

MDHearingAid® >>> PRO
THE DOCTOR'S CHOICE FOR AFFORDABLE HEARING AIDS®

www.MDHearingAid.com

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User Manual

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!

Table of Contents

The MDHearingAid® Story	2	Optional Accessories	21
Package Contents	4	and Replacement Parts	
Hearing Aid Diagram	6	Troubleshooting	22
Quick Start Guide.	7	Battery Information.	26
Fitting & Assembly		Using the Telephone	28
1. Insert Battery.	8	Warranty & Repair	29
2. Attach PRO Thin Tubing . .	9	Return Policy	30
3. Attach Ear Dome.	10	Warning to Hearing	32
4. Place Behind Ear	11	Aid Dispensers	
5. Stabilizer Bar.	12	Important Notice for	34
6. Turn Hearing Aid On	13	Prospective Users	
Getting the Most from	14	Notice of Cancellation	36
Your Hearing Aid		Technical Specifications.	37
Care & Cleaning.	19		
In Case of Malfunction	20		

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.

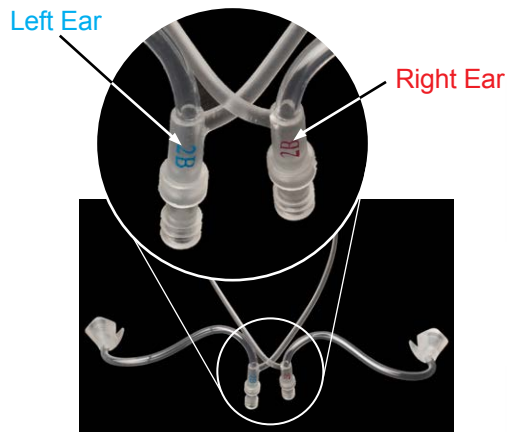
Dr. Cherukuri set out to find a reasonable solution that could help with the most common types of hearing loss at a reasonable price. He was looking for a "one-size-fits-most" hearing aid, similar to reading glasses, that can easily be purchased at the drug store.

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.

MDHearingAid® PRO Package Contents



Thin Tubing for Both Ears

For **Right** ear, use Tubing labeled in **Red**.

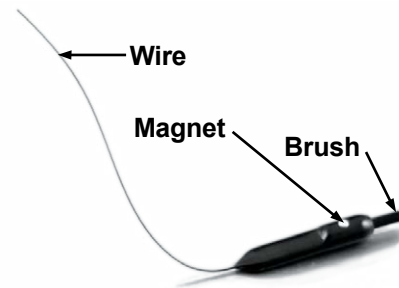
For **Left** ear use Tubing labeled in **Blue**.



Open-Fit Ear Domes (vented) allow natural sound to enter the ear. Best for those with high frequency loss and do not require high volume.



Closed Ear Domes are best for individuals who have low to high frequency loss or require higher volumes.



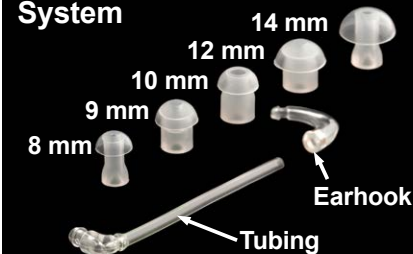
Cleaning Tool

Use Brush for removing wax around Ear Dome. Use the Magnet for replacement of battery. Use Wire to clean Tubing (after removing from Hearing Aid Body).

Package of Size 13 Batteries (orange tab)



Traditional Tubing System

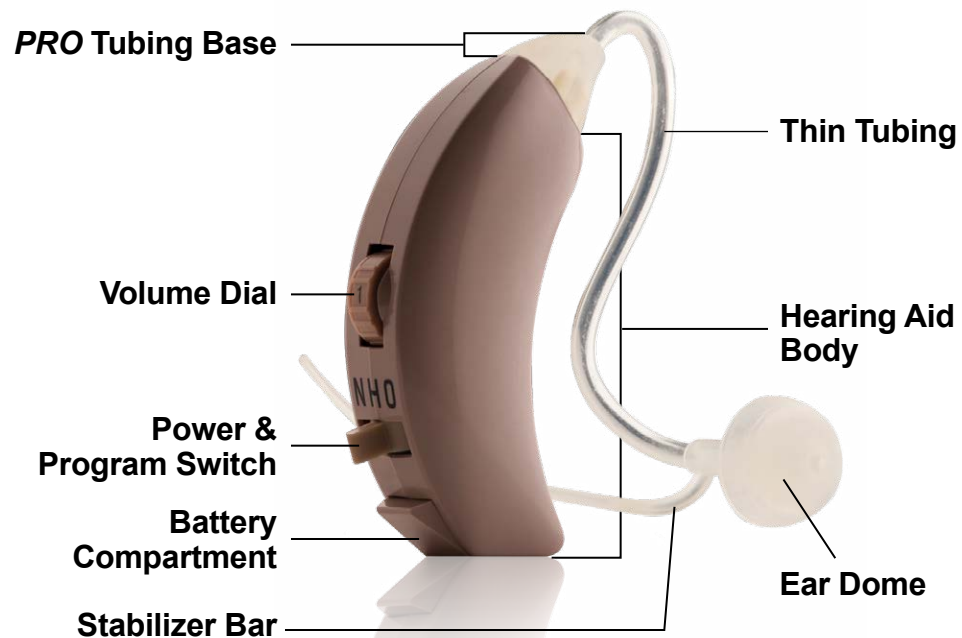


Traditional Tubing System (Optional)

This is **ONLY** for people needing maximum volume or a customized tubing length. (See separate package located under tray.)

Please note: the zinc-air battery must be exposed to air for 1 minute before it is fully operational.

MDHearingAid® *PRO* Diagram



Quick Start Guide

Six Easy Steps for Fitting and Assembling Your MDHearingAid® *PRO*

Step 1: Insert Battery

Step 2: Attach *PRO* Thin Tubing to Hearing Aid Body

Step 3: Attach Ear Dome to Thin Tubing

Step 4: Place Hearing Aid Behind Ear and Test Ear Dome for Fit

Step 5: Stabilizer Bar Adjustments

Step 6: Turn the MDHearingAid® *PRO* On



Fitting and Assembly

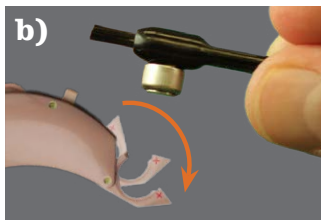
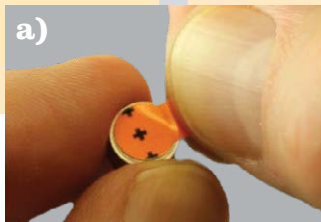
Step 1: Insert Battery

a) Remove the orange adhesive tab to activate the battery. **The zinc-air battery must be exposed to air for 1 minute before it is fully operational.**

b) Push the Nail Grip downward to open the Battery Compartment. With the red "+" side of Battery Compartment facing up, use the Cleaning Tool Magnet (or your fingers) to insert the Battery.

c) Close the Battery Compartment.

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



Step 2: Attach Thin Tubing to Hearing Aid Body

Select the Right or Left Tubing

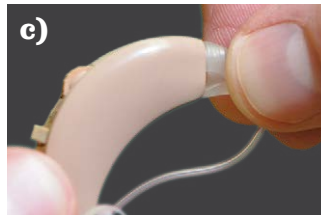
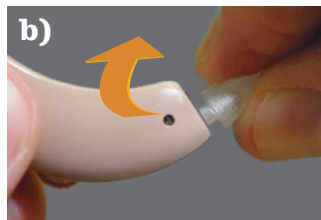
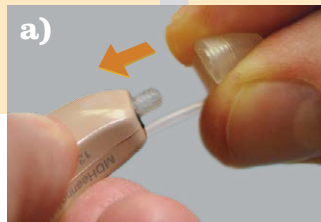
Use Right Tubing (Red label) for fitting Right ear. Use Left Tubing (Blue label) for fitting Left ear.

a) Hold the top of the **PRO** Tubing Base (the triangular end), and place it on the Hearing Aid Body's threaded end.

b) Twist the Hearing Aid Body clockwise, while gently pushing Tubing Base onto threaded end, approximately 3 full revolutions.

c) Make sure Tubing Base is flush with wide sides of the Hearing Aid Body when you are finished.

WARNING: Do not turn ON Hearing Aid until Ear Dome is positioned securely in your ear canal. Otherwise whistling will occur.



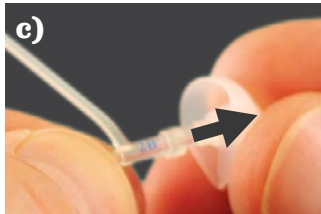
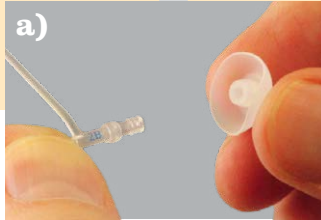
Step 3

Step 3: Attach Ear Dome to Tubing

- Hold the Thin Tubing at the junction of the Stabilizer Bar with one hand and hold the 'mushroom' top of the Ear Dome with the other hand.
- Push the Ear Dome over the ridges on the end of the Thin Tubing.
- Pull in the reverse direction to make sure the Ear Dome is attached securely.



10 Don't attach Ear Dome upside down.



Step 4

Step 4: Place Hearing Aid Behind Ear

- Place Hearing Aid Body behind the ear. The curve of the Tubing should rest on top of the ear comfortably (in front of any eye wear).
- Hold the Tubing at Stabilizer Bar junction.
- Insert Ear Dome with gentle pressure into the ear canal. The 'mushroom' top of the Ear Dome should fit in the ear canal snug not tight.

Test Ear Dome for fit: nod your head up and down and side to side while simulating chewing; if the Ear Dome slips out easily, it is too small.

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



11

Step 5

Step 5: Stabilizer Bar Adjustments

- a) The Stabilizer Bar feature helps keep the Tubing and Ear Dome properly positioned in the ear.
- b) Tuck Stabilizer Bar in the outer bowl of the ear. It may be trimmed to suit the size of your ear.
- c) When the Ear Dome has been inserted properly in the ear canal the Tubing should be flush against the ear.
- d) Give a gentle push on the Tubing to make the Ear Dome snug. (The Tubing is reinforced in this area for this purpose.)



Step 6

Step 6: Turn the MDHearingAid® PRO On

Above the Power & Program Switch 'O' indicates **OFF**. Flip the switch to the 'N' or 'H' Program to turn Hearing Aid ON.

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

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

Try both Programs 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.

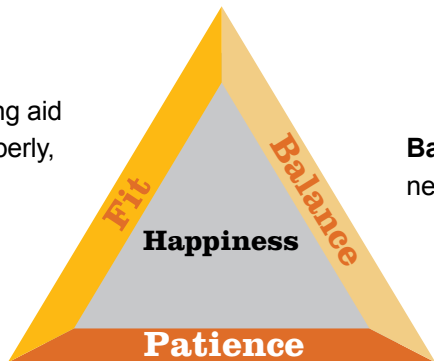


Getting the Most from Your Hearing Aid

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**:

Fit: If the hearing aid does not fit properly, it will not work.



Balance: Both ears need to hear.

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.**

- Your **MDHearingAid® PRO** comes with six different silicone Ear Domes. Choose the appropriate size Ear Dome so that the fit inside the ear canal is snug. If the fit is loose, feedback will occur, and you may hear a whistling noise when the Hearing Aids are ON.
- You may find that you require a different size Ear Dome once your ear has adjusted to wearing Hearing Aids regularly.
- If you require a higher volume, consider replacing the **PRO** Thin Tubing with the Traditional Tubing System. The Traditional Tubing has a larger diameter for maximum volume potential. (See **Package Contents** on page 5.)
- If you still are having difficulty fitting your Hearing Aids please contact **MDHearingAid®** Customer Service (customerservice@mdhearingaid.com) for guidance.

Key #2 — 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 recall 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.
- Your 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 acclimation 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.

Key #3 — Balance

We are born with two ears for balance. It is best to maintain balance while treating hearing loss. 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 Offer Code for a discount on a second MDHearingAid® PRO. As always, you will receive a 45-Day risk-free trial with our money-back guarantee.

Care and Cleaning

Follow these tips to keep the MDHearingAid® PRO 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 wire on the Cleaning Tool to keep **PRO** Thin Tubing free from debris.
- Use the brush on the Cleaning Tool to gently clean away wax and other debris.
- 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. After removing the orange tab on the new battery, make sure you wait 1 minute before the battery is inserted.
3. Check that the Ear Dome or Tubing is not blocked by earwax. Use the included Cleaning Tool.
4. Disconnect the Tubing from the Hearing Aid Body and check for moisture in the Tubing.
5. Read the Troubleshooting guide on the following pages.
6. Check the website www.mdhearingaid.com/customer-service/ for more Troubleshooting tips.

Optional Accessories

MDHearingAid® Product Protection Plan



- Offers you 100% protection from **ALL** types of accidental damage, including damage not covered by our standard 90-Day Warranty (water damage, pet damage, battery corrosion, stepping on Hearing Aid, etc.)
- Coverage must be purchased within your initial warranty period.
- This service contract lasts for 1 year from the date of purchase.

Tubing and Ear Dome Replacement

For **OPTIMAL PERFORMANCE**, Tubing and Ear Domes should be replaced every **3 to 6 months**. Over time, Tubing and Ear Domes may become stiff and discolored. Regular replacement keeps your Hearing Aids sounding and feeling like new.

- Visit www.mdhearingaid.com/accessories to order **PRO** Thin Tubing, Traditional Tubing and your Product Protection Plans.



PRO Thin Tubing Kit



Traditional Tubing Kit

Troubleshooting

1. Instrument makes a whistling sound

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified. Most hearing aids (even ones costing thousands of dollars) will whistle when not inserted properly in the ear canal.
- 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 Ear Dome.
- 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 Base. Cracks may become another entrance for sound to enter and cause feedback.
- Lower the volume if it is set too high, and try using a non-vented Closed Ear Dome.
- Clean any wax from the Tubing or Ear Dome that may be interfering with the Hearing Aid. (See enclosed Cleaning Tool.)

For optimal performance, the Hearing Aid Ear Domes and Tubing should be replaced every 3-6 months. Replacements can be ordered at: www.mdhearingaid.com/accessories.

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.
- Flick the Power & Program Switch back and forth, in case dust or lint has collected in the controls.
- 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 Tubing and readjust the Ear Dome in your ear canal.

3. Sound is distorted or intermittent

- Flick the Power & Program Switch back and forth, in case dust or lint has collected in the controls.
- Check the battery contacts for corrosion.
- Replace the battery with a fresh one.
- Lower the volume.
- 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.
- 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, 8:30 am to 4:30 pm (CST).

Battery Information

Battery Type:

The MDHearingAid® **PRO** uses size 13 zinc-air batteries (orange tab).

Battery Tips:

- Extend battery life by switching the Hearing Aid OFF when not in use and by leaving the Battery Compartment open every night.
- New zinc-air batteries require “time to breath”. After removing the orange tab, expose battery to air for 1 minute before inserting it into the Battery Compartment.
- Use Magnet on Cleaning Tool to assist with the placement and removal of the battery.
- Do not use batteries that are expired, unsealed, or showing signs of corrosion.
- Do not leave exhausted batteries in the Hearing Aid. They may leak and damage the Hearing Aid.

Battery Removal:

1. Hold Hearing Aid over a table (with screws facing up) and open the Battery Compartment.
2. Turn Hearing Aid over and the battery will fall out.



Screws on Hearing Aid Body

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 Program '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 Tubing 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 and Repair

The MDHearingAid® **PRO** is covered against defects in materials and workmanship for 90 days from the date you receive your order. 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,
8:30 am to 4:30 pm (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, 8:30 am to 4:30 pm Central Standard Time.

Restocking Fees

Requests for an RMA number **prior to trying** the hearing aid(s) for 21 days will be granted but will carry a ten percent (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.

Number of Days from Invoice	Amount Refunded
1-21	90% (with RMA)
21-45	100% (with RMA)
45+	No Refund

Return Facility address:
MDHearingAid, Inc.
Returns Department
18447 W. 8 Mile Road
Detroit, MI 48219-1520

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

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), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

Stop using the **MDHearingAid[®] PRO** and consult a physician if:

- Hearing in one or both ears worsens.
- Your ear becomes occluded with excessive ear wax.
- Hearing does not improve while using the **MDHearingAid[®] PRO**.
- You develop an infection of your ear or ear canal.
- Skin irritation develops in or around your 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, WITHIN 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:

(Buyer's Signature)

(Date)

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