

# SHADOW

*HEARING AID*

USER MANUAL



# CONGRATULATIONS!

You've just taken your first step toward the center of the conversation.

With a little adjustment, proper care, light maintenance and dedicated wear, you'll be back at the heart of the moments that matter most for many years to come. We're here to help you make this transition as comfortable and effective as possible, so please take the time to read this guide carefully. Contact ListenClear with any concerns & you'll be on your way in no time.

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# MEET YOUR NEW HEARING SYSTEM

## GETTING TO KNOW YOUR DEVICE



## GETTING COMFORTABLE WITH YOUR NEW DEVICE

Just like any other big change in your life, you can expect a short period of getting comfortable with your new hearing aid. You'll suddenly hear things that maybe you haven't in years: a dripping faucet, that old grandfather clock, footsteps, traffic noises and even the sound of your own voice! This can all be a lot to take in if you jump in feet first, so we've put together a few helpful tips and tricks to ease your transition.

- 1. Be Patient** - By far the most important; understand how much you can handle and remember that the biggest journeys start with a single step.
- 2. Start Slow** - Don't overdo it. Your first impulse may be to plug in your new hearing aid and head out into the crowd. But be cautious, you can surprise your hearing and risk becoming frustrated with the sounds you are adding back to your listening world. Start off wearing your hearing aid for no more than an hour at a time and do this throughout the day several times. Also, be sure to avoid noisy places at first.

**3. Work Your Way Up** — As you find yourself becoming more and more comfortable with your new level of hearing (this can take weeks, go at your own pace) you can extend your wear to longer periods of time and possibly even adjust the volume to find the right level for you. Again, this will take time.

**4. Mix it Up** — Try new places. As we mentioned, start in calm, quiet locations and work into slightly larger crowds, noisy traffic locations and so on. Remember, if you're overwhelmed or feel you're going too fast, you can always remove your hearing aid or adjust the volume level.

**5. Ask For Help** — Let a ListenClear Customer Service Representative help you through these new challenges. Talk about what you're hearing, what you're feeling and have them help guide your speaking voice to an acceptable level that you may not be used to after what may have been years of poor hearing. If anything, you'll at least have someone to share the joy of your newfound hearing gain. Our Customer Service number is 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST).

## GETTING STARTED

### SETTING UP YOUR DEVICE

Now that you know how to ease into your new hearing aid, let's get it set up! It's easy and will only takes a few minutes before you're ready to go. Your ListenClear hearing aid comes pre-assembled and ready to wear. You're ready to install the battery and begin!

#### 1. Install The Battery

Simply open the battery door using the nail grip on your device and let the door gently swing open. Grab a brand-new #10 size battery, remove the tab and insert the battery positive (+) side facing the red dot (as shown) and close the compartment door. Voila! You're halfway there!



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*Tip: When your hearing aid is not in use, make sure you open the battery door to avoid draining your battery's power so it lasts longer.*

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## 2. Try It On

Before inserting the hearing aid, check to make sure that the ear tip is secure and can not be pushed down any further. Now, hold the body of the hearing aid with your thumb and forefinger (see Figure 2) with the removal string facing downward and gently insert the tip into your ear canal (see Figure 3). Gently push the device into your ear canal until it fits securely and comfortably.



FIGURE 1



FIGURE 2



FIGURE 3

## BATTERIES 101

### TYPE OF BATTERY

Your hearing aid operates by using one (1) battery, a #10 size battery which is a very standard, easy-to-find battery. Call ListenClear Customer Service today to get set up on the Batteries for Life Program. 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST).

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*Tip: We recommend zinc-air batteries, now mercury-free.*

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## LOW BATTERY INDICATOR

When your hearing aid's battery reaches a low power level, you will hear a series of tones repeated every few minutes until the battery is replaced. We recommend that you be prepared for power loss with backup batteries to avoid situations that leave your hearing at a loss.

## STORING YOUR BATTERIES

When storing spare batteries, make sure you keep them in a dry, moisture-free location. DO NOT place batteries in a refrigerator or dehumidifying device. Also, avoid having batteries touch each other, even with the tab attached. Two batteries touching can cause them to discharge.

### **CAUTION: BATTERIES CAN BE HARMFUL IF SWALLOWED.**

*Be sure to keep batteries out of reach of small children, animals or persons of diminished mental capacity. In the event a battery is accidentally swallowed, seek prompt medical attention at the nearest emergency center, or call the National Button Battery Hotline at (202) 625-3333.*

## DAY-TO-DAY OPERATIONS

### TURNING YOUR DEVICE ON/OFF

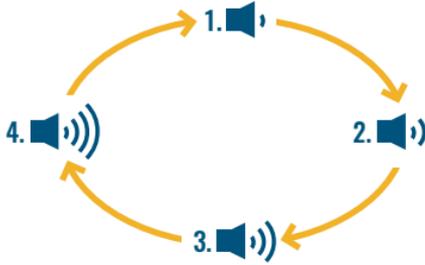
Your hearing aid is automatically powered on whenever the battery door is closed. To turn the device off, simply open the door and leave it open until you are ready to use it again. As we mentioned before, leaving the battery door open when not in use will dramatically lengthen the life of your battery.

### NOTE:

*Your hearing device is programmed with a brief power-on delay. It's normal to take a few seconds for the device to become active.*

## ADJUSTING THE VOLUME

Pressing the push button changes the volume. There are 4 volume settings on your device. Each setting is signaled by a beep. Four beeps indicate the highest volume.



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*Tip: Volume setting 1 is your power-on setting.*

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## USING THE TELEPHONE

Most often, when answering a telephone with your hearing aid, it's best to hold the phone close to your ear without fully covering it. If you start hearing a whistle or buzz of feedback noise, tilt the receiver slightly at an angle until the feedback ends. As with a number of other changes, you will soon find the best way to handle tasks with your new device in your life and it will all become second nature.

### NOTE:

*Cell phones differ in their performance with hearing aids. Therefore, please try this device with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing device prior to purchase. For any additional guidance, contact your cell phone provider and ask for a copy of the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."*

## DEVICE MAINTENANCE & TLC

Maintenance of your hearing aid is very important to make sure you get the most benefit for many years to come. We highly recommend you follow these tips to keep your system clean and working properly.

### THE EAR TIPS

Your ear tips have a filter that collects wax in order to prevent damage to the speaker. We highly recommended that you clean and replace these ear tips regularly so that you can continue to enjoy the best possible audio experience. Replacement ear tips are available for purchase through ListenClear and we recommend that you always keep spares just as you do with your spare batteries. Call Customer Service today to order additional tips. 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST).

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*Tip: If a replacement ear tip is not immediately available, your current tip can be cleaned. Simply remove it from the speaker assembly and soak in warm soapy water for about 10 minutes. Then, rinse and allow to fully dry before reconnecting it to the speaker. Tips should be cleaned once a week for optimal sound performance. We recommend contacting ListenClear Customer Service for genuine replacement accessories.*

*Warning: Do not use alcohol or other solvents to clean your device as these can cause damage.*

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Be sure to inspect your device's ear tips often and make sure they are not swollen or discolored and free of tears, cuts or other damage. If you see any damage to the tips, remove and replace it immediately, as a damaged tip could possibly come off in your ear. If a tip is lost in your ear, do not be alarmed, simply contact your physician for immediate removal.

### EVEN YOUR HEARING DEVICE NEEDS REST

**At night:** Open the battery door, remove the battery and place your device in its protective case. By leaving the battery door and case open, you allow any moisture in the device to evaporate and help keep it in optimal shape.

**For Long-Term Storage:** Clean your hearing aid, remove the battery and store it in its protective case in a cool, dry area to reduce potential corrosion.

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*Tip: For ideal performance, store your hearing aid in a dehumidifier. DO NOT leave batteries in the hearing aid while storing in a dehumidifier as the batteries could leak and damage your device.*

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**WARNING:**

*Water, shock, excessive heat and dropping your device can cause damage and void the warranty.*

## **TROUBLESHOOTING**

Device not working properly? Take a look at the guide on the next page for possible solutions. If you've tried troubleshooting with our DIY Problem-Solving Guide and the problem hasn't been fixed, do not attempt to take your hearing aid apart or do anything more, as you may terminate your warranty. Simply contact ListenClear customer service for assistance and we'll get you back up and running as fast as we can. 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST).

### **PROBLEM SOLVING TIPS AND TRICKS**

Most of the time, sound clarity issues can be solved by replacing your battery and/or replacing/cleaning your device's ear tip. If the problem still isn't fixed, see our DIY Problem-Solving Guide on the next page.

**NO SOUND OR NOT LOUD ENOUGH**

<i>CAUSE</i>	<i>POSSIBLE REMEDY</i>
Not turned on	Turn the hearing aid on by closing the battery door
Low/dead battery	Replace battery
Programming adjustment	Call Customer Service 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST)
Ear Wax	Replace or clean the ear tip
Moisture	Open battery door and allow to dry

**THREE DOUBLE BEEPS**

<i>CAUSE</i>	<i>POSSIBLE REMEDY</i>
Low battery	Replace battery

**WHISTLING OR FEEDBACK**

<i>CAUSE</i>	<i>POSSIBLE REMEDY</i>
Device is not inserted properly	Remove and re-insert
Hair or clothing near ear	Remove hair or clothing near ear
Ear wax	Replace or clean the ear tip

**POOR FIT**

<i>CAUSE</i>	<i>POSSIBLE REMEDY</i>
Device is falling out of your ears	Call Customer Service 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST)

# THE FINE PRINT

## INTENDED USE

Clarity manufactured hearing systems are air-conduction hearing aids intended as amplification devices to compensate for impaired hearing of adults.

## HEARING-RELATED SAFETY APPLICATIONS

Although your hearing instrument is warranted, reflecting its design quality and reliability, fail-safe reliability is not implied. The hearing instrument should not be relied upon as a primary safety system in any application where injury or loss of life may result from failure of the hearing device to properly operate. No redundancy or back-up is available in either the power source or the individual and collective circuit functions of the instrument.

## IMPORTANT NOTICE FROM THE FDA FOR PROSPECTIVE HEARING AID USERS

Good health practice requires that a person with a hearing loss have 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 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 nominal 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 is not in your best health interest and its use is strongly discouraged.

If you elect to exercise your waiver option, you should know that hearing instruments cannot restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Your success with amplification depends on your hearing loss and individual experiences. In most cases, infrequent use of a hearing instrument will not allow you to obtain full benefit from it. Furthermore, the use of a hearing instrument is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

## 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:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a

foreign body in the ear canal.

(viii) Pain or discomfort in the ear.

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. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

## CHILDREN WITH HEARING LOSS

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and 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.

## SERVICE AND WARRANTY

Your sound processor and speaker link (together, "Hearing System") includes a one-year limited warranty against defects in material and workmanship. Please ask your hearing care professional about the duration. All claims must be submitted to Manufacturer WITH the merchandise and WITHIN the warranty period. Manufacturer will repair or replace any defective merchandise covered by this warranty at Manufacturer's sole discretion during the Term of the manufacturer's warranty period. All warranties are void if the merchandise (or any part thereof) has been misused, abused, tampered with, or modified in any way, or if the serial number is altered, effaced or removed, or if any unauthorized repairs have been made to the merchandise.

Additionally, this warranty will be void if the Speaker is used without an approved tip.

The ear tips used with your Hearing System are considered maintenance or service items and are excluded from the manufacturer's limited warranty.

Manufacturer shall not be liable for any special, indirect, incidental or consequential damages in connection with the use of the merchandise or for the breach of any of the obligations owed to the purchaser, or any customer of the purchaser, if any. In the event legal liability of Manufacturer is established for any cause or reason whatsoever, including,

without limitation for breach of warranty, the sole and exclusive liability of Manufacturer and the exclusive remedy of purchaser or any customer of the purchaser shall be the recovery of an amount not exceeding the original price charged by Manufacturer to the purchaser for the merchandise.

MANUFACTURER MAKES NO WARRANTY, EITHER EXPRESSED OR IMPLIED, THAT THE MERCHANDISE IS MERCHANTABILITY OR FIT OR SUITABLE FOR ANY PARTICULAR USE OR PURPOSE. MANUFACTURER MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, EXCEPT AS IS EXPRESSLY SET FORTH HEREIN, ALL SUCH OTHER WARRANTIES BEING HEREBY DISCLAIMED.

In the event your Hearing System needs repair, please contact ListenClear at 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST) or contact your hearing care professional.



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Electronic equipment - dispose according to local regulations.



**WWW.LISTENCLEAR.COM**  
**888-320-0424**

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