Lucid HEARING®

ENRICH® *PRO*

OTC HEARING AIDS

MANUAL
ENGLISH

Welcome

We're thrilled to help you enjoy more of everything you love again.

Please read these instructions first to tap into the full potential of your device.

Thank you for choosing Enrich® Pro

WARNING: If you are younger than 18, do not use this.
You should talk to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape.
- Your ear was injured or deformed in an accident.
- You saw blood, puss, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially

in situations that make you tired from listening–for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at https//www. fda.gov/Safety/MedWatch, or call 1–800-FDA-1088. You can also download a form to mail to FDA.

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What's Inside

- 1 pair of Enrich® Pro Hearing Aids
- 3 pair Assorted Tips
- 2 pair Sound Tubes
- Hard Case
- Cleaning Tool
- #312 Batteries
- User Manual

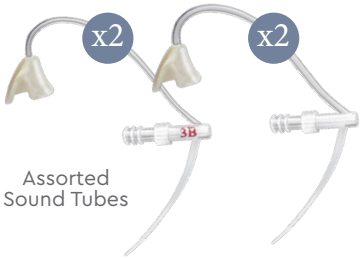
Hard Case

Cleaning Tool

Enrich®Pro Hearing Aids

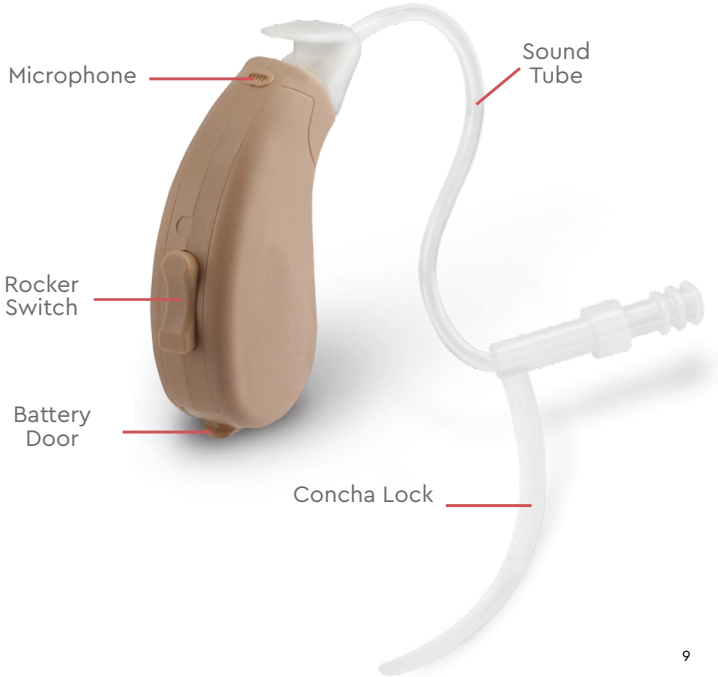
Batteries

Assorted Tips



Assorted Sound Tubes

Getting To Know Enrich® Pro



Choosing the Correct Ear Tip

We have included a number of different tips for you to find the perfect fit. The tip should fit snuggly enough to seal the ear, while not being uncomfortably too tight. Some experimentation may be necessary.

There are two types of tips: Open Fit and Fully Occluding

Small Open Fit

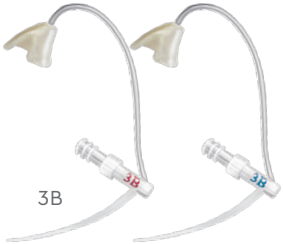
Medium Open Fit

Universal Size Fully Occluding

Sound Tubes

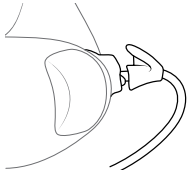
We have included two pairs of tubes for you to find the perfect fit: Large and Small. Left = Blue, Right = Red

2B

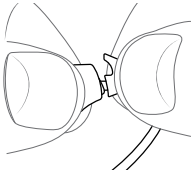


3B

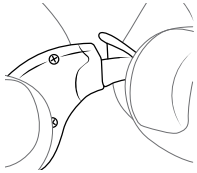
ATTACHING SOUND TUBES:



Place tube over tip of unit and press down gently.



Apply gentle pressure until the plug begins to go into the socket.



Push firmly until the plug clicks into place.

REMOVING SOUND TUBES:

Grasp the base of tube and gently twist the thin acoustic tube nozzle firmly. Do not pull the tubing itself, as it can become stretched and distorted.

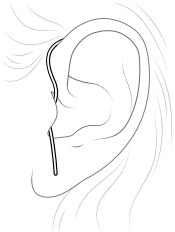
Inserting Your Hearing Aids

Inserting your hearing aids for the first time can be challenging. There can be feedback (whistling) if your hearing aids are not fully inserted so we suggest you practice inserting them without the battery until you have perfected this process.

1

Grasp unit between your thumb and forefinger.

2



Place unit over ear as shown.

When positioned correctly the hearing aids are practically invisible.

3

Gently push the ear tip into the ear canal.

4

Tuck the concha lock into the bowl of your ear.

To remove the instrument, it is important to grasp the instrument itself. Please do NOT pull on the tubing to remove the hearing aids as this can stretch and distort the tubing and may void the warranty.

Operation

POWER ON: Close battery door with battery inserted. You will hear the unit turn on.

POWER OFF: Open battery door.

Battery Information

Your hearing aids are powered by a type 312 battery. For the best performance we recommend using a zinc-air battery.

INSERTION: Remove the adhesive label and wait thirty seconds for air to activate the battery. Wipe any moisture off the battery surface. Open the battery door and with the positive side up, insert battery into the battery door.

REMOVAL: Open the battery door and lift the battery out of the battery door.

When your battery is low and needs replaced you will hear the low battery voice prompt. The prompt will be repeated every 15–20 minutes until the battery is changed. Expected battery life: 5–7 days

How To Adjust Volume

1. Press and release rocker switch **UP** to raise volume

2. Press and release rocker switch **DOWN** to lower volume

You will hear a quick double tone indicating volume has been adjusted. If you do not hear the tones, this indicates you have reached the maximum or minimum hearing volume level. Always ensure the volume is at a comfortable listening level.

Tip: Do not hold down rocker switch

Profiles

Your hearing aids feature two listening profiles.

1. **General Listening:**
   Automatically selected when the hearing aids are turned on and will amplify higher frequency sounds. This is the best choice for most listening situations.

2. **Music/Concert -**
   Best when listening to music or attending a concert where low frequency sounds need to be amplified.

Profile Selection

Hold rocker switch **UP/DOWN** for 2 seconds to cycle through profiles. A two-beep prompt will announce the profile change. Press and hold again to cycle through the profiles.

You should evaluate the different profiles for each listening environment to determine which is the best, most comfortable sound.

General Product Care

The most common cause of instrument failure is wax buildup and it is the easiest to avoid. By wiping your hearing aids with a soft, dry cloth every day and carefully removing any traces of wax and debris, you will reduce wax buildup. A brush is provided to further assist you in cleaning your instrument.
Use the brush provided to enhance your cleaning by lightly brushing the sound ports. It is important to keep your hearing aids as clean as possible to maintain maximum performance and durability.

Cleaning Tool

To clean your ear tips, disconnect them from the hearing aid and then wash in lukewarm water with a mild detergent. Dry thoroughly before reconnecting.

Remember to remove the hearing aids before showering or bathing to avoid water damage to the devices.

General Product Care (cont'd)

Your hearing aids are delicate, precision electronic devices and require special care and handling that should be provided to such devices. Please read and follow the listed precautions to ensure quality performance and long instrument life.

- Remove batteries when hearing aids will not be in use for prolonged periods of time.
- Do not throw or drop your hearing aids.
- Do not immerse hearing aids in liquid
- Do not wear during bathing, showering or swimming
- Store out of the reach of children and pets.
- Do not expose hearing aids to excessive heat, such as stove top, microwave, dash board of a hot car, or hair dryer.
- Do not expose the hearing aids to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- Do not use the product with higher volume for a long period of time, in order to avoid hearing damage. Stop using if discomfort occurs.

- Do not disassemble the device
- To avoid possible electromagnetic radiation, the devices should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments.
- Please avoid use in a potentially explosive or dangerous situation.
- Only qualified accessories should be used with this device.
- Take off the hearing aids at night.
- Please keep the surface of hearing aids clean, clean wax build up in tips.
- Please use the Rocker Switch correctly, avoid excessive force as far as possible.

Special Note: Your hearing aids are built with the finest quality materials. However, in rare instances an individual may experience sensitivity to the materials used. Please consult with your physician if you exhibit any signs of skin irritation, allergic reaction, or accelerated accumulation of cerumen (wax).

Troubleshooting

ISSUE	POSSIBLE CAUSE	SOLUTIONS
No/Low sound output	Low battery	Replace Battery
	Volume set too low	Increase the volume to a comfortable level
	Tip not inserted properly	Re-insert the tip
	Hearing aid is damaged	Contact Customer Service for assistance
	A significant change in your hearing	Contact your hearing health care professional for an exam. Engage Customer Service can recommend a specialist in your area

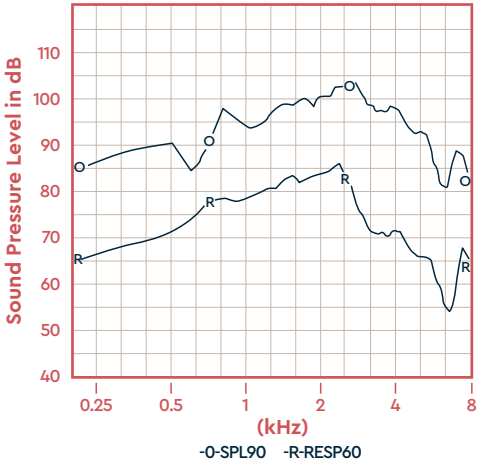
Still have issues? Reach out to us at **866-202-2527** or chat with us at **lucidhearing.com** and our specialists will be happy to help you.

Your satisfaction is our number one priority!

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Whistling/ Feedback	Tip not inserted properly	Reinsert hearing aid tip
	Dome tip damaged or is the wrong size	Replace dome tip with a new tip
	Wax build-up in the ear canal	Talk to your doctor or a hearing healthcare professional about how to best clean your ears
Hearing aids not turning off	Battery door closed	Open battery door
Device is not comfortable	Tips too large or too small	Try a different size dome tip
	Tube is too large or too small	See Tube Fit Guide (included)

Technical Data

ANSI TEST



Linear	FOG@50 dB
OSPL90	Max 104.3 dB
	@ 2600 Hz
	HFA 99.4 dB
HFA FOG @ 50	21.5 dB
RTG TARGET	22.4 dB
Measured	21.4 dB
EQ Insp noise	29.6 dB
Resp limit	61.2 dB
F1< 200 Hz	F2>8000 Hz

HFA 100, 1600, 2500 Hz

Freq	THDist	Src
500Hz	0.5%	70 dB
800Hz	0.4%	70 dB
1600Hz	0.2%	65 dB

Warranty

Lucid Hearing OTC products are risk free with a 60 day return period and a 1 year manufacturer's warranty. To file a claim please call us at 866-458-8947.

Warranty Warning:
Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties.

- **Do not throw** or drop your instruments.
- **Do not immerse** hearing instruments in liquid or water.
- **Do not wear** during bathing, showering, or swimming.
- **Do not expose** instruments to excessive heat, such as a stove top, microwave, dashboard of a hot car, or hair dryer.
- **Do not expose** the instruments to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- **Do not disassemble** the device.
- **Avoid use in potential explosive** or dangerous situations.

Battery Safety

CAUTION – Battery Safety Information
Hearing Aid Batteries are Dangerous if Swallowed

Keep hearing aids out of the reach of children or anyone who may accidentally swallow them. Never put hearing aids in your mouth for any reason. Do not store in pill containers where they may be mistaken for medication and swallowed. Do not attempt to remove batteries from your device, see your hearing care professional. Do not use any other rechargeable battery; Batteries of low quality may leak and cause bodily harm. Batteries with incorrect voltage may cause damage to your device. They may explode and cause serious injury. Do not expose your hearing aid to heat, such as an open flame, microwave, or oven. There is a risk that they will explode and cause serious injury.

Visit http://www.poison.org/prevent/battery.asp to learn more important information about battery safety.

If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Capital Poison Center, 202-625-3333.

Environmental Conditions
Storage and Transport: 10° to 30°C
Charge Conditions: 0° to 45°C
Operational Conditions: 0° to 50°C

Disposal of Instruments
Waste from electronic equipment must be handled according to local regulations.

WARNING: Risk of Fire and Burns. Do not Open, Crush, Heat above 60°C/131°F or incinerate. Do not short circuit. If bulges severely, discontinue use.

Manufactured by:
SoundQuest
806 Beaver Street
Bristol, Pa 19007

Distributed by:
Lucid Hearing Holding Company, LLC
PO BOX 535596
Grand Prairie, TX 75053

Transport & Storage
30° C
10 °

Operational Conditions
50° C
0°

NON STERILE

Type B applied part

Read Instructions

Lucid HEARING®

lucidhearing.com

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