

QLeaf Go

Personal Sound Amplifier

User manual

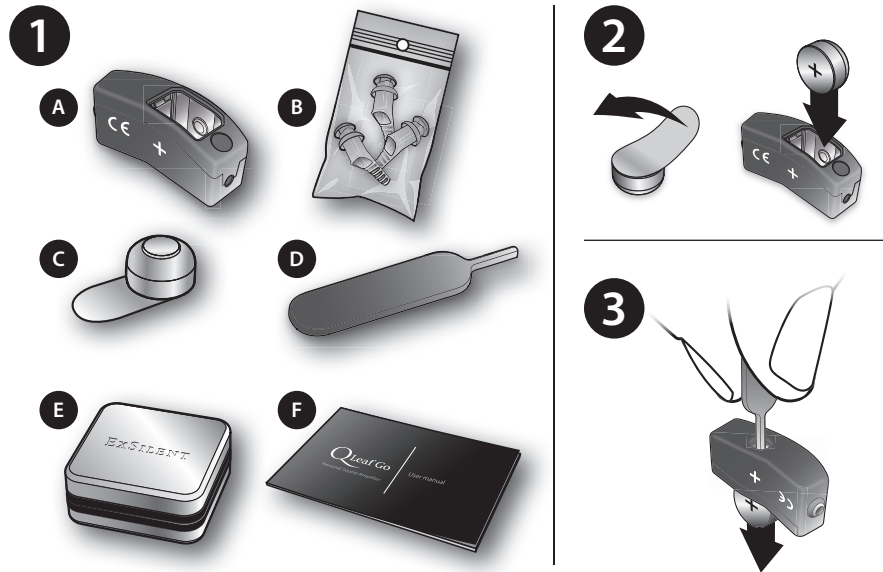
Qleaf Go

Congratulations on your purchase of the Qleaf Go, your personal sound amplifier. The Qleaf Go is a situational listening device that assists you when you need to hear people better in difficult listening environments.

Please note that the Qleaf Go is not a hearing aid. Should you need a hearing aid, we advise you to visit an ENT doctor.

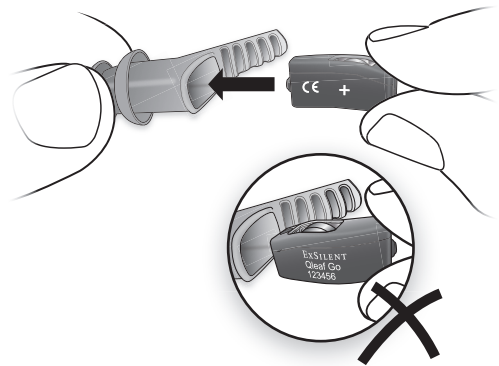
Table of contents

1 In the box	8
2 Placing the battery	8
3 Eject the battery	8
4 Inserting Qleaf Go in the soft tip	8
5 Removing Qleaf Go from the soft tip	8
6 Placing Qleaf Go in the ear	9
Removing Qleaf Go from the ear	9
7 Switching between programs	9
Cleaning	10
Storage	10
Trouble shooting	11
Important	12
Warranty information	13

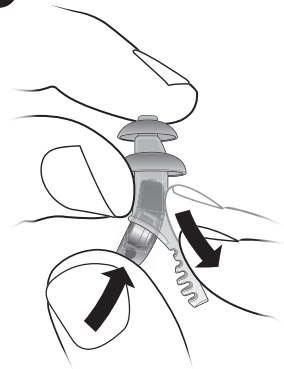


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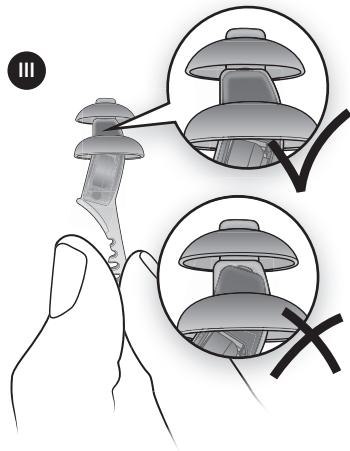
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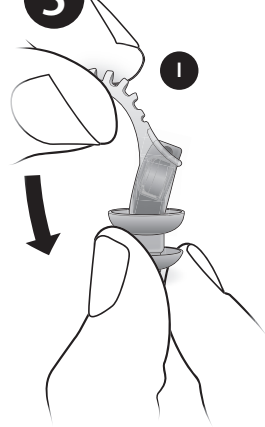


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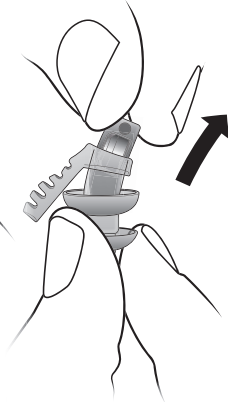


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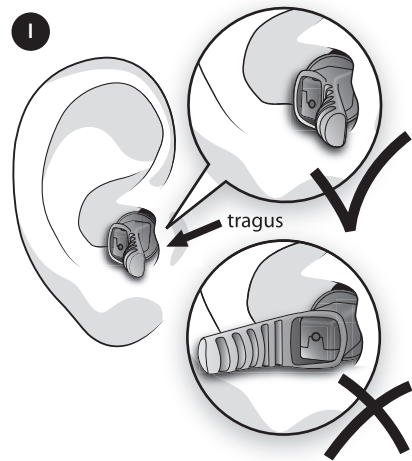


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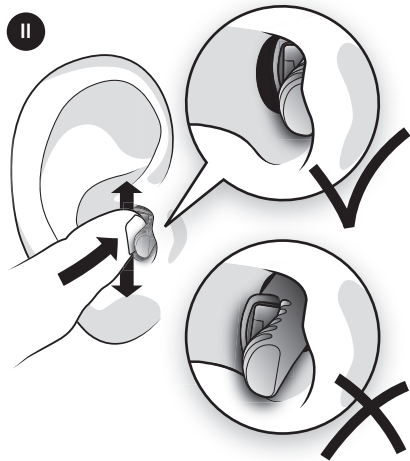


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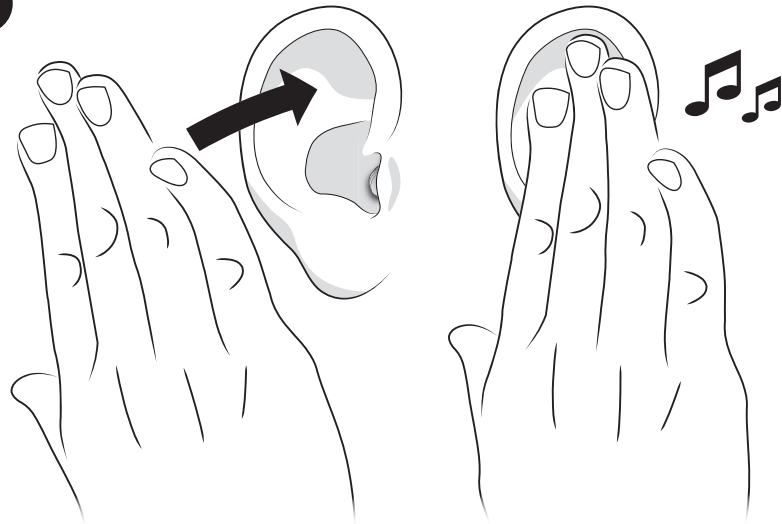
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1 In the box

- A Qleaf Go module
- B Qleaf Go soft tip package
- C Battery
- D Battery ejection tool
- E Carrying box
- F Qleaf Go User manual

2 Placing the battery

While using a new battery: first remove the sticker from the + pole. Hold the module and insert the battery as indicated.

3 Eject the battery

Hold the module and eject the battery with the battery ejection tool.

If the module is placed in the soft tip, you can choose to leave the soft tip partially on the device and only 'peel off' until you can easily access the battery opening to eject the battery (see image 5, p. 5).

4 Inserting Qleaf Go in the soft tip

- I Insert the module into the soft tip with the CE mark first and visible.
- II Next, simultaneously push the Qleaf Go device with the thumb in the soft tip and pull the pull cord.
- III Please make sure that the module is inserted all the way into the soft tip.

Make sure your hands are clean while inserting the Qleaf Go. Make-up, cream, body oil, gel, hairspray and likewise products can contaminate the module and can, for example, contribute to the clogging of the microphone opening.

5 Removing Qleaf Go from the soft tip

- I Pull the pull cord to the front of the Qleaf Go and 'peel' the soft tip from the module as far as possible.
- II Place the Qleaf Go device (the part

without soft tip around it) between your fingers and pull it out of the soft tip.

6 Placing Qleaf Go in the ear

- I Put the end of the soft tip with the dome(s) loosely in the ear. The pull cord is situated behind the tragus, directing towards the nose.
- II Insert the device into the ear by pressing on the flat side of the device. Now gently push the device deeper into the ear. If the mouth is opened wide, insertion will be easier.

Ideally, the outside of the module (the part of the module which is not covered by the soft tip) will be positioned at the entry of the ear canal after insertion. In this way, the device is practically invisible and the sound optimal. There are cases where the ear canal is too small. In that case, it is possible for the device to protrude a few millimeters.

If the pull cord protrudes after the insertion of the device, after which it becomes visible, it can be easily custom-cut with a side cutter or a pair of scissors. We recommend, however, that you leave 2 ribs for easy removal from the ear.

Removing Qleaf Go from the ear

Hold the pull cord firmly and pull it – always slowly - out of the ear.

7 Switching between programs

The Qleaf Go is set up with four programs. The programs can be selected using the AirTAP™ function. To change between the programs, the Qleaf Go wearer taps the ear gently with the hand. The tap generates an air pressure change that is detected by the Qleaf Go to change the program. After the insertion of the battery, the device is set by default to program one. Gently tapping on the ear will produce two beeps, indicating a switch from program one to program two. After another gentle tap,

three beeps will be audible indicating that program three has been activated. While program four is active, after a gentle tap one beep becomes audible and the device sets back to program one.

Cleaning

The production of ear wax differs from one person to another. Therefore it cannot be avoided completely that the sound outlet of the soft tip will be clogged with ear wax. Although the sound volume may reduce because of clogging, this should normally not damage your device. In case you observe that the sound outlet of the soft tip has been clogged, you may clean the soft tip (see paragraph 'Cleaning') or replace it.

Module:

- Clean daily with a soft and dry tissue.
- In case of severe dirt, wipe with special (moist) cleaning tissues.

Soft tip:

- Clean daily with a soft and dry tissue.
- In case of severe dirt, you may clean it with special (moist) cleaning tissues.
- Clogged soft tips can be rinsed off under streaming lukewarm water after removing the Qleaf Go module. In case of severe or persistent dirt or if a change in the properties or damage of the material occurs, the soft tip should always be replaced.

Never use aggressive cleaning products, abrasives or solvents! This can cause irrevocable damage to the soft tip or the module.

Storage

At night:

We recommend that you remove the soft tip from the module during the night: Remove the battery from the device and store it in a secure place outside its box. In this way, you increase the operational life of the battery and also

allow for the evaporation of moisture possibly present in the device.

Short-term storage:

You may use the carrying box, when you want to remove the device from the ear temporarily.

Long-term storage:

When you do not use your Qleaf Go over a longer period of time, clean the module and soft tip before storing them inside the carrying box. Always remove the battery from the device in this situation.

Trouble shooting

If your Qleaf Go makes a whistling sound regularly, make sure that:

- 1 the correct size of soft tip has been used
- 2 the module has been inserted properly in the soft tip and
- 3 Qleaf Go has been inserted properly and far enough into the ear.

If you wear your soft tips too long, the material could deteriorate and lose its seal. In that case replace the soft tip with a new one. It is normal if the Qleaf Go makes a whistling sound if you place it in the ear.

If you can not hear any sound from the Qleaf Go, it is possible that:

- 1 the battery is dead. Battery life depends very much on the wearing time. If you wear the Qleaf Go approximately 16 hours a day, you should at least have 4 days of battery life. Bear in mind that a cell battery always draws power after removing the sticker, even when not used in a device!
- 2 the sound opening of the soft tip is blocked with ear wax. If this is the case clean the soft tip (see chapter 'Maintenance and use - Cleaning') or replace it.

Important

- Do not adjust the volume level too high.
- Do not use the Qleaf Go in very loud

environments.

- Adjust the volume with AirTAP™ just high enough for good speech understanding
- Ringing ears might be a sign that the volume level is too high. Adjust the level by using AirTAP™.
- Before inserting Qleaf Go into the ear, have your ears checked. If there is excessive ear wax in your ear canal, have it cleaned first. Do not do this yourself. Always turn to an ENT doctor, a physician or an audiologist for this procedure.
- Never use the Qleaf Go module without the soft tip. The soft tip is an essential part of Qleaf Go. Without the soft tip it will be difficult or even impossible to remove the module from the ear. In that case medical care is inevitable. Also, without the soft tip, the Qleaf Go will not be able to function properly and this could cause irreversible damage to the module.
- Never use damaged or dirtied soft tips. This can negatively affect the hearing performance or result in an uncomfortable

fit, which in turn could lead to infections of the ear.

- Replace the soft tip of your device regularly, even if it is not visibly damaged or dirtied.
- If you suffer from persistent pain, continuous irritation or itching, stop wearing your Qleaf Go and seek medical advice. Always have your ears and your hearing checked regularly.
- Care should be taken in using make-up, cream, body oil, gel, hairspray and similar products, while you are wearing or inserting the Qleaf Go. They can affect your device in many ways such as, contribute to the clogging of the microphone opening.
- The Qleaf Go, the soft tip and the battery can be a choking hazard to small children. Keep them away from children!
- Used batteries and old Qleaf Go devices should be collected and disposed as small chemical waste.

Do not use the Qleaf Go in the following cases:

- Exostoses (bulging bone growth) in the ear canal.
- Heavy ear wax secretion.

The device should not be:

- dropped.
- exposed to moisture or water.
- immersed in water.
- used while swimming, taking shower, bathing or in the sauna.
- exposed to extreme high temperatures, such as when using a hair dryer.
- worn in mines or other environments where explosion risk is high.
- exposed to X-ray radiation or strong magnetic fields, such as during medical investigation.
- worn in the places where hairspray (hairdresser) or solvents (such as dye) are used.

Warranty information

The Qleaf Go has a warranty of six months. Our guarantee covers any defect in material or faulty production. We will, at our option, repair or replace the instruments or any defective part, at our expense, within the limits of the warranty.

This warranty will become invalid if your Qleaf Go has been tampered with or altered in any way, or if the serial number has been altered, effaced, removed or if any repairs have been made without authorization.

This warranty does not include a promise of specific hearing improvement.

This warranty is not applicable to damage caused by normal wear and use. Neither will this warranty be applicable if:

(i) The defect was caused by the fact that the instrument was subjected to: use in conflict

with the owner's or user directions, rough treatment, exposure to moisture, damp or extreme thermal or environmental conditions or rapid changes in such conditions, corrosion, oxidation, non-permissible alterations or connections, non-permissible openings or repairs, incorrect use, improper installation, accidents, spilling of food or liquids, the influence of chemical products or other facts over which ExSilent cannot reasonably have control (including but not limited to defects in consumable components, such as batteries).

(ii) The defect was caused by the fact that the Qleaf Go was used with or was connected to an additional component which was not manufactured or supplied by ExSilent or used for a purpose other than that for which it was intended.

(iii) The defect was caused by the fact that the battery was subjected to a short-circuit or that the connecting pieces of the battery housing

14 or cells were broken or show evidence of

tampering or that the battery was used in another device than that for which it is intended.

Any implied warranty shall be limited to six months from date of purchase. The only entity or individual who is authorized to perform the warranty obligations is ExSilent. All in-factory warranty work performed by ExSilent will be done within a reasonable period of time. This warranty is specifically limited to the scope set forth herein, and may not in any way be expanded by the other oral or written representations.

The warranty does not apply to accessories (boxes, packaging, soft tips, et cetera).

Important! Activate your 6-month warranty on: www.exsilent.com/qleafgo

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