

# 6.

## Care and Maintenance

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- Maintenance
- Cleaning

# Maintenance

1. Do not use the device if the charger case is damaged.
2. RIC800 is waterproof against water, sweat, and dust. However, long-time exposure to moisture may damage the hearing aids. Here are some moisture protection recommendations:
  - **Avoid moisture exposure:** Do not submerge the hearing aids in any liquid.
  - **Store in a proper environment:** After removing the hearing aids, place them in the charger case, away from light, high temperatures, high humidity, and potential impact.
  - **Avoid wearing during bathing or swimming:** Try to avoid wearing hearing

aids during bathing or swimming.

- **Avoid use during makeup application:** Do not use hearing aids while applying makeup. Wait until the ear canal is dry before inserting the hearing aids after finishing makeup.
- **Regular inspection:** Regularly inspect the hearing aids and accessories to ensure there are no signs of moisture or damage.

### ***i* Notes:**

- Right and left hearing aids may be configured differently, cleaning and disassembly processes should be carried out individually.
- If you live in a humid environment or sweat frequently, it's recommended to regularly dry the hearing aids.

### 3. Shockproofing:

- **Sports and physical activities:** High-intensity sports and physical activities can cause severe vibrations, potentially damaging the hearing aids. It's best to securely fasten the hearing aids or choose not to wear them during vigorous exercise.
- **Transportation:** Extended periods of traveling in vehicles with erratic motion, such as cars, bicycles, or motorcycles, can cause vibrations. In these situations, consider removing the hearing aids or using shockproofing devices.

### 4. Heat protection:

- **Avoid hot environments:** Avoid exposing your hearing aids to high temperatures, such as direct sunlight, in hot bathrooms, or during hot summer outdoor activities. High temperatures may damage the electronic components of your hearing aid.
- **Storage temperature:** When not in use, it is best to store your hearing aids in a dry, room-temperature place and avoid storing them at high temperatures.

5. Magnets can damage the hearing aid receiver. Please keep the hearing aids away from magnets.

6. Use the functions and volume control buttons correctly, and try to operate them gently to avoid excessive force.

# Cleaning

Cleaning is an important step in ensuring that your hearing aid provides clear sound, as well as maintaining its performance and longevity.

1. Prepare cleaning tools: Use the cleaning brush supplied to clean your hearing aid.
2. Turn off your hearing aid: Make sure you turn off the hearing aid before you start cleaning.
3. Cleaning domes: For hearing aid domes, remove them and gently wash them with warm water. Avoid using soap or strong detergents. Ensure that it is thoroughly dried before fitting it back into the hearing aid.

4. Cleaning wax guards: Remove the domes and use a small brush or cotton swab to clean the earwax at the wax guards; if you cannot clean them, you can choose a new one from the accessory kit to replace them. Be careful not to exert too much force to avoid damaging the hearing aid.

### **! Attention:**

- Do not clean your hearing aid with water.
- Right and left ear parameters are configured differently, cleaning and disassembly process should be carried out individually.
- For hygiene purposes, the hearing aids cannot be shared with others.

# 7.

## Replace Hearing Aid Accessories

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- Replace your dome
- Replace your wax guard
- Measure your receiver wire size
- Replace your receiver wire

# Replace your dome

## ! Attention:

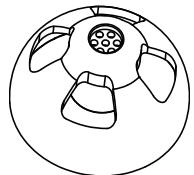
Please use the specified accessories and consumables. Do not modify the original components or consumables on your own.

## i Note:

Incorrect dome size can affect comfort and hearing aid performance. A properly fitting dome should naturally and comfortably sit in the ear canal, securely touching against the walls of the ear canal. Different types of domes can also be worn to improve comfort and sound quality.

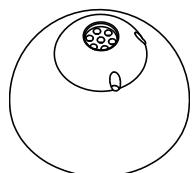
## Get to know the types of domes

Open domes allow natural sound to enter the ear canal. They are suitable for individuals who desire comfort more and do not experience whistling issues.



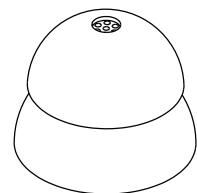
Closed domes provide a more occluded feeling in the ear canal. They are suitable for individuals who use higher amplification and desire to reduce whistling .

When you feel that closed domes are too stuffy and clogged or that your voice sounds unnatural when you speak on your own, it is advisable to consider replacing the open domes.

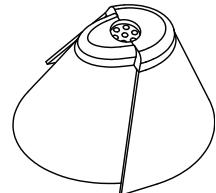


Power domes allow more sound to reach your inner ear. These occlusive domes block your ear canal, which is necessary for optimal hearing. They also reduce feedback.

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Tulip domes are designed to fit comfortably in the ear canal. Their shape allows for a secure and snug fit, reducing the chances of the dome slipping out or causing discomfort during extended wear. They can also help minimize feedback or whistling sounds.



***i* Note:**

The domes initially attached to hearing aids are closed domes.

## Choose correct dome size

The dome comes in three sizes: large, medium, and small. The correct size should naturally fit the ear canal and snugly against the ear wall. When you open your mouth or move your head, it should not fall out of the ear canal or cause discomfort.

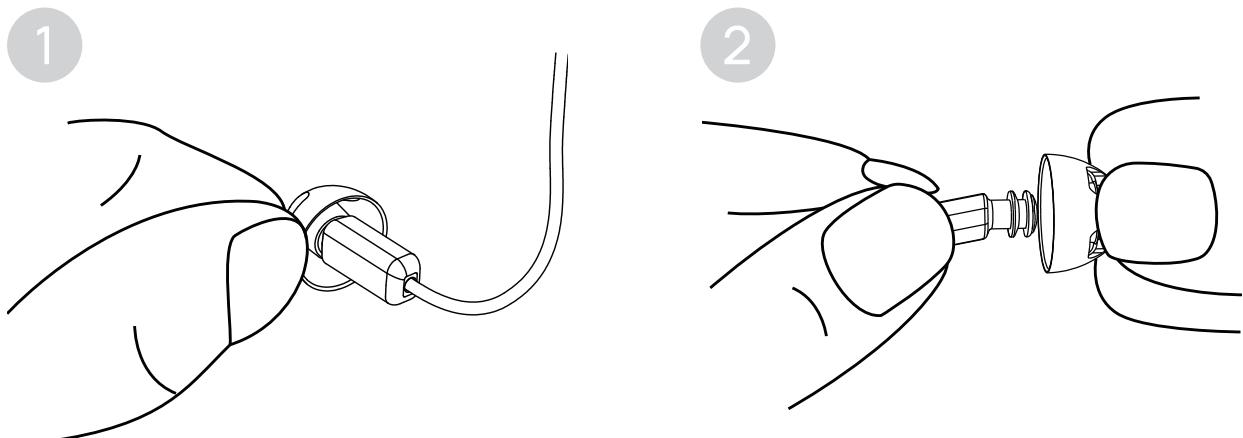
The hearing aid comes with medium-sized closed domes by default. If you experience echo during conversations or feel that it's not breathable enough, you can switch to open domes of the same size.

## **i** Notes:

- Initially, you may experience a slight itchiness or discomfort when wearing it, which is normal. With regular wearing over time, you will gradually find it more comfortable.
- The size and type of domes that fit in each ear may be different, taking some time to find the correct size can greatly improve your hearing experience.

## Replace your dome

To keep your ear canals clean and dry, we recommend that you change your domes at least every 3 months. If a dome is filled with earwax, replace it with a new one.



Grasp the receiver with one hand and use the other hand to twist the dome to remove it from the receiver.

Hold the receiver with one hand and use the other hand to push the new dome into the slot of the receiver.

- 3 Gently lift the dome and check if the interface between the receiver and the dome is fully aligned.
- 4 Press or twist the top of the dome lightly again to ensure a snug fit between the receiver and the dome.

***i* Note:**

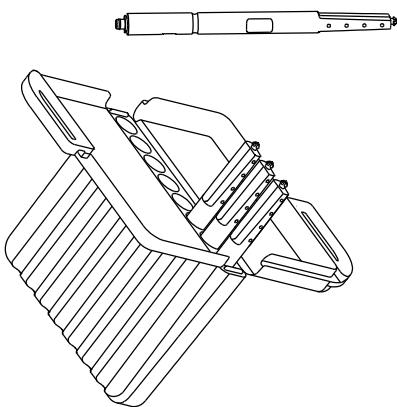
The new dome should completely cover the interface of the receiver.

## Replace your wax guard

The wax guard is located at the sound outlet end of the receiver.

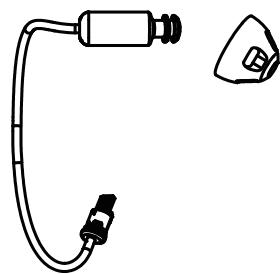
The wax guard helps keep earwax away from the components of the hearing aid. You must replace it on a regular basis. It will depend on how much wax your ears produce.

1



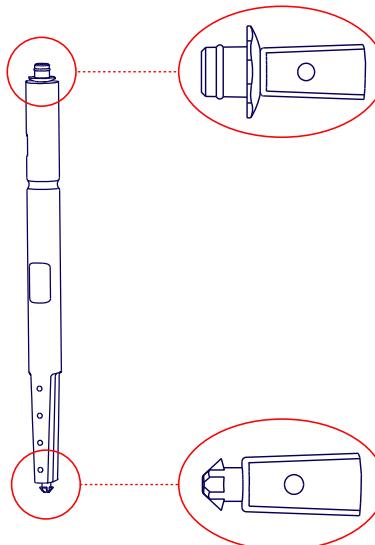
Take a new wax guard tool

2



Remove the dome

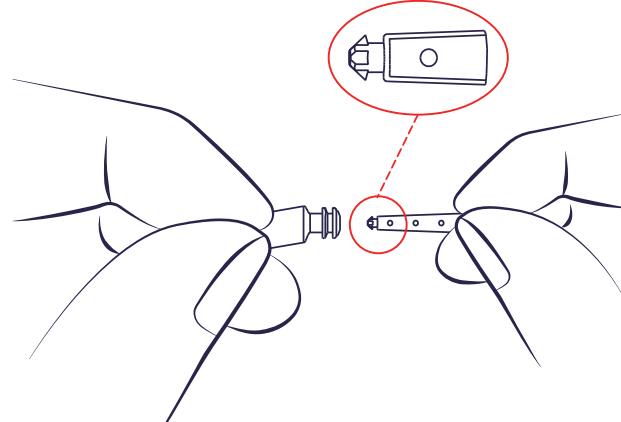
3



New wax guard(yellow)

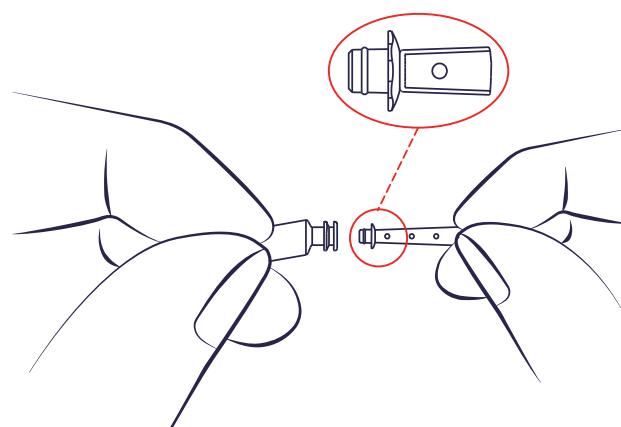
Removal tip

4



Remove the old wax guard with the removal tip by inserting it into the old wax guard and pull it straight out.

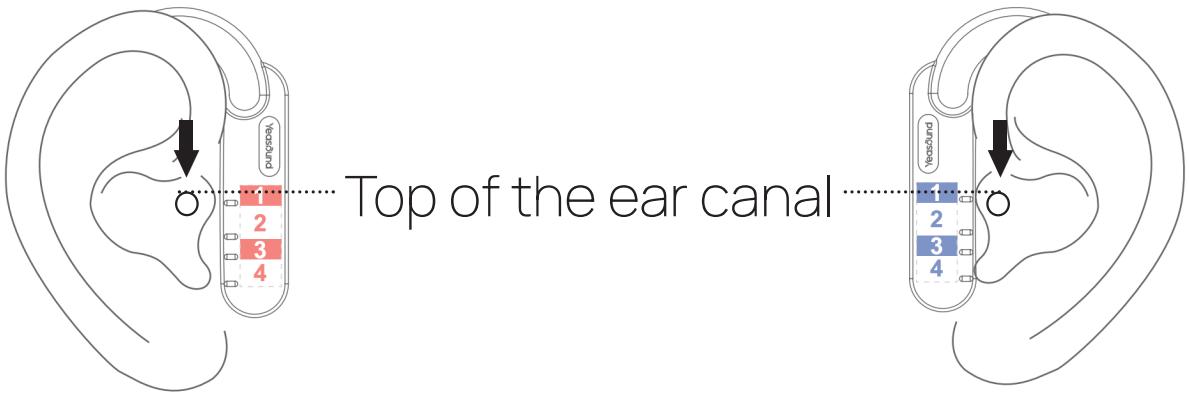
5



Install the new wax guard by inserting it into the receiver.

## Measure your receiver wire size

1. Identify left and right on your wire sizing tool. Use the red side to measure your right ear and the blue side to measure your left ear.
2. Place the tool vertically downward on the ear. It should hook around the front of your ear and lie flat against the side of your head.
3. Ask a friend or take a photo to see which colored band aligns with the top of your ear canal. The number in the band is the receiver wire size you need. If you measure the size to be between two numbers, you could use both sizes.

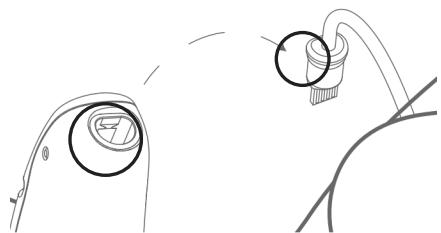


### **i Notes:**

- The length of the left and right ears may not be the same, please measure them separately.
- The receiver wire attached to your hearing aid is size 3. If you need a different size, please contact us for a replacement.

# Replace your receiver wire

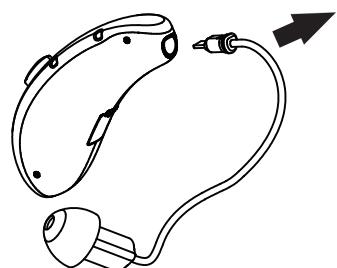
1. The slot for the receiver wire is located at the top of the hearing aid.



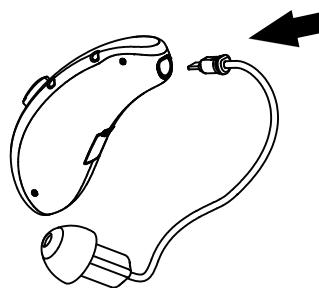
## **i** Note:

Inserting the wire forcefully in the wrong direction may cause damage to both the wire and the hearing aid.

2. Firmly grasp the receiver wire near the connection point on your hearing aid and pull it straight out. Avoid applying twisting motions to prevent damage.



3. Align the connector of the new receiver wire with the corresponding port on the hearing aid. Make sure the wires and domes face inwards toward the ear. Push the connector firmly into the port until it snaps into place.



### **i** Notes:

- Before replacing, make sure that the color markings on the back of the hearing aid and the color of the receiver are the same.
- Replacement of the receiver wire should be done respectively.
- Do not bend the receiver wire excessively.

# 8.

## Troubleshooting

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**i** **Attention:**

If you need to repair the product, please send it to the Yeasound after-sales service for repair at the following address:  
1545 Route 73 Pennsauken Township, NJ 08110.

Issue	Solution
No sound	<ul style="list-style-type: none"> <li>• Check the power supply: make sure the hearing aid has power and is turned on.</li> <li>• Cleaning domes and wax guards: domes or wax guards in hearing aids may become clogged with earwax or dust, resulting in no sound or unclear sound. Use a cleaning brush or cotton swab to gently clean the domes and wax guards. Replace them with new ones if needed.</li> <li>• Check the volume: make sure the volume fits your hearing. Try gradually increasing the volume to make sure it's not silent because the volume is set too low.</li> <li>• Restarting your hearing aid: sometimes, restarting can solve temporary problems. Turn the hearing aid off, wait a few seconds and then turn it back on.</li> <li>• Please check the receiver wire: make sure the receiver wire properly fits in the slot and connects with the hearing aid.</li> </ul>

Issue	Solution
No sound	<ul style="list-style-type: none"> <li>Check the receiver power level: go to Device Management in iYeaSound app to make sure the receiver power level match the hearing aid.</li> </ul>
Unable to connect to cell phone	<ul style="list-style-type: none"> <li>Check if the hearing aid has been connected to another device; if so, disconnect the hearing aid from the original device and connect a new one.</li> <li>Try turning Bluetooth off and on again on your phone to search for the hearing aid again.</li> <li>You can try to restart the hearing aid and re-entering pairing mode.</li> <li>You can clear the list of paired mobile phones by pressing and holding the lower button for 15 seconds, and then try to connect the device again.</li> </ul>

Issue	Solution
Hearing aids aren't loud enough	<ul style="list-style-type: none"> <li>Press the upper button on the hearing aid to increase the volume.</li> <li>If you wear open domes, try wearing closed domes.</li> <li>Cleaning domes and wax guards: domes or wax guards in hearing aids may become clogged with earwax or dust, resulting in no sound or unclear sound. Use a small brush or cotton swab designed for hearing aids to gently clean the domes and wax guards.</li> <li>Clear any debris from the microphones.</li> <li>Replace a new wax guard or dome.</li> <li>Ensure ears are clear of excessive wax buildup.</li> </ul>
Unable to charge	<ul style="list-style-type: none"> <li>Ensure that the right and left ears of the hearing aid are placed on the correct side of the charger case.</li> </ul>

Issue	Solution
Unable to charge	<ul style="list-style-type: none"> <li>• Remove the hearing aid from the charger case, close the lid of the charger case, wait for 30 seconds, open the lid again, and put in the hearing aid.</li> <li>• Unplug and re-plug the power source.</li> <li>• If the hearing aid or charger case is warm, allow it to return to room temperature before charging.</li> </ul>
Hearing aid whistling	<ul style="list-style-type: none"> <li>• Check if you are wearing your hearing aid correctly.</li> <li>• If you are wearing open domes, try replacing them with closed domes.</li> <li>• If the hearing aid whistles while you are wearing it, it is recommended that you put on the hearing aid first before turning it on.</li> <li>• Decrease the volume of your hearing aid.</li> <li>• If you find your hearing aids whistling in charger case, please manually turn them off and also charge your charger case.</li> </ul>

Issue	Solution
Discomfort when wearing hearing aids	<ul style="list-style-type: none"> <li>• Check if you are wearing your hearing aid correctly.</li> <li>• Check if you are wearing the correct receiver wire and domes.</li> <li>• If you are wearing hearing aids for the first time, please refer to Adapt to hearing aids (see <b>P50</b> for details).</li> </ul>
Poor sound quality	<ul style="list-style-type: none"> <li>• Try switching to the appropriate program for your environment, e.g. you can switch to the Noisy program to reduce the noise you hear.</li> <li>• You can adjust the treble and bass for different programs in the app.</li> <li>• If you are wearing the hearing aids for the first time, please refer to Adapt to hearing aids (see <b>P50</b> for details).</li> <li>• You can change hearing aid preset to adapt to your hearing loss type on iYeaSound app.</li> </ul>

# 9.

## Regulatory and Legal Information

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- Regulatory information
- The disposal of waste products
- Temperature and humidity
- Pressure and altitude range
- Expected service life
- Electroacoustic performance indicators
- Electrical safety
- EMC guidance and declaration
- Description of symbols

# Regulatory information

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 and ISED 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 according to 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:

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

Changes or modifications can 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.
2. This device must accept any interference received, including interference that may cause undesired operation.

For Charger Box

This device complies with Part 18 of the FCC Rules.

For Hearing Aids

FCC ID:2BFVL-RIC800

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

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# The disposal of waste products

Do not dispose hearing aids and batteries with ordinary household waste. Please recycle your hearing aids and their accessories in accordance with local regulations or give them to your dispenser to avoid environmental contamination.



# Temperature and humidity

Temperature	Humidity
Operating Temperature: 0-40 °C	Operating humidity: 5-85 %
Storage Temperature: -20-55 °C	Storage humidity: 5-90 %
Transportation Temperature: -20-55 °C	Transportation humidity: 5-90 %
Charging Temperature: 0-35 °C	

**i Note:**

The hearing aid can be used immediately after turning on from the minimum/maximum storage temperature to the ambient temperature of 20 °C.

## Pressure and altitude range

Pressure: 70 kPa-106 kPa

Altitude:  $\leq$  3000 m

## Expected service life

Products/Accessories	Life Expectancy
RIC800	5 years
Receiver wire	2 years
Dome	3 months
Hearing aid battery cycle life	1500 cycles
Charger case battery cycle life	500 cycles

# Electroacoustic performance indicators

Charger Case	
Dimensions	73 x 30 x 52.3 mm
Weight	74 grams
Internal power source	USB power supply, 3.8 V
Power supply	Rechargeable lithium-ion battery, 3.8 V, 1010 mAh
Charging time for internal lithium-ion battery in charger case	3 hours (with external 5 V == 1 A power adapter)
Battery life (fully charged, not connected to mains power)	Min. 3 full charges of 2 hearing aids. Without hearing aids: 2 years

Charger Case	
Charging time for hearing aid	< 40 °C (+104 °F): 3 hours, depending on initial state of the battery
Wireless frequency between hearing aid and charger	330 kHz

	RIC800 MP	RIC810 MP
Maximum OSPL90	114 dB	114 dB
High frequency average OSPL90	111 dB	111 dB
Full on gain	56 dB	56 dB
Average full-range sound gain	49 dB	49 dB
Equivalent input noise level	20 dB	20 dB
Total harmonic distortion(500, 800, 1600Hz)	1.5 %	1.5 %
Frequency Response Range	100-8000 Hz	100-8000 Hz
Latency	5.3 ms	5.3 ms

## Dust and waterproof grade

IPX8 for Hearing aids, IPX0 for charger case.

### Note:

The hearing aid can be waterproof to a depth of 1 meter for 1 hour continuous immersion, and the function is normal.

# Electrical safety

I. Electromagnetic compatibility of hearing aids

Meet the requirements of  
IEC 60601-1-2:2014 + A1:2020,  
IEC 60118-13:2019

II. Electrical safety

Meet the requirements of  
IEC 60601-1:2005+A1:2012+A2:2020,  
EN 60601-1:2006+A1:2013+A2:2021,  
IEC 60601-2-66:2019,  
EN IEC 60601-2-66:2020,  
IEC 60601-1-11: 2015+A1:2020,  
EN 60601-1-11:2015+A1:2021

The Hearing aid is suitable for home and healthcare environments.

# EMC guidance and declaration

## WARNINGS

- ⚠ The hearing aids conform to the electromagnetic compatibility requirements of IEC 60601-1-2:2014 + A1:2020 and IEC 60118-13:2019.
- ⚠ Don't near active HF surgical equipment and the RF shielded room of an ME system for magnetic resonance imaging, where the intensity of EM disturbances is high.

- ⚠ Use of the hearing aids adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, the hearing aids and the other equipment should be observed to verify that they are operating normally.
- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of the hearing aids could result in increased electromagnetic emissions or decreased electromagnetic immunity of the hearing aids and result in improper operation. seen at table 7.

- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the hearing aids, including cables specified by the manufacturer. Otherwise, degradation of the performance of the hearing aids could result.
- ⚠ Cables that meet the emission and immunity requirements of IEC 60601-1-2:2014 + A1:2020 can be seen at table 1.
- ⚠ Declaration for IEC 60601-1-2:2014 + A1:2020 can be seen at table 2 to table 6.
- ⚠ Declaration for IEC 60118-13:2019 can be seen at table 7.

## Table 1

Cable Name	Maximum Length of Cables	Shielded Cable or NOT
USB cable	1m	Shielded cable

## Table 2

Declaration - Electromagnetic emission		
Emissions Test	IEC60601 Test Level	Compliance Level
RF emissions CISPR 11	Group 1	Group 1
RF emissions CISPR 11	Class B	Class B

## Table 3

Declaration - Electromagnetic immunity		
Immunity Test	IEC60601 Test Level	Compliance Level
Electrostatic discharge (ESD) IEC 61000-4-2	± 8 kV contact ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV air	± 8 kV contact ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV air
Radiated RF EM Fields IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80 % AM at 1 kHz	10 V/m 80 MHz – 2.7 GHz 80 % AM at 1 kHz
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz and 60 Hz	30 A/m 50 Hz and 60 Hz
Conducted disturbances induced by RF fields IEC 61000-4-6	3 V 0.15 MHz to 80 MHz 6 V in ISM and amateur radio bands between 0.15 MHz and 80 MHz 80 % AM, 1 kHz	3 V 0.15 MHz to 80 MHz 6 V in ISM and amateur radio bands between 0.15 MHz and 80 MHz 80 % AM, 1 kHz

## Table 4

Declaration - IMMUNITY to proximity fields from RF wireless communications equipment					
Immunity Test	IEC60601 test level				Compliance level
	Test frequency	Band (MHz)	Modulation	Immunity level	
Radiated RF IEC 61000-4-3	385 MHz	380 - 390	**Pulse Modulation: 18 Hz	27 V/m	27 V/m
	450 MHz	430 - 470	*FM $\pm$ 5 kHz deviation: 1 kHz sine	28 V/m	28 V/m
	710 MHz	704	**Pulse Modulation: 217 Hz	9 V/m	9 V/m
	745 MHz	-			
	780 MHz	787			
	810 MHz	800	**Pulse Modulation: 18 Hz	28 V/m	28 V/m
	870 MHz	-			
	930 MHz	960			

## Declaration - IMMUNITY to proximity fields from RF wireless communications equipment

Immunity Test	IEC60601 test level				Compliance level
	Test frequency	Band (MHz)	Modulation	Immunity level	
Radiated RF IEC 61000-4-3	1720 MHz	1700	**Pulse Modulation:	28 V/m	28 V/m
	1845 MHz	-	217 Hz		
	1970 MHz	1990			
	2450 MHz	2400 - 2570	**Pulse Modulation:	28 V/m	28 V/m
			217 Hz		
	5240 MHz	5100	**Pulse Modulation:	9 V/m	9 V/m
	5500 MHz	- 5800	217 Hz		
	5785 MHz				

Note\* - 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.

Note\*\* - The carrier shall be modulated using a 50 % duty cycle square wave signal.

## Table 5

Declaration - ENCLOSURE PORT IMMUNITY to proximity magnetic fields				
Immunity test	IEC60601 test level			Compliance level (A/m)
	Test frequency	Modulation	IMMUNITY TEST LEVEL (A/m)	
Immunity to proximity magnetic fields in the frequency range IEC 61000-4-39	30 kHz*	CW	8	8
	134.2 kHz	Pulse modulation** 2.1 kHz	65***	65
	13.56 MHz	Pulse modulation** 50 kHz	7.5***	7.5

Note\* - This test is applicable only to ME EQUIPMENT and ME SYSTEMS intended for use in the HOME HEALTHCARE ENVIRONMENT.  
 Note\*\* - The carrier shall be modulated using a 50 % duty cycle square wave signal.  
 Note\*\*\* - r.m.s., before modulation is applied.

## Table 6

Declaration - RF parameter of Bluetooth		
Frequency Band of Transmission	Type of Modulation	Frequency Characteristics
2402-2480 MHz	GFSK	2.4 G wireless technology

**Table 7 Field strengths of RF test signals to be used to establish immunity hearing aids**

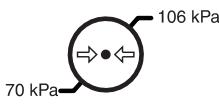
<b>Bystander Compatibility IRIL <math>\leq</math> 55 dB SPL for Field Strengths, E V/m</b>					
Frequency Band of Transmission	0.08 to 0.65	0.65 to 0.96	0.96 to 1.4	1.4 to 2.7	2.7 to 6.0
Microphone mode	Not relevant	10	Not relevant	10	Not relevant
Directional mode	Not relevant	10	Not relevant	10	Not relevant

# **Symbols and descriptions**

## **Symbols in this guide**

- ⚠ **Warning:** Indicates a situation that could lead to serious consequences.
- ⓘ **Suggestion & note:** To help users make better use of their hearing aids.
- ❗ **Attention & Caution:** Damage may result.

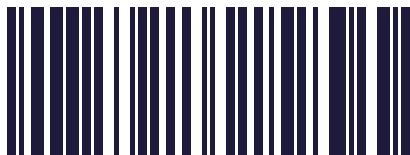
## Other symbols

	Manufacturer
	Date of manufacture
	Type B applied part
	Temperature limit
	Humidity limitation
	The electromagnetic radiation emitted by this device adheres to the limits set by the Federal Communications Commission (FCC) in the United States
	Atmosphere pressure limitation

	Recycling
	Designed for a durable lifespan of up to 20 years
	Keep dry
	Refer to instruction manual
	Separate WEEE collection
	Non-ionizing electromagnetic radiation
	MR Unsafe



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