CERTIFICATE	
Product Name	Hearing Aid
Product Life	5 years
Model	JH-A32E
Lot No.	Outside packaging
Inspector	PASS QA01
The product conforms to the national and industrial standards and has passed inspection.	

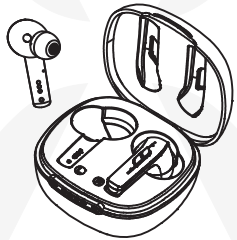
Harmonix ehf. Reykjavikurvegi 64, 220 Hafnarfjordur, Iceland
Harmonix Technologies LLC, 200 Crandon Blvd – Suite 360
Key Biscayne, FL 33149, United States

VER: A32E-20251121-V1

HARMONIX
Elevate

Instructions for Use

Please read this user manual thoroughly and completely before using the product.



Self-Fitting HEARING AID

This product should be used under the guidance of professionals.

EU Version

I.IMPORTANT SAFETY INSTRUCTIONS

Read all the information in this instruction manual and any other literature included in the box before using the device.

1. INTENDED USE

The hearing aid is intended to compensate of impaired hearing.

2. INDICATIONS

Impaired hearing within mild to moderate air conductive hearing loss.

3. SIDE EFFECTS

- For the patients skin sensitive with silicon material, may be caused the ear canal pruritus.
- First use may cause ear canal appear temporary maladjustment, such as slight pain.

4. WARNINGS

- Keep small parts(hearing instrument, eartips, battery or other detachable parts)that can be swallowed out of children's reach.
- Dropping, immersing in liquid, exposure to strong electromagnetic fields or excessive heat will damage the hearing aid.
- Remove devices prior to any type of X-ray, MRI, or CT scan.
- If parts become stuck in the ear canal, seek medical assistance-do not attempt to remove by yourself.
- Do not use the devices in explosive or oxygen-enriched atmo spheres, as doing so may damage the devices.
- The hearing aids should only be used by intended person as

using
hearing aids designed for someone else may result in hearing damage.
- This hearing aids only be used for compensating the patientswith
hearing impairment, do not have hearing therapeutic value.

5. NOTICES

- If you experience any pain or strong discomfort using the devices,remove and consult a doctor.
- Routine maintenance to keep the device clean is required. Ensure that eartips are free of debris and moisture at all times.
- Avoid shocks or dropping the product.
- Do not store or use the product in environments of high humidity or temperature (such as sauna room), to avoid damage.
- Do not set volume levels too high. Listening with high-output devices for extended period of time at high volume levels can cause further hearing damage. You should never leave your hearing aids near heating appliances.
- Do not share your hearing aids with others. Using a hearing aid configured for someone else can result in hearing damage or injury.
- Monitor for any unusual skin reaction. If you notice any

allergic reaction (itchiness, swelling, or rash), stop wearing the hearing aids and consult a medical specialist.

- Do not use the hearing aids adjacent to or stacked with other equipment, it could result in improper operation. If such use is necessary, the hearing aids and the other equipment should be observed to verify that they are operating normally- volume.
- Please contact the MANUFACTURER:
  - For assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.
  - If any serious incident occurred in relation to the device, it should be reported to the manufacturer and the competent authority of the Member State in which you are established.

II. CONTRAINDICATION

The device should not be used in the following situations:

- Patients with chronic suppurative otitis media (CSOM), congenital ear atresia, or any type of ear discharge
- Anyone under 36 months old.
- Patients with chronic suppurative otitis media, congenital ear atresia to banned use.
- Congenital atresia of external ear or deformity of any part of the ear canal
- Deafness is unstable, and the degree of hearing loss often fluctuates
- Persistent headaches, dizziness, earaches, tinnitus or other symptoms that are not suitable for adaptation
- Sudden onset of hearing loss within the past 3 months; rapid progressive deafness; unilateral hearing loss or other acute ear disease
- Effusion (secretions/discharge) in the ear and/or frequent purulence (pus).
- Central deafness (central nervous system) or non-organic deafness.

- Patients with acute otitis externa and tympanitis.
- Patients with acute and chronic suppurative otitis media (in the period of purulent infection).
- Patients who are allergic to the materials of this product.

III. MATTERS NEEDING ATTENTION, WARNINGS AND TIPS

1. Do not immerse the hearing aid in any liquid. Remove the hearing aid before swimming or bathing. After swimming or bathing, wait for the ear canal to dry before wearing the hearing aid.
2. After removing the hearing aid at night, it should be placed in a base with a desiccant if possible, protected from high humidity environment.
3. The external surfaces of the hearing aid should be kept clean, and earwax in the eartips should be cleaned out daily.
4. Please choose the suitable product according to your hearing loss level(WHO standard on 2021).

Grade	Hearing threshold in better hearing ear in decibels (dB)
Normal hearing	Less than 20 dB
Mild hearing loss	20 to < 35 dB
Moderate hearing loss	35 to < 50 dB
Moderately severe hearing loss	50 to < 65 dB
Severe hearing loss	65 to < 80 dB
Profound hearing loss	80 to < 95 dB
Complete or total hearing loss/deafness	95 dB or greater
Unilateral	< 20 dB in the better ear, 35 dB or greater in the worse ear

5. Please charge the devices regularly to avoid battery damage; The recommended charging interval of the devices is less than 28 days.

IV. TIPS FOR BETTER COMMUNICATION

It will take practice, time, and patience for your brain to adapt to the new sounds that your hearing aid provide. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions, and gestures can help the learning process and add to what amplification alone may miss.

1. Please review the following simple communication tips for you:

- Move closer to and look at the speaker.
- Sit face-to-face in a quiet room if possible.
- Try out different locations to find the optimal places to listen
- Minimize distractions.
- Background noises may be frustrating at first; remember, you have not heard them for a while.
- Let others know what you need; keep in mind that people cannot "see" your hearing loss.
- Develop realistic expectations of what your hearing aid can and cannot do.

- Better hearing with hearing aid is a learned skill combining desire, practice, and patience.

2. You will learn and adjust, it just takes a little time. Remember to be patient with yourself.

3. For Your Family and Friends:

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak.
- Look at you or sit face-to-face.
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult.
- Rephrase rather than repeat the same words; different words may be easier to understand.
- Minimize distractions while speaking.

V. NORMALIZED SYMBOLS

	Follow operating instructions		
	B type applied part		
	Disposal in accordance with Directive 2012/19/EU		
CE 1639	Complies with the Regulation (EU) 2017/745. Notified Body is SGS Belgium.		
	Date of manufacture		Manufacturer informa-
SN	Serial number		USE BY
	Warning/ Danger: Improper use might cause serious		
MD	Medical Device		
Storage/Transport	Permissible storage and transport temperature and humidity		
Operating	Permissible operating temperature and humidity		
EC REP	MedPath GmbH Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany		
	Keep Dry	RoHS	Comply with Directive 2011/65/EU
	Paper Packaging Recycling		

Notes:This hearing aid is produced under the strict quality system of Huizhou JINGHAO Medical Technology Co.,Ltd.

• The device fulfills the provisions of Complies with the Regulation (EU) 2017/745 and the Harmonize Standard as IEC 60601-1, IEC 60601-2-66, IEC 60118-7, IEC 60118-13, EN ISO 10993-1/-5/-10 EN ISO 14971.

VI. REGULATORY AND LEGAL INFORMATION

Important information regarding Electro Magnetic Compatibility (EMC)

With the increased number of electronic devices such as PC and mobile (cellular) telephones, radio transceivers, mobile radio transmitters, radio-controlled toys, and so on, Medical devices in use may be susceptible to electromagnetic interference from other device. Electromagnetic interference may result in incorrect operation of the medical devices and create a potentially unsafe situation. Medical devices should also not interfere with other devices.
In order to regulate the requirements for EMC (Electro Magnetic Compatibility) with the aim to prevent unsafe

product situations, the EN60601-1-2 standard has been implemented. This standard defines the levels of immunity to electromagnetic interference as well as maximum levels of electromagnetic emissions for medical devices.
This unit has been thoroughly tested and inspected to assure proper performance and operation! This product needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided, the following tables recommend minimum separation distances between portable and mobile RF communications equipment and the RJADAT-1 unit.

1. Guidance and manufacture' s declaration-electromagnetic emission-for all EQUIPMENT and SYSTEMS.

Guidance and manufacturer's declaration Electromagnetic emission			
Hearing aids are intended for use in the electromagnetic environment specified below. The customer of the user of hearing aids should assure that it is used in such an environment.			
Emission test	Classified / Test Level	Compliance	Electromagnetic environment – guidance
Power line conducted emission test	CISPR 11, Class B, Group 1	N/A	Hearing aids use RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.

Radiated emission test	CISPR 11, Class B , Group 1	Pass	The hearing-aids are suitable for use in all establishments, other domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic crurent emission test	IEC 61000-3-2, Class A	N/A	
Voltage fluctuations & flicker emissions	IEC 61000-3-3	N/A	

2. Guidance and manufacture' s declaration-electro-magnetic immunity-for all EQUIPMENT and SYSTEMS

Guidance and manufacturer's declaration **Electromagnetic immunity for all equipment and systems**		
Hearing aids are intended for use in the electromagnetic environment specified below. The customer or the user of hearing aids should assure that it is used in such an environment.		
Immunity test	IEC 60601 test level	Compliance level
Electrostatic discharge (ESD) IEC 61000-4-2	Contact discharge: ±2 kV, ±4 kV, ±6 kV, ± 8 kV Air discharge: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Contact discharge: ±2 kV, ±4 kV, ±6 kV, ± 8 kV Air discharge: ±2 kV, ±4 kV, ±8 kV, ±15 kV

Radiated RF electromagnetic fields immunity test	10V/m,80MHz -2.7GHz 80% AM at 1KHz RF Band(IEC 60601-1-2:2014+ A1:2020 section 8.10 table 9)	10V/m,80MHz -2.7GHz 80% AM at 1KHz RF Band(IEC 60601-1-2:2014+ A1:2020 section 8.10 table 9)
Electrical fast transient and burst test IEC 61000-4-4	AC port:±2 kV Patient coupling port: ±1 kV 100kHz repetition frequency	N/A
Surge test IEC 61000-4-5	Line to line: ±500V, ±1kV Line to ground: ±500V,±1kV,±2 kV	N/A
Power frequency (50Hz/60Hz) magnetic field IEC61000-4-8	30 A/m, 50Hz and 60Hz	30 A/m, 50Hz and 60Hz

Voltage dips, and interruption IEC 61000-4-11	0% UT; 0.5 cycles At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°	N/A
	0% UT; 1cycle and 70% UT; 25 cycles Single phase: at 0°	
	0% UT; 250 cycles	
Proximity magnetic fields immunity test	IEC 60601-1-2: 2014+A1:2020 section 8.11 table 11	IEC 60601-1-2: 2014+A1:2020 section 8.11 table 11
NOTE UT is the a.c. mains voltage prior to application of the test level.		

3. Guidance and manufacture's declaration–electromagnetic immunity-for EQUIPMENT and SYSTEM that are not LIFE-SUPPORTING

Guidance and manufacturer's declaration **Electromagnetic immunity for equipment and system that are not life-supporting**		
The hearing aids are intended for use in the electromagnetic environment specified below. The customer or the user of hearing aids should assure that it is used in such an environment.		
Immunity test	Conducted RF IEC 61000-4-6	Radiated RF IEC 61000-4-3
IEC 60601 test level	10 Vrms 150 kHz to 80 MHz	10V/m 80 MHz to 2.5 GHz
Compliance level	10 Vrms	10 V/m

Electromagnetic environment –guidance	Portable and mobile RF communications equipment should be used no closer to any part of hearing aid treatment device including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. **Recommended separation distance** $d=1.2\sqrt{P}$ $d=1.2\sqrt{P}$ 80MHz to 800MHz $d=2.3\sqrt{P}$ 800MHz to 2.5GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, a should be less than the compliance level in each frequency range. b Interference may occur in the vicinity of equipment marked with the following symbol:

NOTE1:

At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE2:

These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

a.Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which hearing aids are used exceeds the applicable RF compliance level above, hearing aids should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating hearing aids.

b Over the frequency range 150kHz to 80MHz, fields trengths should be less than 3V/m.

4. Recommended separation distances between portable and mobile RF communications equipment and hearing aids

Hearing aids are intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of hearing aids can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and hearing aids as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter (W)	Separation distance according to frequency of transmitter (m)		
	150 KHz to 80 MHz	80 MHz to 800 MHz	800 MHz to 2.5 GHz
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73

1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1:

At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE2:

These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

VII. MAINTENANCE AND DISPOSAL

Maintenance

Warning: No modification of this equipment is permitted.

1) We do not authorize any institution or individual to maintain and/or repair the product.If you suspect that the products may be in question,please contact us immediately.
2) The user must not attempt any repairs to the device or any of its accessories.Please contact us for any repair needs.

Disposal



Please dispose of the device in accordance with the directive 2012/19/EU - WEEE(Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

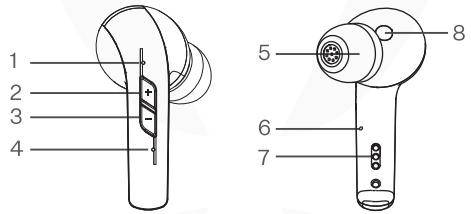
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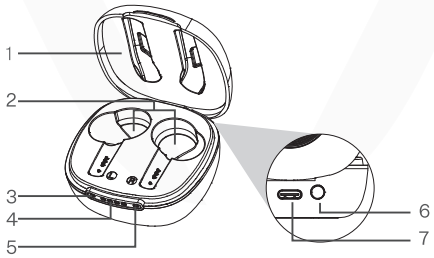
1.【GET TO KNOW YOUR DEVICE】

1.1 Hearing aids



1. Microphone
2. Volume increase/
   Hearing program switch
3. Volume decrease
4. Microphone
5. Eartip
6. Microphone
7. Charging contact
8. In ear detection sensor

1.2 Charging case



1. Upper cover
2. Charging slots
3. Indicator light for hearing aid(L)
4. Indicator light for charging case
5. Indicator light for hearing aid(R)
6. Power switch of charging case
7. Charging port

1.3 Left & Right hearing aid markings

● There is a marking on the hearing aid, which helps to distinguish between left and right hearing aid.



L marking for left hearing aid.



R marking for right hearing aid.

2.【ACCESSORIES】

Items	Description
Eartip × 6	hold the hearing aid comfortably and securely in the ear canal.
USB Cable × 1	used to charge the charging case.
Cleaning Tool × 1	used to clean hearing aids and charging case.
Manual × 1	used for users to read and understand how to use hearing aids and other objects.

3.【USING THE HEARING AIDS】

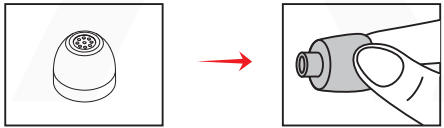
3.1 Fitting eartips

Please follow the following steps to apply eartips. The eartips may remain in the ear canal with incorrect replacement while taking the hearing aids off the ear, which will cause hearing damage.

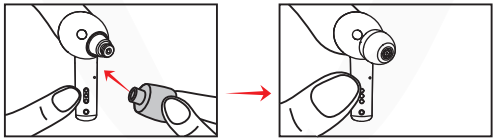
Step 1: Choose a suitable size of eartips.



Step 2: Gently pull the eartips rim membrane outward.



Step 3: Hold on the end of the hearing aid and push firmly to ensure that the eartips are fastened securely.



Notes: Please pull the eartips gently to check if they are installed

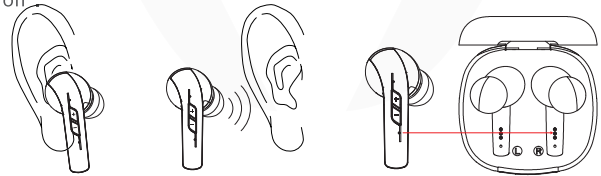
3.2 ON/OFF

3.2.1 TURN ON

- The hearing aids will turn on automatically when they are worn correctly. You will hear prompt tone "Power on".

3.2.2 TURN OFF

- The hearing aids will enter standby status automatically when they are removed from your ear.
- When you place the hearing aids back into the charging case, they will turn off automatically and give out prompt tone "Power off".



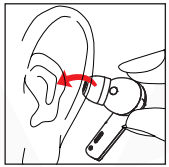
Turn On Standby Turn Off

3.3 Wear/Remove hearing aids

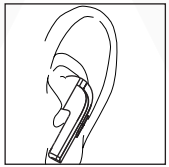
- Your hearing aids are equipped with in-ear detection sensor.
- The hearing aids will enter the standby status automatically when removed from your ear.
- The hearing aids will turn on automatically when placed back in your ear.

3.3.1 Wearing hearing aids

Step 1: Hold the hearing aid and place it in your right or left ear.

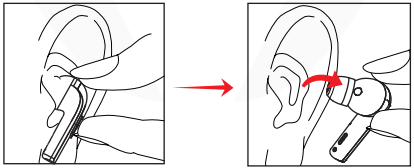


Step 2: Move the hearing aid slightly into your auricle for holding.



3.3.2 Removing hearing aids

Step 1: Grasp the hearing aid and remove it from your auricle gently.

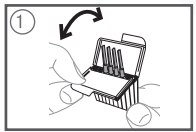


Notice:

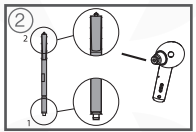
- Hearing aids will whistle when inserted incorrectly. Reinserting them into your ear canal correctly .
- If whistling remains after reinsertion, replace the eartips with bigger size and try it again.
- If the hearing aids doesn't work properly, please check the "6.1 Troubleshooting".If none of the solutions works, contact our service team.

3.4 How to change the wax guard

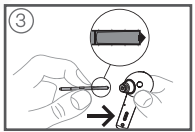
- Wax guard helps to protect the hearing aids from earwax.
- Wax guard is a disposable good that should be thrown away after used.
- The manufacturer do NOT supply additional wax guards with your hearing aids. If you need it, please buy it from your healthcare professional or somewhere else.
- Please follow the following steps to change the wax guard.



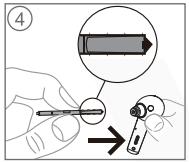
1.Open the wax guard case as illustrated

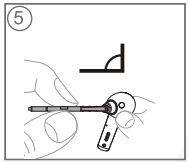


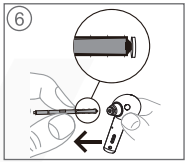
2.Take out the earwax baffle



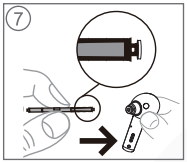
3.Hearing aid wax guard position

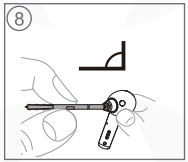


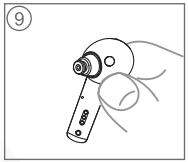




4.Insert the removal hook into the used wax guard. Keep the holder at a right angle. Pull the used wax guard straight out.

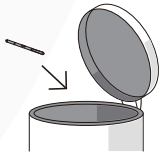






5.Insert the new wax guard into the opening of the sound outlet and press it gently, and pull the holder straight out.

● Throw away the used wax guard.
● If the wax guard can not be locked on the hearing aids, please replace the new wax guard.



3.5 Volume control

The hearing aids have six(6) volume levels.
Short press the "+" button to increase the volume
Short press the "-" button to decrease the volume

Volume Level	Voice Tone
1	Volume One
2	Volume Two
3	Volume Three
4	Volume Four
5	Volume Five
6	Max Volume

3.6 Programs switching

● There are four(4) preset programs in the hearing aids.
● You could switch the hearing programs by long pressing the “+” button.
● Different programs have different beeps as below.

Hearing program	Prompt tone
1	Program One
2	Program Two
3	Program Three
4	Program Four

● The hearing aids are designed with the memory function: The last setting can be remembered when the hearing aids

3.7 Bluetooth

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc. and any use of such marks by JINGHAO is under license.

3.7.1 Bluetooth connection

- Be sure Bluetooth is available on your phone.

Step 1: Turn on your hearing aids before connecting Bluetooth.

Step 2: Check the Bluetooth setting on your phone to "Pair New Device".

Step 3: Select device name “Harmonix Elevate” to pair (connect) the Bluetooth of your phone.

Connection status	Prompt tone
Connect successfully	Connected
Disconnect	Disconnected

- Accept any prompts given by your phone regarding the Bluetooth connection.

Notice:

- Once the first pairing is done,the hearing aids will reconnect to your phone automatically as long as Bluetooth of your phone is available.

Attention:

- Do NOT use the Bluetooth function of your hearing aids for any medical purposes.

3.7.2 Bluetooth function description

(i) Listening to music

- You could increase the music volume by short pressing button “+” once.
- You could decrease the music volume by short pressing button “-” once.

(ii) Phone calls

- You could answer the incoming call by short pressing the button “-” once.
- You could reject the incoming phone or hang up the phone call
  by pressing the button “-” for about 1.5 seconds.

3.8 How to use app

Read all the information in this instruction before using.
-Printed version of this instruction is available via customer support.

3.8.1 Harmonix OTC APP

Step 1: Tap to start “App Store” or “Google Play Store” on a compatible Apple or Android device.
Step 2: Search "Harmonix OTC".
Step 3: Tap “GET” to download the “Harmonix OTC” APP. Follow the system prompts to finish the installation.
Step 4: Tap to start the “Harmonix OTC” APP.
Step 5: Follow the novice guide to finish the setup.
Step 6: Start to personalize and fine-tune your hearing aid.

GET IT ON Google Play

Download on the App Store

- Further instruction is available on Harmonix OTC APP (“More”→“Help”).
- Requirement for running the app: iOS 14 or later; Android 5.0 or later.

Harmonix OTC

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Android™ is a trademark of Google Inc.
iOS is a trademark of Cisco Inc.

3.9 Hearing testing

Welcome to use hearing aid and Harmonix OTC APP. This app allows you to perform a complete hearing test with your compatible hearing aids. The APP will automatically configure the hearing aids based on the results of your hearing test.

3.9.1 Connect the hearing aids

1) While wearing the hearing aids have your Mobile phone ready and ensure that the Bluetooth function on the phone's system settings is connected to the hearing aids.
2) Enter the "Bluetooth Devices" page from the homepage of the APP and connect to both the left and right hearing aids.

3.9.2 Find a quiet environment in which to perform the test

- The APP will automatically detect the base noise level of the surrounding environment. If the ambient noise level is too high, the hearing test cannot be performed and the APP will not proceed to the next step. Please find a quiet environment to continue (Figure 1).
- We will test your hearing at six points: 250, 500, 1k, 2k, 4k, 6k, You can choose “Yes" or “No” according to the actual situation. When you make a wrong choice, you can withdraw it by "Undo" (Figure 2).

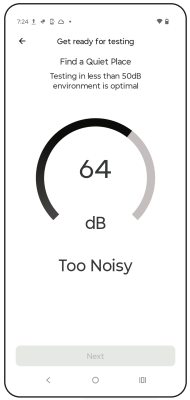


Figure 1

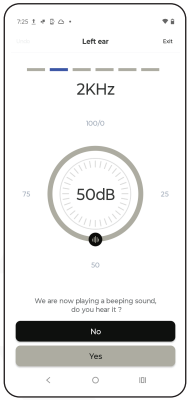


Figure 2

3.9.3 Save and set automatically

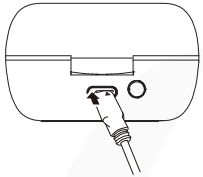
After completing the hearing test, the app will auto-fitting your hearing aids according to your hearing test result.

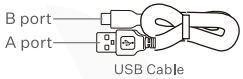
4.【USING THE CHARGER】

4.1 Charging the hearing aids

- The hearing aids will turn off and start charging automatically when placed back into the correct slot of the charging case.
- The blue indicator lights indicate that the hearing aids are

4.2 Charging the charging case





Step 1 : Connect the B port of the USB cable to the charging port of the charging case.

Step 2 : Connect the A port of the USB cable to the power supply.

Blue White Stop

Device	Working	Charging state	Charging indicator of the charging case
Hearing aid	Hearing aid back into the charging case	Charging	Blue solid ligh
		Fully charged	White solid light (Automatically sh off after 5 mintues)
Charging Case	Hearing aid back into the charging case and the charging case unplugged from power	100%	
		75%~100%	
		50%～75%	
		25%～50%	
		0%～25%	Flashin
	The charging case will charge via the USB port on the case	100%	
		75%~100%	Flashin
		50%～75%	Flashin
		25%～50%	Flashin
		0%～25%	Flashin

Charging Indicator Changes of the Charging Case

*Note:

When the power level of the hearing aid is too low, the hearing aid will give out prompt tone.This indicates that the current hearing aid power is about to run out, please recharge it in time.

5.【HOW TO CARE FOR YOUR DEVICES】

Please follow the advice below for the best user experience and to prolong the life of your devices.

- Do not drop your hearing aids or knock them against hard surfaces.
- Do not use sharp tools to dislodge ear wax.Sticking household items into your devices can seriously damage them.
- Keep your devices away from high-temperature and/or high-humidity atmosphere.
- Do not swim, shower or sauna while wearing the hearing aids.
- Do not attempt to dry the hearing aids or charging case in an oven, microwave or other heating equipment. This will cause them to melt and may cause burns to your skin.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Store your devices in a clean and dry location
- Do not use the electronic dryer to store the rechargeable hearing aids.

- Inspect the hearing aids,eartips,and charging case regularly. Remove earwax and debris from your devices by using enclosed cleaning tools.
- Clean the charging contacts of the rechargeable hearing aids with cleaning cloth regularly to ensure the normal charging.
- Eartips should be replaced every 3-6 months or when they become stiff, brittle, or discolored.

6.【FURTHER INFORMATION】

6.1 Troubleshooting

6.1.1 Hearing aids fault self-checking table

Issue	Possible Causes	Potential solution
Feedback or “whistling”	Are the hearing aids worn correctly in your ears?	Reinsert the hearing aids in your ears.
	Is the volume very loud?	Reduce the volume.
	Are the eartips broken or clogged?	Replace the eartips
	Are you holding an object close to the hearing aids?	Move your hand away to create more space between the hearing aids and the objects.
	Is your ear full of wax?	Visit your physician.

Issue	Possible Causes	Potential solution
No sound	Activation time is too short to turn on hearing aids.	Press for longer when turning on your hearing aids.
	Hearing Aids are out of battery.	Recharge the hearing aids.
	Microphone is clogged.	Clean debris or earwax from microphone.
Voice is weak or fuzzy	Low battery	Charge the hearing aids.
	Volume is too low.	Increase the volume level.
	Microphone is clogged.	Clean debris or earwax from microphone.
Scan or search the Bluetooth of hearing aids unsuccessfully	Misrecognize the Bluetooth broadcast name.	Bluetooth broadcast name: Harmonix Elevate.
	Bluetooth function of your mobile device is OFF.	Turn on the Bluetooth function of your mobile device.

Issue	Possible Causes	Potential solution
Scan or search the Bluetooth of hearing aids unsuccessfully	Hearing aids is occupied by other mobile device.	Disconnect from other mobile device and try to connect again.
Can not operate and adjust your hearing aids via APP after connecting to your mobile device successfully.	Hearing aids are not connected to the APP.	Connect your hearing aids to the APP.
Music or phone function is not working after connecting successfully.	Hearing aids do not get the permission of your mobile device about media or phone.	Set permission to your hearing aids.
	Do-not-disturb mode of your mobile device is ON.	Turn off the Do-not-disturb mode of your mobile device.

6.2 Charging case fault self-checking table

Issue	Possible Causes	Potential solution
Indicator light of charging case is not light up or flashing.	The supply cable adapter is not receiving power	Power the adapter or replug to the power supply.
	Charging case is connected to the USB cable incorrectly.	Check and connect charging case to USB cable correctly.
	Battery over-discharging.	Charge the charging case for a period of time.
Charging case can not charge the hearing aids.	Hearing aids are not inserted into the correct slot of charging case.	Insert hearing aids into the correct slot of charging case to charge.
	Charging contacts are dirty	Clean the charging contacts of hearing aids and charging case.

7.【TECHNICAL SPECIFICATIONS】

Test Standard: IEC 60118-7 2005
Test Equipment: FONIX 8000
Test Coupler: HA-1 2CC

1). Hearing aids technical specifications	
Test Item	**Value**
Max. Output(OSPL90)	112dB
HFA-full-on gain(HFA-FOG)	25dB
The Latency value	6ms
The total harmonic distortion value(THD)	3%
Frequency response bandwidth	F1=200Hz F2=5500Hz
Frequency response smoothness	6dB
Operation environment	Temperature: 0°C~40°C, Relative humidity:30%-75%RH, Atmospheric pressure range: 86~106kPa

Storage & transportation environment	Temperature: -10℃~+55℃, Relative humidity 10%-90%, Atmospheric pressure range: 70-106kPa

2). Battery life	
Test Items	**Value**
A hearing aid when the Bluetooth is disconnected	≥12h

• The actual battery life depends on battery quality, use pattern, active feature set, hearing loss and sound environ-

• The data are derived from the measured value of the product at the laboratory, not guaranteed values.

8.【WARRANTY】

EU Limited Warranty

This limited warranty covers defects in material and workmanship for a period of two (2) years from the date of purchase, which includes the hearing devices, charger case, and cord within the warranty period. Proof of purchase (receipt) is required to prove ownership.

Any damage caused by improper handling and care, expo-sure to elements or chemicals, or unauthorized service will not be covered by the warranty. All other damage claims excluded. A warranty claim must be submitted with the purchase receipt.

Contact Harmonix customer service in the event of failure. - scan QR code or follow the link:

www.harmonix.is/customerservice

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