

www.MDHearingAid.com

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Congratulations!

As the owner of the MDHearingAid® PRO Hearing Aid, you may once again enjoy the sounds of your environment and conversations with your family and friends at a price you can afford. In order to get the most out of your MDHearingAid® PRO, please read this User Manual in its entirety. Your satisfaction with hearing aids depends on the type and degree of your hearing loss as well as your expectations. No hearing aid can restore normal hearing, and not everyone will benefit equally.

Please read this User Manual in its entirety before using your MDHearingAid PRO®. Thank You!

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The MDHearingAid® Story

The MDHearingAid® PRO was developed by a board-certified Ear, Nose and Throat physician in Chicago, IL, Dr. Cherukuri. He encountered patients in his daily practice who would benefit from hearing aids, but many simply couldn't afford the thousands of dollars needed to pay for them. As a physician, he knew the effects of untreated hearing loss: depression, social isolation, anxiety, and other symptoms consistent with Alzheimer's disease.

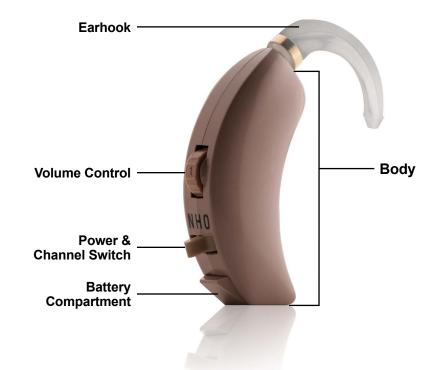
Dr. Cherukuri set out to find a reasonable solution that could help with the most common types of hearing loss at a reasonable price. He was looking for a "one-size-fits-most" hearing aid, similar to reading glasses, that can easily be purchased at the drug store.

He evaluated numerous hearing aids and sound amplifiers, including those seen on television. He found almost all of these devices only amplified low frequencies (below 1000 Hz); however, the majority of hearing loss is in the higher frequencies (1000-4000 Hz), those most related to the human voice.

Dr. Cherukuri worked with world-class Doctors of Audiology and Audiologists to create the MDHearingAid® PRO to their exact technical specifications, so that the range of sounds associated with the human voice would be amplified, without overly amplifying background sounds.

The MDHearingAid® PRO has been rigorously tested by leaders in the hearing loss field (ENT Physicians and Audiologists) who have unanimously agreed that the sound quality and output is incredibly accurate.

Hearing Aid Diagram



Quick Start Guide

Six Easy Steps for Fitting and Assembling Your MDHearingAid® PRO

Step 1: Select the Correct Ear Dome Size

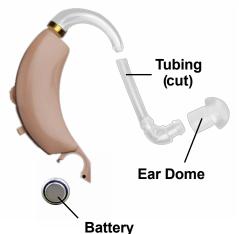
Step 2: Cut Tubing Length

Step 3: Attach Tubing to Earhook

Step 4: Insert Battery

Step 5: Place Hearing Aid Behind Ear

Step 6: Turn the MDHearingAid® PRO On



Fitting and Assembly

Step 1: Select the Correct Ear Dome Size

Your MDHearingAid® PRO comes with clear Traditional Tubing and five different sized silicone Ear Domes to fit most adult ears. Test the Ear Dome size by attaching Ear Dome to Tubing before inserting into ear canal.

Attach Ear Dome to Tubing

- **a)** Hold the Elbow of the Tubing with one hand and hold the 'mushroom' top of the Ear Dome with the other hand.
- **b)** Push the Ear Dome over the ridges on the end of the Elbow.
- c) Pull lightly in the reverse direction to make sure the Ear Dome is attached securely.







Insert Ear Dome in Ear Canal

Hold the Elbow of the Tubing (with Ear Dome attached) and insert Ear Dome into the ear canal. The Ear Dome should nestle in the ear canal without force (similar to placing a sink stopper into a sink). The 'mushroom' top of the Ear Dome should be in the ear canal

and not protrude into the outer bowl of the ear.

Test Ear Dome for Fit

- Turn head side to side and simulate chewing.
 If the Ear Dome pops out, it is too big.
- Nod head towards the ground. If the Ear Dome slips out easily, it is too small.

When the Ear Dome is too small, there is space between the Ear Dome and the ear canal, and you may hear whistling when the Hearing Aid is on.

Repeat the steps above with different sized Ear Domes to find the best fit for you.

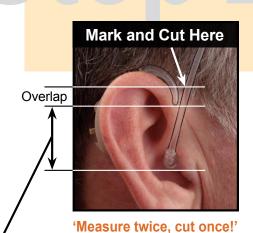


Ear Canal

Step 2: Cut Tubing Length

- a) Place the Hearing Aid Body behind the ear so the Earhook rests comfortably on top of the ear (in front of any eye wear).
- b) Insert Ear Dome, with Tubing attached, into ear canal, and align Tubing next to Earhook.
- c) Use a pen and mark a line on the Tubing ABOVE the bottom of the Earhook tip. Cut Tubing at marked line.

Please note: This length will vary. Tubing must be measured and cut separately for each of your ears.



Step 3: Attach Tubing to Earhook

Using your thumb and first finger, hold the Tubing up to the Earhook tip, and twist back and forth until the Tubing slides OVER the Earhook tip.

Make sure the 'mushroom' portion of the Ear Dome points into the ear canal.





Step 4: Insert Battery

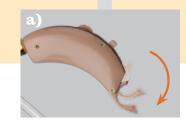
To power up your Hearing Aid, please insert one of the included size 13 batteries.

- **a)** Push the Nail Grip downward to open the Battery Compartment.
- **b)** Remove the orange adhesive tab from the battery. With the red "+" side of Battery Compartment facing up, use the Cleaning Tool Magnet to insert the Battery.

Or, use orange adhesive tab to place battery in the Battery Compartment. Then remove adhesive tab and discard.

c) Close the Battery Compartment.

If the Battery Compartment does not close easily, the battery is inserted upside down.







Step 5: Place Hearing Aid Behind Ear

- a) Insert Ear Dome into the ear canal until the Ear Dome fits securely.(For more details see Step 1 on page 7.)
- b) Place the Hearing Aid Body over the top of the ear so the curve of the Earhook rests comfortably (in front of any eye wear).

IMPORTANT: If the Hearing Aid is not positioned securely in your ear, the Hearing Aid may whistle when it is turned on. This is normal. Once the Ear Dome is properly inserted in your ear, the whistling will stop.



Step 6: Turning the Hearing Aid On

On the Power & Channel Switch 'O' indicates Off. Flip the switch to the 'N' or 'H' Channel to turn Hearing Aid on.

'N' indicates Normal amplification of high, mid, and low frequencies. Use this Channel if you have a "flat" loss (a hearing loss in all frequencies).

'H' indicates **H**igh to mid frequency amplification with less amplification in low frequencies. Use this Channel if you have a "sloping" hearing loss, or if you desire less background noise.

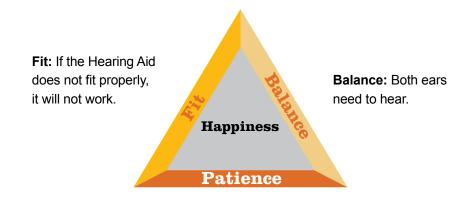
Try both Channels at various volumes to see which combination works best for you.

CAUTION! Please raise the volume SLOWLY until you can hear speech at a normal range and to avoid a sudden blast of sound.

Getting the Most from Your Hearing Aid

Your satisfaction with Hearing Aids depends on the type and degree of your hearing loss and your expectations. No hearing aid can restore the normal hearing of youth, including those costing thousands of dollars.

However, you can maximize the return on your investment by understanding the **3 keys to Hearing Aid Happiness**:



Patience: Using Hearing Aids takes practice and patience.

Key #1 — Fit

Hearing Aids, no matter how expensive, will not work unless they are fitted correctly. Without a proper fit, it is impossible to reap the full benefit of your investment.

- Make sure the Hearing Aid Tubing is cut to the correct length for *your* ear. Tubing that is too long or too short will not allow the Ear Dome to fit properly in your ear canal. (See Step 2: Cut Tubing Length, page 8.)
- Your MDHearingAid® PRO comes with five different sizes of silicone Ear Domes. Choose the appropriate size so the fit inside the ear canal is snug.
 If the Ear Dome is loose, the Hearing Aid may make a whistling sound.
- You may find that you require a different size Ear Dome once your ear has adjusted to wearing Hearing Aids regularly.
- If your hearing loss is mild to moderate, you may consider the optional PRO Thin Tubing with Open-Fit Ear Domes which can help reduce the plugged ear sensation even more. (See Optional Accessories, page 24.)
- If you still are having difficulty fitting your Hearing Aids please contact MDHearingAid® Customer Service (customerservice@mdhearingaid.com) for guidance.

Key #2 — Balance

We are born with two ears for balance. If you have hearing loss in both ears, medical studies have shown that you will get far greater satisfaction and the BEST results by wearing two Hearing Aids for the following reasons:

- You will have a significantly better understanding of speech and conversation, since the brain is receiving sound from both ears.
- You will find there will be less overall background noise amplification.
- You will have better hearing and understanding in noisy situations.
- You will have better localization of the direction of sounds.
- Your listening will be more pleasing, effortless, and less frustrating.

If you have hearing loss in both ears and only ordered one Hearing Aid, we strongly encourage you to use the enclosed coupon for a discount on a second MDHearingAid® PRO. As always, you will receive a 45-day risk-free trial with our money-back guarantee.

Key #3 — Patience

New hearing aids can be a big adjustment. Your brain has to re-learn how to hear and listen. After many years of not hearing well, it takes time and practice to redevelop these skills. Medical studies show that your brain requires approximately 21 days to adjust to your new Hearing Aids. During this time:

- You may initially notice lots of background sounds. These sounds have always been a part of your environment. In time your brain will re-learn how to process these sounds by prioritizing foreground over background sounds.
- You may find that a quiet environment is more comfortable in the beginning of the adjustment period.
- Your voice may sound too loud. This effect is very common for new hearing aid users, but most people get used to it over time.
- You voice may also sound 'plugged up' or like you're talking in a barrel.
 This occlusion effect is normal. The sensation usually goes away in the first few weeks.

- In noisy environments, you may find it easier to understand speech by facing the speaker. Reading lips and observing facial expressions and body language reinforce the sound communication.
- It takes time for Hearing Aids to feel comfortable. For the quickest acclamation we recommend wearing the Hearing Aids all day long.
 If this becomes unbearable, try wearing them for 30 to 60 minutes a day at first, and gradually extend the time that you wear them.

Using Hearing Aids takes practice and patience. Some people adjust very quickly and most adapt within a few weeks. Please do not give up prematurely. A whole new world of sound awaits you.

Maintenance & Care

Follow these suggestions to keep the Hearing Aid performing optimally:

- Wipe your Hearing Aid daily with a tissue or soft cloth. Water, alcohol, or other liquid agents will damage it.
- Keep your ears clean to maximize the benefit of your MDHearingAid® PRO. Earwax can clog up Tubing. For best results, it may be beneficial to clean your ears with an over-the-counter ear wash kit or visit your physician.
- Use the brush on the Cleaning Tool to gently clean away wax and other debris on the Hearing Aid.
- Do not let the Hearing Aid get wet. Do not use hair spray or a hair dryer while wearing the Hearing Aid. Do not expose the Aid to excess moisture or heat.
- Avoid physical shock to the Hearing Aid, such as dropping it on the floor.
- Store your Hearing Aid in a cool dry place when not in use with the Battery Compartment door open.
- If you are not going to use the Hearing Aid for a prolonged period of time, remove the battery to prevent corrosion.

In Case of Malfunction

Should your Hearing Aid not function properly, try the following:

- 1. Make sure the Hearing Aid is switched on.
- 2. Change the battery and make sure the new battery is inserted correctly.
- 3. Check that the Ear Dome or Tubing is not blocked by earwax. Use the included Cleaning Tool.
- 4. Disconnect the Tubing from the Earhook and check for moisture in the Tubing.
- 5. Read the Troubleshooting guide on the following pages.
- Check the website www.mdhearingaid.com/ customer-service/ for more Troubleshooting tips.



Enclosed Cleaning Tool

Troubleshooting

1. Instrument makes a whistling sound

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified. Most hearing aids will whistle until it is properly fitted on your ear.
- Confirm that the Hearing Aid is working properly by removing the Aid and covering the end of the Tubing or attached Ear Dome with your finger. The whistling should stop.
- Try reinserting the Ear Dome into ear so it fits better. If that doesn't work, try a different size Far Dome.
- Make sure you cut the Tubing to the proper length. If the Tubing is too long, it may cause the Ear Dome to become dislodged from the ear canal and cause whistling.

- Occasionally, whistling may occur when you have a blockage of wax in the ear canal from a cold or any condition that causes sound to be reflected from the ear canal. In these cases, the fit may be fine and the whistling will disappear when the condition is corrected.
- Check for any cracks in the Tubing or the Earhook. For optimal performance, the Hearing Aid Ear Domes and Tubing should be replaced every 3-6 months.

- Lower the volume if it is set too high.
- Clean any wax that may be interfering with the Hearing Aid. (See enclosed Cleaning Tool.)
- · If you still are having difficulty fitting your Hearing Aids please contact MDHearingAid® Customer Service at **customerservice@** mdhearingaid.com or call **312-219-8422** for guidance. The office hours are Monday to Friday, 8:30am to 4:30pm (CST).

2. Instrument has a weak or no sound

- Make sure the Hearing Aid is on. The volume dial should be set above the number 1.
- Make sure battery is fresh.
 If there is any doubt, try a new battery.
- Make sure battery is inserted correctly and Battery Compartment is completely closed.
- Check the battery contacts for corrosion.

- Reposition the Hearing Aid Tubing and Ear Dome in your ear canal.
- If you still are having difficulty with your Hearing Aids, please contact MDHearingAid® Customer Service at customerservice@ mdhearingaid.com or call 312-219-8422 for guidance.
 The office hours are Monday to Friday, 8:30am to 4:30pm (CST).

3. Sound is distorted or intermittent

- Flick the Power & Channel Switch back and forth, in case dust or lint has collected in the controls.
- Check the battery contacts for corrosion.
- If the Hearing Aid were in a humid environment or subject to sweat, moisture may clog the Aid and distort sounds.
 Consider using a Hearing Aid dehumidifier overnight.
- Lower the volume.
- Replace the battery with a fresh one.

- Check the Ear Domes and Tubing for wax that may be blocking sound, or for any signs of wear. Replace the Tubing and Ear Domes if they appear stiff, bent, cracked,or frayed. Replacements can be ordered at: www.mdhearingaid.com/ accessories.
- If you still are having difficulty with your Hearing Aids please contact MDHearingAid® Customer Service at customerservice@ mdhearingaid.com or call 312-219-8422 for guidance. The office hours are Monday to Friday, 8:30am to 4:30pm (CST).

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Optional Accessories

PRO Thin Tubing / Open-Fit Kit for MDHearingAid® PRO

- Thin Tubing gives the wearer a modern, nearly invisible profile. Open-Fit Ear Domes have vent holes which allow natural sound to enter the ear.
- Open-Fit Ear Domes reduce the 'plugged up' feeling of having something in your ear. These are best for individuals with high frequency loss who do not require a high volume.
- Visit www.mdhearingaid.com/accessories for more information.

MDHearingAid® Product Protection Plan

- With MDHearingAid® Product Protection Plans you are 100% protected from **ALL** types of accidental damage and almost anything else that may go wrong, including things not covered by our standard warranty (water damage, battery corrosion, stepping on the Hearing Aid, etc.)
- Coverage must be purchased within your initial warranty period.
- This service contract lasts for 1 year from the date of purchase of your Hearing Aid.
- Visit www.mdhearingaid.com/accessories for more information.

Replacement of Tubing & Ear Domes

For OPTIMAL PERFORMANCE, the Hearing Aid Tubing and Ear Domes should be replaced every 3 to 6 months:

- Over time, Hearing Aid Tubing and Ear Domes may become stiff and discolored.
- Replacing Tubing and Ear Domes regularly keeps your Hearing Aids sounding and feeling like new.
- Visit www.mdhearingaid.com/ accessories, where we offer a choice of both Traditional Tubing as well as PRO Thin Tubing/ Open-Fit Ear Dome Kit.



Traditional Tubing Replacement Kit



PRO Thin Tubing / Open-Fit Kit

Battery Information

Recommended Battery Type:

The MDHearingAid® PRO uses size 13/13A zinc-air batteries.

Battery Life:

Depends on a number of factors, such as the settings of your Hearing Aids and the number of hours used per day.

For extended battery life, open the Battery Compartment if the Hearing Aid will not be used for a prolonged period of time. This can be performed every night, after removal, before going to sleep.

Please note: Do not leave exhausted batteries in the Hearing Aid, as they may leak and damage the Hearing Aid.

Battery Removal:

Hold the Hearing Aid over a table (with the screws facing up). Open the Battery Compartment, then turn the Hearing Aid over, and the battery will fall out.



Screws on Hearing Aid Body

Battery Expiration Date:

The battery expiration date is located on the back of the battery package. In rare cases, a new battery may be exhausted because it was not sealed properly. If your Hearing Aid does not work after replacing the battery, try inserting a different new battery.

Please recycle exhausted batteries.



Expiration Date for Batteries

Caution! Batteries can be harmful if swallowed. Be sure to keep batteries out of reach from children and pets. If a battery is accidentally swallowed, seek medical attention immediately, or call The National Battery Hotline collect at 202-625-3333.

Using the Telephone

If your Hearing Aid whistles while using the telephone, try various positions with the telephone receiver, until you discover the arrangement that works best for you.

- 1. Use the phone with your Hearing Aids on your preferred Channel 'N' or 'H'.
- 2. Try holding the phone near the Hearing Aid microphone at the front and top of the Hearing Aid Body (where the Earhook attaches to the Hearing Aid Body).
- 3. Also try holding the phone behind your ear, below your ear, or angled such that the phone receiver is tilted and open forward.

Please note: The speaker function on your phone also works well with your MDHearingAid® PRO Hearing Aids.

Warranty & Repair

The MDHearingAid® PRO is covered against defects in materials and workmanship for 90 days from the date you receive your Hearing Aid. If our examination determines that the unit failed to work due to parts, materials or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of the Hearing Aid, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty.

If you require **Warranty or Repair Service**, please contact Customer Service for a Return Merchandise Authorization (RMA) number, repair costs, and instructions.

For fastest service e-mail: support@mdhearingaid.com

Or, call Customer Service at: **312-219-8422**. Office hours: Monday to Friday, 8:30am to 4:30pm (CST).

Repair Facility address: MDHearingAid®, Inc.
Repairs Department
18447 W. 8 Mile Road
Detroit, MI 48219-1520

Please do not mail to this address without contacting Customer Service first.

Return Policy

At MDHearingAid® your satisfaction is guaranteed.

To get the most out of your MDHearingAid® PRO Hearing Aids, please understand that no hearing aid will restore normal hearing. Your satisfaction with the MDHearingAid® PRO depends to some degree on your expectations and commitment to re-training your brain how to hear and listen.

45 Day Trial Period

You have 45 days from the date of purchase to return the Hearing Aids. The reason for this long trial period is that often it takes several weeks to get used to the sound of new Hearing Aids.

21 Day Full Refund Policy

Medical studies show that your brain requires approximately 21 days to adjust to new hearing aids. If, after 21 days of using the MDHearingAid® PRO (and before the 45th day from purchase), you are still not satisfied, please contact us for a Return Merchandise Authorization (RMA) number.

You will receive a **full refund** of your purchase price less shipping costs (or as directed by the site where you made the purchase). Detailed return instructions will be explained over the phone or can be e-mailed to you along with your RMA number.

For fastest service, please e-mail **support@mdhearingaid.com**. Alternatively, you may call **312-219-8422**. Customer Support office hours are Monday to Friday, 8:30am to 4:30pm Central Standard Time.

Restocking Fees

Requests for an RMA number **prior to trying** the Hearing Aids for 21 days will be granted but will carry a **10% restocking fee**. Returns made without a RMA number will incur a twenty percent (20%) restocking fee.

We are sorry, but we are unable to honor return requests after 45 days from the date of purchase.

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:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- · Pain or discomfort in the ear.

- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

Stop using the MDHearingAid® and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve while using the MDHearingAid® PRO.
- Skin irritation develops in or around your ear canal.

- Your ear becomes occluded with excessive ear wax.
- You develop an infection of your ear or ear canal.

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.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Important Notice for Prospective 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 a 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 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 (without prior consultation by an ear specialist) is not in your best health interest and its use is strongly discouraged.

Children with hearing loss

This product is not for use by anyone under 18 years of age. 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. Hearing loss may cause problems in language development, educational growth, 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.

Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, AFTER 21 DAYS AND BEFORE 45 DAYS FROM THE DATE OF PURCHASE. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE. AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARINGAID, 917 W. WASHINGTON BLVD, SUITE 202, CHICAGO, IL 60607 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE INITIAL TRANSACTION. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

Technical Specifications

MAX OSPL90	118 dBSPL
HF Average OSPL90	112 dBSPL
HFA Full-on-gain	45 dBSPL
THD@	500 Hz 5.6% 800 Hz. 1.0% 1600 Hz 0.5%
EQUIV INPUT NOISE	20 dB
BATTERY CURRENT DRAIN	0.54 mA