



USER'S GUIDE

- BEHIND THE EAR (BTE)
- TIE MODULAR
- RIC (RITE)
- OPEN FIT
- IN THE EAR (ITE)
- IN THE CANAL (ITC)
- COMPLETELY IN THE CANAL (CIC)
- INVISIBLE IN THE CANAL (IIC)

Declaration of Conformity (manufacture's declaration)

The Ear-Technic GmbH commits that the hearing aids are built, tested and marketed in accordance with the EU Directive of 05. April 2017 (2017/745/EWG) Ila Class Annex IX – and EMC Directive IEC 60118- 13: 2016.

Storage and transportation conditions:



Temperature during transport and storage:

Limit value -20° / $+60^{\circ}$ Celsius



Humidity:

Must not exceed 65%.



Air pressure range:

Ideal 1100-500 hPa.



Please read the user's manual before using the device.



Introduction

Congratulations for your decision to purchase this supreme hearing aid manufactured by **ear-technic** with the most modern methods and technologies.

This hearing system is the fully equipped, most reliable, easy to use and easy to maintain hearing aid in its respective class.

This device is designed with an algorithm that can distinguish between sounds in different environments as well as providing the most natural sound comfort.

Please read the user manual to get maximum benefits from your hearing aid and to ensure that you are using it correctly.

We wish you health and well-being.

Please contact your hearing center for your questions.

Note: This manual applies to all **helix** model hearing devices. **helix**, is a trademark of **ear-technic GmbH**.

Serial number, barcode, batch number and other information of the device are written on the package.



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Important Information

Please review the following notices before using your hearing aids.

- Use your hearing aids only after programmed by a hearing professional. Non-programmed hearing aids may damage your hearing.
- Hearing aids, which are not included in the pediatric group, are not suitable for children below 36 months. The usage of these devices by children and individuals with cognitive impairment should be supervised at all times to ensure their safety.
- The hearing aids are small devices and contain small parts. If swallowed, consult a physician or hospital immediately as the hearing aids or their parts can cause choking!
- Hearing aid batteries are dangerous if swallowed. Keep out of reach of children and pets. If a battery is swallowed, call a physician immediately.
- Check your medications before taking them – batteries have been mistaken for pills.
- Always use new batteries for your hearing aids. Avoid using leaking, oxidized, expired, or watch batteries. In case of any leakage in batteries, replace them immediately with new batteries to prevent skin irritation.
- Do not throw away used batteries in garbage bins. Give used batteries to your hearing center for proper disposal.
- In the unlikely case that you are using probes instead of earmolds, any parts of the probe may remain in the ear canals after the removal of the hearing aids. Contact a physician for safe removal.
- Please use only the consumables (probes, tubes, etc.) and accessories provided by the manufacturer. Changes or modificati-

ons made to this device not expressly approved may cause injuries in the worst-case scenario.

- Although your hearing aids are resistant to water, humidity, and dust, protect your device to the extent possible at all times. Do not wear your hearing aids while swimming or taking a shower.
- Your hearing aids contain sensitive microelectronic parts.
- Protect against breaks, shocks and falls/drops.
- Protect your devices from high humidity as it may cause oxidization in your devices.
- Do not store your devices under direct sunlight or near a fire source.
- Do not attempt to dry your hearing aids in a microwave oven, dryer or hair dryer. Consult to your hearing center for drying options.

- Remove the batteries and keep the battery door open while hearing aids are not being used.
- Make sure your hearing aids are completely dry before use. Dry your hearing aids inside the box with drying capsules one day before use. Drying boxes are available from our dealers and can be used for all hearing aid models.



Do not drop your hearing aids or knock them against hard surfaces.

- If you are using in the canal devices, avoid wearing them without filters.
- Keep in mind, especially in times when you are dependent on warning sounds (i.e.,

traffic), that your hearing aids may stop functioning unnoticed.

- For example, if batteries are dead or voice input holes are clogged due to moisture or earwax, hearing aids may stop functioning.
- Remove and turn off your hearing aids before undergoing MRI or CT-X-ray scans as these may adversely affect the correct functioning of your hearing aids..
- Increased electromagnetic emissions could result in the degradation of sensitive electronic parts. Do not place or carry your hearing aids under, above or near powerful magnets.
- Do not place your hearing aids on wireless charging stations to recharge mobile phones, devices, etc.
- Your hearing aids have been tested for interferences to comply with the most stringent international standards. However, it is still possible that you may

experience interference caused by other devices (such as certain mobile phones, airport metal detectors, and store security alarms). In such a case, increase the distance between your hearing aids and the device that induces interference.

- Maximum output level of your hearing aids may exceed 132 dB SPL (IEC711). You should consult to a hearing professional in selecting and fitting a hearing that exceeds the maximum output level as it may impair the remaining hearing of the hearing aid user.
- These hearing aids are classified as IP68 under IEC 60529 standard (under 1 meter deep water for 60 minutes). They are water and dust resistant. Do not expose your hearing aids to chemical liquids such as soap, detergent, cologne, alcohol, perfume, lotion, sunblock, hair color, body spray, hair spray, hair gel, or acids.

- Do not use your hearing aids in explosive areas or oxygen rich environments.
- The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing loss. Therefore, these devices should only be used by intended individuals.
- If you are using an active implant, keep your hearing aids and accessories at least 15 cm away from the active implant.
- If you are using an active brain implant, please consult the implant manufacturer to assess any potential risks.
- If you experience any interference in your implants, do not use the hearing aids and contact the manufacturer of the active implant.
- Please note that the interference can also be caused by power lines, electrostatic discharge, metal detectors, etc.
- If you have an implantable medical device, keep magnets * at least 15 cm away from

the implant. (*=Autophone magnet may be specified as a hearing aid box, a magnet inside a device, etc.)

- Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- Your hearing aids with wireless function operate between 2.4 GHz – 2.48 GHz frequency range. When flying some operators require all devices to be switched into flight mode.
- Our wireless devices contain a radio transceiver utilizing Bluetooth® Low Energy (BLE) technology operating in the
- 2.4 GHz ISM band. The radio transceiver is weak with a total radiated power below 1.0 mW, equaling to 0 dBm e.i.r.p.

Intended Use

A hearing aid is designed to amplify sounds and transmit them to the ear to compensate for hearing loss. The T-FIS function is designed for people with tinnitus (ringing in the ears) who wear hearing aids and want sound gain. It produces additional sounds that distract the user from the tinnitus.

Indications for Use

Presence of Hearing Loss:

Unilateral and Bilateral

- Conductive or sensorineural hearingloss or both
- Mild to moderate hearing loss
- T-FIS: Presence of chronic tinnitus

Targeted Users

- People with hearing loss who use hearing aids and their relatives.
- Hearing care professionals responsible for fitting hearing aids for hearing aid fitting.

Intended user groups	<ul style="list-style-type: none">• Adults and children over 36 months.• T-FIS: Adults (over 18 years of age).
Application environment	Outside and inside
Clinical benefit	<p>Hearing aids have been developed to enable better speech understanding and to facilitate communication and thus improve quality of life.</p> <p>T-FIS: The Tinnitus function generates additional sounds that distract the user from the tinnitus.</p>

Contraindications

- Hearing loss is not within the hearing aid fitting range (e.g. amplification, frequency response)
- Ear deformation (e.g. closed ear canal, missing auricle)
- Neural hearing loss
- Acute tinnitus
- Not suitable for babies under 36 months.
- Active implant users should take particular care when using the hearing system.
- More information can be found in the Important information section.

Side effects

The following side effects may occur, especially during the familiarization phase: Headache, dizziness, disorientation, mental irritation, increased cerumen formation, inflammation, itching, allergic reaction or intolerance.

Becoming familiar to your hearing aids

If you are using your hearing aids for the first time, please follow the procedures below for your brain to easily adapt to your hearing aids. Wear your hearing aids:

1. For 2 hours every day in a quiet ambient in the first week,
2. For 4 hours every day in a quiet ambient in the second week,
3. For 8 hours every day in a quiet ambient in the third week,
4. For 6 hours in a non-noisy ambient and 6 hours in a quiet ambient in the fourth week, and
5. All day in any ambient in the fifth week.

Experienced users may continue wearing their hearing aids at all times. Make sure to always wear your hearing aids to protect your hearing and perception.

Operating the hearing system

Please follow the steps below to operate your hearing aids:

- a. **Prepare the battery;** Remove the protective film (tape) on the battery. Leave the battery open for 2 minutes to operate.
- b. **Insert the battery into the hearing aid;** Hold the device. Open the battery door and insert the appropriate battery into your device with the + (plus) sign correctly positioned.
- c. **Turning your hearing aid on;** Your hearing aids will start operating once you close the battery door. Hold the button for 1 second for Tie XR devices that operate with rechargeable batteries.
- d. **Turning your hearing aid off;** Open the battery door to turn the hearing aid of. Hold the button for 8 seconds on Tie XR devices that operate with rechargeable batteries.



Types of Batteries



No	Color	Applicable Devices	Average lifetime*
10	 Yellow	 IIC, CIC, ITC and Tie hearing aids	4-7 days
312	 Brown	 FO, RIC, RIE, ITE and Tie X devices	7-12 days
13	 Orange	 BTE hearing aids	8-16 days
675	 Blue	 High Power BTE hearing aid	12-25 days

* Battery life may vary depending on device technology, fitting, and usage.

Replacing the batteries

This hearing aid is equipped with a system that alerts low battery with beeps or voice notifications.

- A signal or an indicator voice will sound when the battery is low. (only available for Natura, and Force, Rota6, Alfa3, Tie, Tie X Series)
- In pediatric models of Natura and Force Series, it gives a warning via a light button. (Model: Mini BTE, Mini BTE2, SPn, HPn)
- You will hear an indicator signal when the battery is about to die. You will hear three beeps every ten minutes. (beep times and number of beeps may vary by model).
- Bluetooth® functions will be disabled to improve usage duration when the battery level is under 15%.
- Make sure to carry backup batteries with you at all times.

1 Beep	
3 Beeps	
6 Beeps	

NOTE: If you prefer, low battery warnings can be changed by your hearing healthcare professional

Placement and removal of Behind the Ear (BTE) hearing aids with earmold



Placement:

Your hearing aids must be turned off or the volume must be low.

Insert the earmold into your ear. (Figure 1)

Make sure to properly insert the earmold, and then adjust the volume (Figure 2).

Removal:

Turn the volume down or turn off your hearing aids before removal.

Hold the earmold and gently pull. (Figure 3)

Placement and removal of Open Fit and RIC (RITE) hearing aids with probe



Figure 1: Chose a proper probe for your ear.

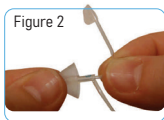


Figure 2: Insert the probe to the tube.

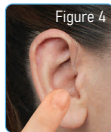
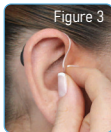


Figure 3: Place the device behind your ear.

Figure 4: Insert the probe completely into the ear then place the end of the tube as shown in the figure (this tube is only available in Open Fit devices).

Placement and removal of In the Ear (ITE, ITC, CIC, IIC) hearing aids

Placement: Turn the volume down to the lowest level. Hold the device with your two fingers with the front side facing your palm. Insert gently into the ear canal. (Figure 1)



Removal: Turn the volume down to the lowest level. Hold and pull the string slowly. If the string is not attached, hold and pull from the sides. Do not force open and pull the battery door to remove the device (Figure 2-3). Open the battery door and turn off the device.



Note: Red marking is used for the right ear and blue marking for the left ear in IIC, CIC, ITC, and ITE devices (Figure 4)



Figure 4

Preparing helix BOX device for use

Choose the right probe size for your ear canal.

- Grasp the device firmly on the body, and insert slowly the ring into the probe canal.
- Make sure to insert down into the probe canal until the filter on the tip of the device is seen through the holes on the probe.
- Ensure that the ring canal at the end of the inner part of the probe is placed properly into the ring on the device.



Acoustic Switch usage and switching programs

(Only available for Alfa3 series In the Ear hearing aids.)

Acoustic switch functions in four different modes:

1-Single Tap: Slightly tap on the ear to activate and switch to programs.

2-Double Tap: Slightly tap with your two fingers or palm on your ears for 1-2 seconds.

3-Cover and Tap: Cover your ear with your palm for 1-2 seconds and then slightly tap on your ear (only available for Alfa3 devices).

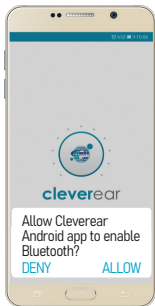
4-Off-System/Deactivated:

Off-System/Deactivated: Consult your hearing professional to cancel the tap control when not needed. In this case, your hearing aids will be functioning on a single program.



Your hearing center will fit your device based on your choice from four options. The recommended option is the double-tap control.

Cleverear Connection for Natura, Flexy and Tie Series



Mini BTE | Mini BTE2 | New RIC | ITE
Devices Model




Tie Series



Cleverear Connection

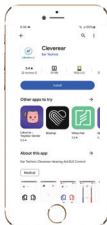
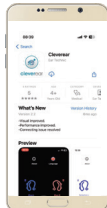
Developed for iPhone, iPad and Android™ devices, **Cleverear** application allows you to easily control hearing aids.

Cleverear uapplication is available for download on App Store, Google Play™ and AppGallery.

After downloading the application, click on <<  >> icon in the application to access the user's manual for the **Cleverear** application.

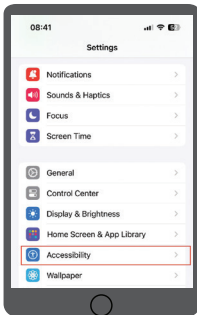
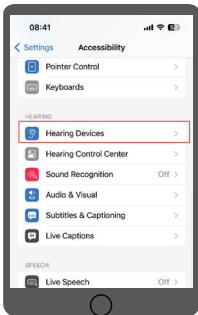


NOTE: Streaming available for iOS and ASHA Android phones.

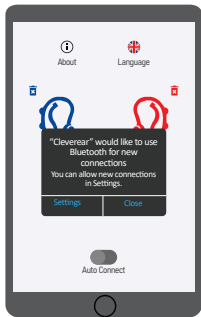


Pairing your hearing aids with iPhone® & Android

(To use your hearing aids directly with iPhone, iPad and Android devices without using the Cleverear application)



1. Switch on your iPhone and go to 'Settings'. Make sure Bluetooth is turned on.
2. Select Settings 'accessibility' option.

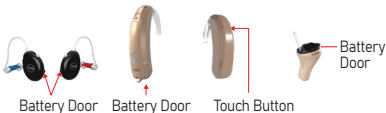


3. Select 'Hearing Devices' on 'accessibility' screen.

4. Insert the battery into the battery compartment of the hearing aid to turn on the hearing aid.

After taking the **MiniBTE** device powered by rechargeable battery from the charging unit, opening as automatically.

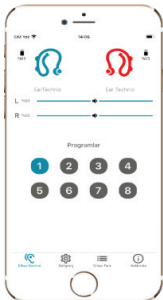
Place your device next to your iPhone. The hearing aids will remain in pairing mode for **3** minutes.



5. Your iPhone will search for the devices for pairing. Devices found will be displayed on the iPhone list. Select your hearing device.
6. Confirm the pairing. If you have two hearing aids, each device will require confirmation for pairing.

After pairing hearing aids with the **Cleverear** App, you can make the following adaptations.

1. Program Change
2. Volume Adjustment



You will be disconnected if you turn off your hearing aids or your Apple® device. Open and close the battery door to reconnect and operate your hearing aids. Your hearing aids will reconnect automatically to your Apple device.

Wireless hearing aids and Cleverear application are compatible with

iPhone 12 Pro Max, iPhone 14 Pro Max, iPhone 12 Pro, iPhone 14 Pro, iPhone 12, iPhone 12 mini, iPhone SE (2nd generation), iPhone 11 Pro Max, iPhone 11 Pro, iPhone 11, iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air (3rd generation), iPad Air 2, iPad Air, iPad mini (5th generation), iPad mini 4, iPad mini 3, iPad mini 2, iPad (7th generation), iPad (6th generation), iPad (8th generation), iPad Pro 10.5-inch, iPad Pro 12.9-inch (2nd generation), iPad (5th generation). Use of the Made for iPhone and Made for iPad badge means that an accessory has been

designed to connect specifically to iPhone or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please remember that the use of this accessory with iPhone or iPad may affect wireless performance. Apple, Apple logo, iPhone, iPad and App Store are trademarks of Apple Inc., registered in the U.S. and other countries. Android, Google Play and Google Play logo are trademarks of Google Inc.

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helix Natura Series Rechargeable Model

Device Overview

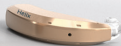
Unlike battery-powered hearing aids, the **Mini BTE** model hearing aid is charged by its own charging unit. The charging unit can fully charge the hearing aid up to 5 times without being plugged in.

The new **Mini BTE** model, which has a more stylish and elegant appearance thanks to its touch button, you can follow whether it is active in Pediatric use with its led light.

Note: Detailed information on charging features can be found in the user manual included in the FixCharger box.



1. LED indicator panel
2. Touch button
3. Charging ports



Touch Button Features of Natura Series Mini BTE Devices

Turning the hearing aid on and off:

The hearing aid switches off automatically when placed in the charging cradle.

After taking the Mini BTE device powered by rechargeable battery from the charging unit, opening as automatically.

When the hearing aid is placed in the charger, it is charging and the green led flashes slowly every 5 seconds, indicating that it is charging.

When fully charged, the green led flashes quickly every 2 seconds.

Hearing aid program change:

There are 1-8 program options depending on the model. Pressing the touchpad for 2 seconds switches the program. Depending on the setting, you will hear a tone or a speech sound.

Hearing aid volume change:

When the touch is pressed for 1 second intervals, the volume decreases

and when it reaches the lowest it notifies as Minimum. When the touch continues to be pressed for 1 sec intervals, the sound starts to increase and when it reaches the maximum, it notifies Maximum.

This is simultaneously observed on the APP.

Hearing aid red led on and off (if pediatric will not be used):

While the Hearing Aid is in the charging unit, press the touchpad until the red LED lights up steadily. Once the red LED is lit, the device is removed from the unit and normal use of the device is resumed.

If the red led is in pediatric mode before this operation, it exits this mode. If not, it enters pediatric mode. Each time the operation is repeated, it works in the opposite mode of the previous state.

Hearing aid charging:

The hearing aid has pins and makes full contact with the charging unit.

It has **3 hours** of full charging time.



WARNING!

This user manual only applies to your hearing aids. Please review the charger user manual for important notices and to get the best out of your chargers.

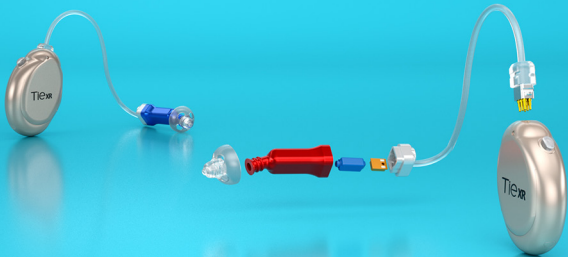
1. The rechargeable hearing aids contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage.
2. Never cover any charger box with a cloth etc. during charging.
3. Use your hearing aids only with eartechnic chargers. The use of other chargers may damage the hearing aids and batteries.
4. Avoid exposing the rechargeable battery of the hearing aid to heat to prolong battery life. For example, do not leave your hearing aids, even while on the charger, under a glass, or in a vehicle.
5. Do not attempt to open the hearing aid, otherwise the battery may be damaged.
6. Do not use your device in case of leaking batteries. Otherwise, acids from leaking batteries may cause skin irritation. If leaking acids from battery contact with your skin, use a wet cloth to wipe and make sure to clean any remaining acid on your skin. Consult a physician in case of skin irritation. Refer to your hearing professional for more instructions about the use of your hearing aids.

Never attempt to replace the batteries. Consult your hearing professional if the battery needs to be replaced. Any signs of tampering will result in the cancellation of your hearing aid's warranty.

6. Do not use your device in case of leaking batteries. Otherwise, acids from leaking batteries may cause skin irritation. If leaking acids from battery contact with your skin, use a wet cloth to wipe and make sure to clean any remaining acid on your skin. Consult a physician in case of skin irritation. Refer to your hearing professional for more instructions about the use of your hearing aids.

World First Modular Hearing System

Safe Charge with Wireless Compatible In The Canal Microphone & Receiver Technology



helix Tie and Natura Series Overview

Tie and Natura Modular provides a novel type of hearing and the greatest degree of auditory pleasure with its distinctive categorical technology setting it apart from other devices.

Tie and Natura modular system consists of 3 basic components: an amplifier and battery module, a connector module, and a transducers module (see Page 29).

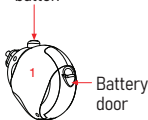
Make sure to read the important notices on pages 1, 2, 3, and 4 before using the device.

Increase the usage duration gradually until getting fully used to the Tie device (see Page 8).

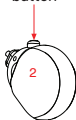


Leave the battery door open when not using the Tie A1, C1, X 400, Natura-N20T-R, N40T-R, N60T-R, N80T-R model devices. Simply press and hold the button for **8** seconds to turn off your Tie XR 400 and Natura-N20T-XR, N40T-XR, N60T-XR, N80T-XR model devices.

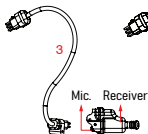
Multifunctional
button



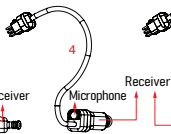
Multifunctional
button



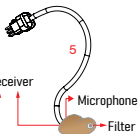
Modular



Semi Modular



Custom Modular



Connector Cable
&
Transducers Module

29

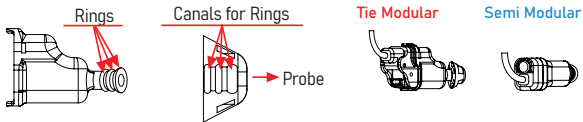
Connector Cable
&
Semi-Module
Transducers

Connector Cable
&
Custom
Transducers



1. Tie (A1, C1, Tie X 400 model) and Natura (N20T-R, N40T-R, N60T-R, N80T-R model) device Amplifier Battery Module
2. Tie (XR 400 model) and Natura (N20T-XR, N40T-XR, N60T-XR, N80T-XR model) device Amplifier Battery Module
3. Tie and Natura Series Connector Cable
4. Tie and Natura Series Connector Cable & Semi-Modular Transducers
5. Tie and Natura Series Connector Cable & Custom Modular Transducers
6. Tie and Natura Series Modular Transducers
7. Tie and Natura Series Custom Modular Transducers

Installation of Probes to Tie and Natura Series Devices



1. Push the ring of the capsule down into the probe canal.
2. Make sure to insert the filter at the tip of the capsule into the probe canal until it can be seen through the holes on the probe.
3. Ensure that the ring canal at the end of the inner part of the probe is completely inserted into the ring at the end of the capsule.

Probe size:



Small



Medium



Large

Button Controls on Tie and Natura Devices

Changing the Program:

Tie and Natura Series feature programming from **1** to **8**. Simply press the button for **2** seconds to change the program. You will hear a beep or voice notification depending on the setting.

Changing the Volume Level:

Tie Series offer an option to change the volume level simply by pressing the button for **1** second. You will hear a beep or voice notification depending on the setting.

Airplane Mode:

Press the button for **5** seconds to disable Bluetooth® and switch to airplane mode for Tie X 400 and

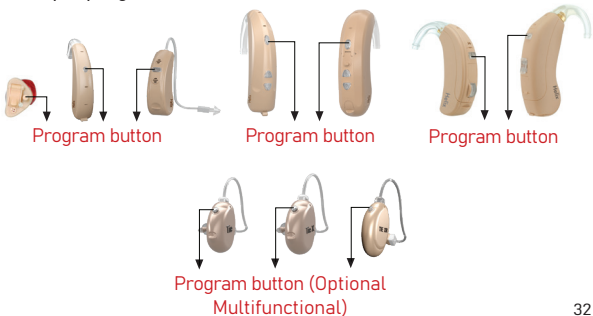
Natura-N20T-R, N40T-R, N60T-R, N80T-R models. Remove and reinsert the battery to enable Bluetooth®. For Tie XR 400 and Natura-N20T-XR, N40T-XR, N60T-XR, N80T-XR devices that do not have battery doors, press the button for **8** seconds to turn off the device and press once again to turn it back on.

Turning Off: Press the button for **8** seconds to turn off Tie XR 400 and Natura-N20T-XR, N40T-XR, N60T-XR, N80T-XR) model devices.

Note: The program number, battery replacement frequency, and number of beeps may vary depending on the device model.

Program changing button

This button is used for changing programs. Do not press too hard with hand force. Simply tap with your fingertip to change the program. The program button is available on devices with multiple programs.



Changing programs beeps

Your hearing aids beep to indicate memory change.

The number of beeps you hear indicates the program number.

For example: 1 beep indicates program 1. Voice signals are also available with signal beeps.

For example: program 1, program 2 with voice, etc.

Prog. 1	♪	1 beep	Prog. 5	♪-♪-♪-♪-♪	5 beeps
Prog. 2	♪-♪	2 beeps	Prog. 6	♪-♪-♪-♪-♪-♪	6 beeps
Prog. 3	♪-♪-♪	3 beeps	Prog. 7	♪-♪-♪-♪-♪-♪-♪	7 beeps
Prog. 4	♪-♪-♪-♪	4 beeps	Prog. 8	♪-♪-♪-♪-♪-♪-♪-♪	8 beeps

Button Controls Force Series

Changing the Program:

Programs are available from 1 to 8. Press the button for 2 seconds to change the program in In the Canal, RIC, and FO models.

Press the button for 1 second to change the program in SPn, and HPn models.

You will hear a beep or voice notification depending on the settings.

Changing the Volume Level:

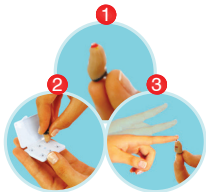
Press the button for 1 second to change the volume level in In the Canal, RIC, and FO models.

Use the Volume Control (+/-) button to change the volume level in SPn, and HPn models.

You will hear a beep or voice notification depending on the settings.

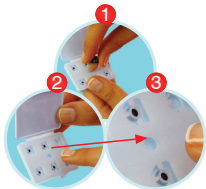
Inserting the External Filter

1. Hold the device as illustrated.
2. Slightly press on the tip of the filter. You will see that the filter is adhering to the top of the hearing device.
3. Check to see if the filter is placed properly.



Removing the filter:

Press on the empty slot inside the box. You will see the filter popping out. Otherwise, gently pull with your fingernail.



TYPES OF FILTERS



Internal Wax Filters

Ear-Technic protective filters against water, sweat and earwax are specially designed for the following models Alfa3 A Box, Rota 6 ITC-P, Tie A1, Tie C1, Tie X 400, TieXR 400, TN20T-R, N40T-R, N60T-R, N80T-R, N20T-XR, N40T-XR, N60T-XR, N80T-XR and Force Series (Box, IIC, CIC, CIC-P, ITH-D, ITH-P, RIE, model), Flexy Series (FL20IS, FL20IM, FL20IP, FL20CS, F40IS, FL40IM, FL40IP, FL40CS, FL60IS, FL60IM, FL60IP, FL60CS, FL80IS, FL80IM, FL80IP, FL80CS model).

- This feature offers a long service life without affecting the receiver performance under effective protection.
- An effective use of a filter acts as a barrier preventing liquid from penetrating into the receiver while prolonging the service life and reducing servicing and related costs.
- This filter offers the most effective protection in the industry. Correct and consistent use of the filter will highly contribute to your hearing aid's performance.

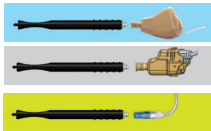


Inserting the Filter to the Receiver:

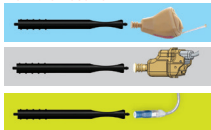
Push the white filter that is already attached at the end of the filter stick until it is fully inserted into the canal as illustrated. Slowly pull the filter stick once you ensure that the filter is completely inserted.

Improper use will tear the filter barrier and disable the filter.

Inserting the Filter to the Receiver



Removing the Filter from the Receiver



Removing the Filter from the receiver:

Place the peak on the other end of the filter stick into the filter canal of the device. Pull the filter stick slowly once you ensure that the peak is completely inserted.

Probe Sizes:



Small



Medium



Large

Select and insert a suitable probe to your hearing aid after inserting the filter.

Important Notice!

1. Do not insert any hard objects into the filter or do not clean with hard objects. The filter will lose its protectivity once the protection barrier is damaged.
2. Remove the device and allow it to dry for 10-15 minutes if the protective barrier of the filter is clogged due to excessive sweating or moisture.
3. Replace the filter every week for hygiene purposes.
4. Make sure to maintain your hearing aids daily.
5. Maintain your hearing aids with hygienic cleaning and drying products.
6. Avoid cleaning your hearing aids with alcohol or any other non-skin-friendly substances.

WARNING:

- a. Please keep the filter out of the reach of children.
- b. Never put the filter in your mouth or attempt to remove the filter with your teeth.
- c. Make sure to wash your hands after replacing the filter.
- d. Do not exchange the left and right filters. Any infection may transmit from one ear to the other.

Maintenance of Hearing System:

Regular maintenance of device will boost its performance.

- Please take off your device when you apply hair spray or perfume because such and similar products may damage your device.
- Please consult to a doctor or specialist if you suffer any pain or infections in your ear.

Daily Cleaning:

- We recommend you to make daily cleaning with drying care system.
- **ear-technic** care sets are prepared to clean and dry the device.
- Please ask for further information about care and drying sets from

your hearing center. If your device is lacking of performance:

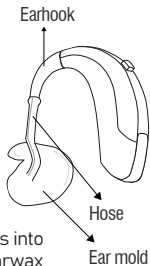
- Clean the ear mold,
- Clean the dome (probe),
- Replace the filter.
- If your device does not work even if you replaced your batteries, then please consult to your hearing center.

Weekly cleaning:

- Please remember that your device will require basic cleaning as long as it is being used.
- Please consult to your hearing center for basic cleaning facilities.

Cleaning the BTE Hearing Aid

- Please take off your device when you apply hair spray or perfume because such and similar products may damage your device.
- Never use alcohol to clean the hearing aid, earmolds or probes. Do not clean hearing aids with household cleaning. These materials can cause damage to your hearing aid, earmolds and probes.
- The earmolds send amplified sound from the hearing aids into your ears. Always make sure the earmolds are free of earwax and moisture. Do not use alcohol to clean your earmolds. If your earmolds become clogged, remove any visible dirt with a cotton swab. If the earmolds need further cleaning, remove the tubing from the horn of the hearing aid.
- Wash only the earmolds in warm water with a mild soap and rinse with cold water. Then leave the device to dry overnight in the hearing aid drying box with the drying tablet. Make sure the earmold and tubing are dry before reinserting them into the horn.

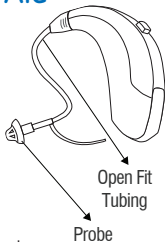


Cleaning the BTE OpenFit Hearing Aid

Have your hearing care professional replace the hearing aid's Open Fit tubing and probe approximately every six months or when they become hard or discolored. Clean the probes daily with a soft cloth. You should clean the Open Fit tubing periodically when you start to see debris in and around the Open Fit tubing.

1. Hold the hearing aid tubing in one hand and the hearing aid in the other hand. With the pin remover, push out the pin holding the Open Fit tubing.
2. Before cleaning the Open Fit tubing, remove the probe from the tubing.
3. Use a damp cloth to clean the outside of the Open Fit tubing and probes.
4. After cleaning, twist the Open Fit tubing back into place where you removed it from the hearing aid.

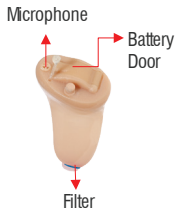
Note: Open Fit hoses and probes should never come into contact with water. This is because drops of water can enter the tubing, block sound or damage the hearing aid electronics.



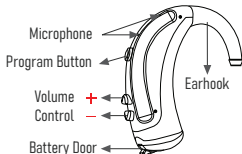
Cleaning the ITE Hearing Aid

Before going to bed in the evening, clean your hearing aids with a soft cloth. Regularly clean the microphone inputs of your device with a hearing aid cleaning brush. This will help maintain the sound quality of your hearing aids. Your hearing care professional can show you how to do this.

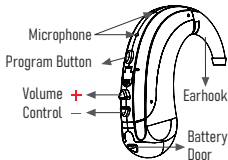
Always store your hearing aids in their case with the battery door open at night before going to bed to remove moisture from the device.



Physical Properties of SPn and HPn Devices

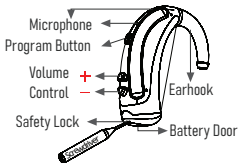


(Only applies to SPn model devices)

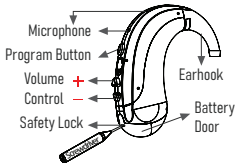


(only applies to HPn model devices)

(Only applies to Pediatric SPn model devices)



(Only applies to Pediatric HPn model devices)



Installation and Removal of Earhook:

(Applies to all SPn model devices.)

Removal:

Pull and remove the earhook in the arrow direction as illustrated. (Figure 1-2)

Installation:

Push and place the earhook in the arrow direction as illustrated. (Figure 3)

Never twist the earhook to remove it. (Figure 4)

Figure 1



Figure 2

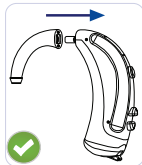
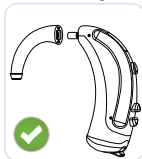


Figure 3



Figure 4

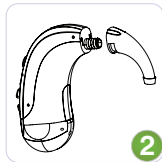
Installation and Removal of Earhook:

(Applies to all HPn model devices).

Removal:

Rotate the earhook to the left/in the arrow direction as illustrated. (Figure 1-2)

Never pull the earhook out.



Installation:

Place the earhook and rotate to the right in the arrow direction as illustrated. (Figure 3-4)

Installation and Removal of Earhook:

(Applies to all F model devices)

Removal:

1- Use the pin apparatus to push and remove the pin holding the earhook. (Figure 1)

2- Pull the earhook out as illustrated in Figure 2.

Never twist the earhook to remove it.

Installation:

1- Place the earhook forward in the arrow direction (Figure 3)

2- Use the pin apparatus to push and place the pin. (Figure 4)



Pin Apparatus

Installation and Removal of OpenFit Tube:

(Applies to all FO model devices).

Removal:

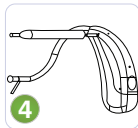
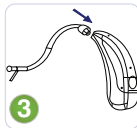
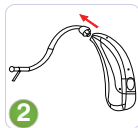
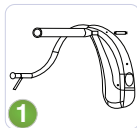
1- Use the pin apparatus to push and remove the pin holding Open Fit tubing. (Figure 1)

2- Remove the Open Fit tubing as illustrated in Figure 2.

Installation:

1- Push forward the Open Fit tubing in the arrow direction to place. (Figure 3)

2- Use the pin apparatus to push and place the pin (Figure 4)



Pin Apparatus

Problem	Causes:
Feedback	<ol style="list-style-type: none"> 1. Contracted/defective earmold 2. Device/Earmold not inserted correctly into the canal 3. Volume too loud 4. Earmold damaged or tubing broken 5. Earhook loosened 6. Technical problem with the device
	Troubleshooting: <ol style="list-style-type: none"> 1. Replace earmold 2. Replace earmold 3. Decrease volume 4. Replace earmold, tubing 5. Place the earhook correctly 6. Contact an authorized technical service
Pain in ear	Causes:
	<ol style="list-style-type: none"> 1. Inflamed or earmold forcing the canal Troubleshooting: <ol style="list-style-type: none"> 1. Contact a physician or a hearing center

Problem	Causes	Troubleshooting
No sound or Inconsistent sound	<ol style="list-style-type: none"> 1. Battery inserted incorrectly 2. Battery door is open 3. No battery installed 4. Battery is dead 5. Tubing/Probe/Filter clogged 6. Battery contacts are disconnected 7. Battery contacts are dirty or oxidized 	<ol style="list-style-type: none"> 1. Insert the battery correctly 2. Close the battery door firmly 3. Insert a battery 4. Replace battery 5. Replace Tubing/Probe/Filter 6. Connect the battery contacts 7. Clean the battery contacts
Battery dies quickly	<ol style="list-style-type: none"> 1. Device remained on when not in use 2. Battery is old 3. Technical problem with the device 	<ol style="list-style-type: none"> 1. Keep the device turned off when not in use 2. Check the date of the battery pack. Note the battery life and report to your hearing center 3. Consult to an authorized service
Sounds are low, weak, unclear, distorted	<ol style="list-style-type: none"> 1. Cable broken 2. Receiver failure 3. Oxidized or contaminated battery 4. Tubing torn 5. Device exposed to moisture 6. Microphone filter clogged 	<ol style="list-style-type: none"> 1. Consult to an authorized service 2. Consult to an authorized service 3. Insert a new battery 4. Replace tubing 5. Dry the device 6. Replace the filter

Technical Information:

Technical Features:

Battery Type

Battery Voltage

Average Battery Life

Maximum Sound Level
(OSPL 90)

Maximum Gain Level
(FOG 50)

Reference Test Kazanç
(Input 60dB SPL)

Frequency Range

IP Class (EN 60529)

Detailed Specifications

A more detailed list of features and technical data can be found in the link below. Technical data sheets are available for each model.

<http://helixhearing.de/technical-data-sheets>

Information on Product Conformity

EN 60601-1	Medical electrical equipment, Section 1: General requirements performance characteristics for safety, including essential performance characteristics.
EN 60601-2-66: 2018	Medical electrical equipment, Section 2-66: Specific requirements for safety, including essential performance essential performance of hearing aids and hearing aid systems.
EN 60118-13	Acoustics - Hearing aids, Section 13: Electromagnetic compatibility (EMC), Immunity to digital cell phones.
EN 62366:2008 + A1:2015	Fitness for purpose in medical devices

All signs required for approval due to the small size of the hearing system written in these instructions and on the packaging.

Accessories Product Codes

150-9501011.....	Hearing Aid Battery 10DS
150-9501012.....	Hearing Aid Battery 13DS
150-9501013.....	Hearing Aid Battery 312DS
150-9101014.....	Hearing Aid Battery 675DS
D01-510624.....	External wax filtre (50 mic / 6 pcs) ENG
D01-510625.....	External wax filtre (150 mic / 6 pcs) ENG
D01-510626.....	External wax filtre (100 mic / 6 pcs) ENG
D01-810109.....	Internal wax filtre (150 mic-10 pcs) ENG
D01-810100.....	Internal wax filtre
D01-810112.....	Internal wax filter installation and removal apparatus black
493.....	Pin removal apparatus (3x35 mm)
450.....	Trimmer screwdriver
R20-9102082.....	RIC probe 5 mm
R20-9102083.....	RIC probe 7 mm
R20-9102084.....	RIC probe 10 mm
R20-9102085.....	RIC probe 12 mm
R20-9102086.....	Closed Double Dome 11 mm
R20-9102087.....	Closed Double Dome 13 mm
R20-9102088.....	Closed Double Dome 14 mm
M03-00310.....	Helix Fix Charger BTE Power
M03-00410.....	Helix Smart Charger
M03-00510.....	Helix Travelling Charger
M03-00610.....	Helix Fit Line

Explanation of Symbols:



With the CE symbol, **Helix** confirms that 0476 this product meets the requirements of the Medical Devices Regulation 2017/745 MDR. The numbers after the CE symbol correspond to the number.



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



This symbol indicates that hearing aid and batteries must not be disposed into fire.



This symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.

SN

Indicates the manufacturer's serial number so that a specific medical device can be identified.



This symbol indicates products described

in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.

REF

Indicates the manufacturer's catalogue number so that the medical device can be identified.

MD

Indicates the item is a medical device

UDI

Indicates a carrier that contains unique device identifier information



This symbol indicates that hearing aid must be kept away from remote sunlight.



This symbol indicates that hearing aid must be kept dry and must not be used under rain.



Indicates the temperature limits to which the medical device can be safely exposed Maximum 60 °C, Minimum -20 °C.



Indicates the range of humidity to which the medical device can be safely exposed. Max. 65%.



Indicates the range of atmospheric pressure to which the medical device can be safely exposed Ideal 1100-500 hPa.



This device, meets electrical safety, EMC and radio frequency requirements.



Indicates the medical device manufacturer



Indicates the date when the medical device was manufactured

Operating Conditions:

Our hearing aids have an **IP68** rating under the standard of IEC 60529 (at the depth of **1** meter for **60** minutes). Our hearing aids are manufactured to be resistant against water and dust. Do not contact your device with chemical liquids such as soap, detergent, cologne, alcohol, perfume, lotion, sun lotion, hair dye, acids.

Service and Warranty

- **helix**, offers you comprehensive global warranty. Warranty period begins on the date of purchase.
- Warranty periods may vary upon countries and therefore obtain detailed information about warranty and service from your hearing center. Warranty only covers manufacturing faults.
- Problems due to misuse are not covered by the warranty.
- For example, faults due to interventions by unauthorized technical services, breaks, parts broken due to misuse, chemical effects, immersing the device into water (failures due to contact with water).



Authorized Dealer



Head Office | Manufacturer:



Ear Technic GmbH

Oslebshauser Heerstraße 23 D-28239 Bremen-Germany

www.helixhearing.de | e-mail: kontakt@helixhearing.de

TD.01.DE.IFU.01 Pub. Date: 23.10.2023 Rev. Date: 27.11.2024 Rev.No: 01