li>3)Reposition the wearing position Keep both microphones unobstructed</li> </ol>

No sound	1)The hearing aid is not turned on 2)Your Hearing Aid mode is off 3)The battery is depleted 4)The bone-conduction vibrator is not pressed against the skin in front of the ear The volume is set too low	1)Toggle the On/Off button to power switch to restart the hearing aid 2)Check Section [3.1] Turning on the Hearing Aid Mode] of the Manual 3)Recharge the hearing aid and try again 4)Please refer to Section [3.2 How to Wear] of the manual 5)Increase the volume
The volume is too high or the vibration is too strong	1)The volume is set too high 2)The environment is too noisy Inappropriate personalized fitting	1)Decrease the volume 2)Leave the current noisy environment 3)Seek a professional for personalized fitting*
The volume is too low	1)The volume is set too low 2)Inappropriate personalized fitting*	1)Increase the volume 2)Seek a professional for personalized fitting
I cannot hear the sound even if I turn the volume up to the maximum	Inappropriate personalized fitting	Seek a professional for personalized fitting

The volume adjustment does not work	1)The volume has already been adjusted to the maximum or minimum 2)The buttons are not working	1)Adjust the volume in the opposite direction 2)Contact customer service for repair or replacement
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If the above methods fail to solve the problem.

Please call the after-sales hotline: 4001509299

Do not disassemble the product by yourself,

As it may cause danger and void the warranty or return policy.

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## 7.2 Warranty Regulations

The service is as follows: within the validity period of the three-guarantee, you have the right to return the product, or have the product replaced or repaired according to this regulation. Repairs, replacements, and returns must be processed with the relevant order number or invoice.

1)If this product experiences any performance malfunctions listed in the "Performance Malfunction Table", and it is confirmed after inspection, the following services can be provided free of charge:

Service type	Service policy.
Return	The product can be returned within 7 days from the date of receipt due to quality issues.
Replacement	The product can be replaced within 15 days from the date of receipt due to quality issues.
Repair	The product can be repaired within 2 years from the date of receipt due to quality issues.

## 7.3 Product Performance Malfunction Table

1. The hearing aid does not work after power on.

37 2. The phone cannot connect to the Bluetooth of the hearing aid or cannot discover the Bluetooth of the hearing aid\*.

3. The hearing aid cannot be charged.

4. The hearing Aid cannot be fitted

5. The hearing aid produces obvious abnormal noise.

6. The hearing aid volume cannot be adjusted by pressing the buttons.

7. No sound or no sound amplification on either side of the hearing aid.

## 7.4 Non-warranty Regulations

- 1) Unauthorized repair, misuse, collision, abuse, ingestion of fluids, accidents, alterations, improper use of accessories other than those supplied with the product, or removal or alteration of labels or tamper-evident markings;
- 2) Failure to use the software specified by us for fitting the hearing aid;
- 3) Beyond the three-guarantee period;
- 4) Performance malfunctions listed in the "Performance Malfunction Table" are caused by human factors;
- 5) Appearance or structural damage to the product are caused by human factors.
- 6) Damage caused by force majeure.

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## VIII. Failure Warning and Possible Side Effects

### 8.1 Possible Side Effects

The bone-conduction hearing aid is made of medical-grade silicone rubber, which can effectively prevent allergic reactions in the body, but cannot avoid local skin irritation in very rare cases. If you experience any side effects, consult your doctor immediately.

# IX. Battery Warning

-  Do not connect metal conductors to the positive and negative poles of the battery or touch the endpoints of the battery, as this may cause short-circuiting of the battery as well as burns and other bodily injuries due to overheating of the battery;
-  Do not expose the battery to high temperatures or around heat generating equipment such as sunlight, heaters, microwaves, ovens or water heaters. Overheated battery may lead to explosion;
-  Do not disassemble or modify the battery, insert foreign objects, or immerse it in water or other liquids, as this may cause the battery to leak, overheat, catch fire, or explode;
-  Do not disassemble or modify the battery, insert foreign objects, or immerse it in water or other liquids, as this may cause the battery to leak, overheat, catch fire, or explode;
-  If the battery leaks, do not let the liquid come into contact with your skin or eyes. In case of contact with skin or eyes, flush with water immediately and go to hospital for medical treatment;
-  If the battery is discolored, deformed, or abnormally hot during use, charging, or storage, do not use it;
-  Do not throw the battery into a fire, which may cause the battery to catch fire or explode. Do not let children or pets swallow the battery to avoid harm or

battery explosion.

- ⚠ Do not drop, crush or puncture the battery. Avoid exposing the battery to external pressure, which may cause internal short-circuits or overheating;
- ⚠ The battery inside the device is non-removable. Do not replace the battery by yourself, which may damage the device or the battery.

The ideal temperature for lithium battery is 5~25°C. High or low temperatures may affect the normal use of lithium batteries.

## **X. Preparing Date of the User Manual: July 2023 Version: V1.1**

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## **XI. Explanation of Graphics, Symbols, Wording, etc. Used for Medical Device Labeling**



Refer to the User Manual



Warning



Date of manufacture



Do not dispose of with  
household waste.  
Please dispose of device  
according to the laws of your  
country and facilitate the  
protection of the environment.  
Complies with the WEEE  
directive.



Keep upright



Type B appliances



DC



Batch code



Avoid exposure  
to sunlight



Avoid exposure  
to rain

# XII. Electromagnetic Compatibility Guidelines and Manufacturer's Statement

This device complies with Medical EMC standard IEC 60601-1-2: 2020

<b>Guidance and manufacturer's declaration – electromagnetic emissions</b>	
This equipment is intended for use in the electromagnetic environments specified below, and the purchasers or users shall ensure that it is used in these electromagnetic environments.	
<b>Emissions</b>	<b>Compliance</b>
RF emissions (Radiated) CISPR 11	Group 1 Class B
RF emissions (Conducted) CISPR 11	Group 1 Class B
Harmonic emissions IEC 61000-3-2	Not applicable
Voltage fluctuations/flicker emissions IEC 61000-3-3	Not applicable

## Guidance and manufacturer's declaration – electromagnetic immunity

The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.

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Immunity test	IEC 60601 test level	Compliance level	Environments
Electrostatic discharge (ESD) IEC 61000-4-2	$\pm 8$ kV contact $\pm 2$ kV, $\pm 4$ kV, $\pm 8$ kV, $\pm 15$ kV air	$\pm 8$ kV contact $\pm 2$ kV, $\pm 4$ kV, $\pm 8$ kV, $\pm 15$ kV air	Professional healthcare facility or HOME HEALTHCARE environment
Electrical fast transient/burst (EFT) IEC 61000-4-4	$\pm 2$ kV for power supply lines $\pm 1$ kV for signal lines	Not applicable	Professional healthcare facility or HOME HEALTHCARE environment
Surge IEC 61000-4-5	$\pm 0.5$ kV, $\pm 1$ kV line(s) to lines $\pm 0.5$ kV, $\pm 1$ kV, $\pm 2$ kV line(s) to earth	Not applicable	Professional healthcare facility or HOME HEALTHCARE environment
Voltage dips, short interruptions and Voltage variations on power supply input lines IEC 61000-4-11	0% UT, 0.5 cycle at $0^\circ$ , $45^\circ$ , $90^\circ$ , $135^\circ$ , $180^\circ$ , $225^\circ$ , $270^\circ$ and $315^\circ$ 0% UT, 1 cycle at $0^\circ$ 70% UT, 25 / 30 cycle at $0^\circ$ 70% UT, 25 / 30 cycle at $0^\circ$ 0% UT, 250 / 300 cycle	0% UT, 0.5 cycle at $0^\circ$ , $45^\circ$ , $90^\circ$ , $135^\circ$ , $180^\circ$ , $225^\circ$ , $270^\circ$ and $315^\circ$ 0% UT, 1 cycle at $0^\circ$ 70% UT, 25 / 30 cycle at $0^\circ$ 70% UT, 25 / 30 cycle at $0^\circ$ 0% UT, 250 / 300 cycle	Professional healthcare facility or HOME HEALTHCARE environment

Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	Professional healthcare facility or HOME HEALTHCARE environment
Conducted RF IEC 61000-4-6	3 Vrms 0.15 MHz to 80MHz 6 Vrms in ISM bands between 0.15 MHz and 80MHz 6 Vrms in amateur radio bands between 0.15 MHz and 80MHz	3 Vrms 0.15 MHz to 80MHz 6 Vrms in ISM bands between 0.15 MHz and 80MHz 6 Vrms in amateur radio bands between 0.15 MHz and 80MHz	Professional healthcare facility or HOME HEALTHCARE environment
Radiated RF IEC 61000-4-3	3 Vrms 80 MHz to 2.7GHz 80% AM at 1KHz	3 Vrms 80 MHz to 2.7GHz 80% AM at 1KHz	Professional healthcare facility or HOME HEALTHCARE environment
Proximity magnetic fields IEC 61000-4-39	30 kHz / CW / 8A/m 134.2 kHz / Pulse modulation 8 2.1kHz / 65A/m9 13.56MHz / Pulse modulation 8 50 kHz / 7.5A/m9	30 kHz / CW / 8A/m 134.2 kHz / Pulse modulation 2.1kHz / 65A/m 13.56MHz / Pulse modulation 50 kHz / 7.5A/m	HOME HEALTHCARE environment

## NOTE

1. UT is the a.c. mains voltage prior to application of the test level ; 25 / 30 and 250 / 300 cycle means 25 / 250 for 50 Hz system and 30 / 300 for 60Hz system.

2. The ISM (industrial, scientific and medical) bands between 0,15 MHz and 80 MHz are 6,765 MHz to 6,795 MHz; 13,553 MHz to 13,567 MHz; 26,957 MHz to 27,283 MHz; and 40,66 MHz to 40,70 MHz. The amateur radio bands between 0,15 MHz and 80 MHz are 1,8 MHz to 2,0 MHz, 3,5 MHz to 4,0 MHz, 5,3 MHz to 5,4 MHz, 7 MHz to 7,3 MHz, 10,1 MHz to 10,15 MHz, 14 MHz to 14,2 MHz, 18,07 MHz to 18,17 MHz, 21,0 MHz to 21,4 MHz, 24,89 MHz to 24,99 MHz, 28,0 MHz to 29,7 MHz and 50,0 MHz to 54,0 MHz.

3. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radio, AM and FM radio broadcast, and TV broadcast cannot, theoretically, be predicted with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, consider conducting an electromagnetic site survey. If the measured field strength in the location the system is used exceeds the applicable RF compliance level listed in this table, observe the system to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the system.

4. At 80 MHz and 800 MHz, the higher frequency range applies.

5. These guidelines may not apply in all situations. Electromagnetic propagation is affected by the reflection from structures, objects, and people.

6. Portable and mobile RF communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.

7. This test is applicable only to ME EQUIPMENT and ME SYSTEM intended for use in the HOME HEALTHCARE ENVIRONMENT.

8. The carrier shall be modulated using a 50% duty cycle square wave signal.  
r.m.s., before modulation is applied.

Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communications equipment

Test frequency (MHz)	Band <sup>a)</sup> (MHz)	Service <sup>a)</sup>	Modulation <sup>b)</sup>	Maximum power (w)	Distance (m)	IMMUNITY TEST LEVEL (v/m)
385	380-390	TETRA 400	Pulse modulation <sup>b)</sup> 18Hz	1.8	0.3	27
450	430-470	GMRS 460, FRS 460	FM <sup>c)</sup> ±5 kHz deviation 1 kHz sine	2	0.3	28
710 745 780	704-787	LTE Band 13,17	Pulse modulation <sup>b)</sup> 217Hz	0.2	0.3	9
810 870 930	800-960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation <sup>b)</sup> 18Hz	2	0.3	28
1720 1845 1970	1700-1900	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation <sup>b)</sup> 217Hz	2	0.3	28

2450	2400-2570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation <sup>b)</sup> 217Hz	2	0.3	28	
5240							
5500	5100-5800	WLAN 802.11a/n	Pulse modulation <sup>b)</sup> 217Hz	0.2	0.3	9	
5785							

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#### NOTE

If necessary to achieve the IMMUNITY TEST LEVEL, the distance between the transmitting antenna and the ME EQUIPMENT or ME SYSTEM may be reduced to 1 m. The 1 m test distance is permitted by IEC 61000-4-3.

a)For some services, only the uplink frequencies are included.

b)The carrier shall be modulated using a 50% pulse duty cycle square wave signal.

As an alternative to FM modulation, 50% pulse modulation at 18 Hz may be used because while it does not represent actual modulation, it would be worst case.

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

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

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 measures below:

- 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.

This device has been evaluated and shown compliant with the FCC portable RF Exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter used in other systems

# WARRANTY CARD

Warranty Period: 2 years

## Product information

Model:	BM310、BM300
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Product ID:

## User Information

Name:	Tel:
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Address:

## Vendor Information

Vendor name:

Date of sale: