

**Arvo™**

Open Fit & Receiver in Canal



- Advanced Technology
- Excellent Versatility
- Listening Comfort

**Audina®**  
HEARING INSTRUMENTS, INC

## Owner Information

MODEL: \_\_\_\_\_

SERIAL NUMBERS:

LEFT: \_\_\_\_\_

RIGHT: \_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_

BATTERY SIZE: \_\_\_\_\_

MEMORY SET-UP:

MEMORY A: \_\_\_\_\_

MEMORY B: \_\_\_\_\_

MEMORY C: \_\_\_\_\_

MEMORY D: \_\_\_\_\_

TYPE OF HEARING AID: \_\_\_\_\_

SIZE OF HEARING AID: \_\_\_\_\_

ORIGINAL WARRANTY EXPIRES: \_\_\_\_\_

HEARING HEALTH CARE PROVIDER: \_\_\_\_\_

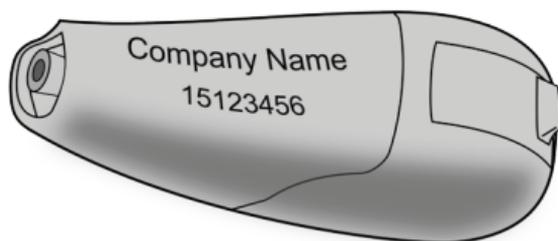
# Welcome to the World of Better Hearing

We understand that hearing loss affects one's quality of life. That is why we are dedicated to building the highest quality hearing instruments. Your new hearing instruments will soon be indispensable to you and will bring new pleasure and enjoyment to your life.

A period of adjustment may be needed to become accustomed to your new hearing instruments and the renewed world of sounds you will experience. The adjustment time varies for each individual and may be as little as a couple of weeks to as long as several months. Allow yourself time to become familiar with those sounds you have not heard for a long time. Before operating your hearing instruments, please read this manual thoroughly.

## Serial Number

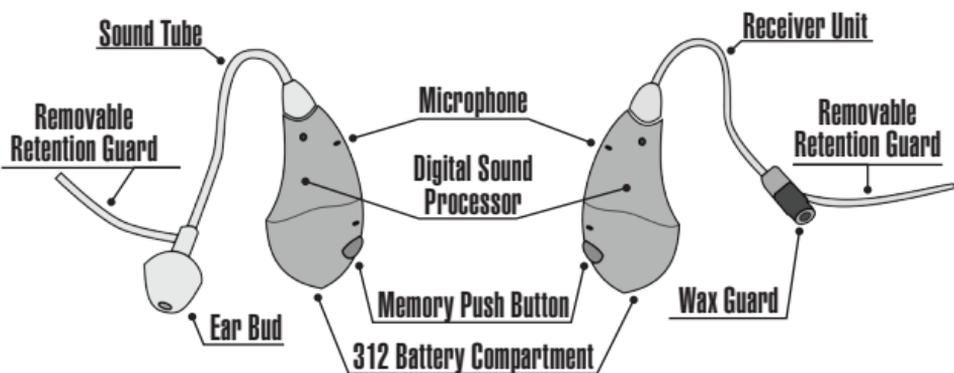
Each hearing instrument has its own unique number located on the exterior of the hearing aid. The first two digits of the serial number represent the year in which the instrument was manufactured.



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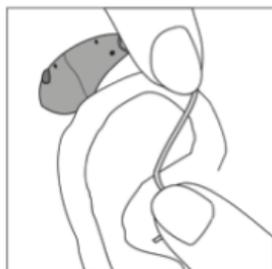
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# Open Fit / RIC Diagram

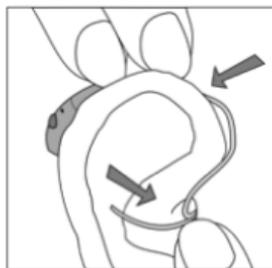


## Proper Placement on Ear:

**Step 1:** Place the hearing instrument over the top of your ear.



**Step 2:** With your index finger, hold the sound tube / receiver unit where it attaches to the ear bud and gently push the ear bud into your ear canal until it is just inside the canal.

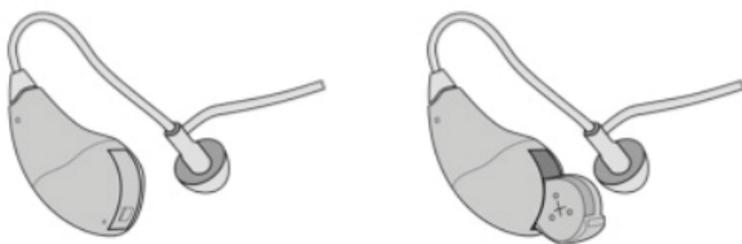


**Step 3:** Place the retention guard of the sound tube / receiver unit into the bowl of your concha.



## On/Off Function

To turn your hearing instrument “on”, you simply need to close the battery door after inserting a battery. To turn your hearing instrument “off”, open the battery door completely this will disengage the battery and turn off the hearing instrument. When the hearing aid is not in use, it is recommended that you open the battery door. This helps to prevent excessive battery drain and allows for proper ventilation of the hearing aid.



*Use finger notch to open the battery door toward the hinge.*

## Battery Information

The low battery detection system continuously monitors battery life. When the battery becomes low, the low battery warning sequence consisting of 3 double beeps is initiated. After the warning beeps are complete, normal operation resumes. The low battery warning sequence will repeat again 10 minutes after the initial warning; it's now time to insert a new battery. Hearing aid batteries are most easily purchased from your hearing healthcare provider.

### **Battery Type and Proper Storage:**

Your hearing instrument will use a size 312 battery (brown tab). A zinc air battery is recommended for optimal performance. Batteries should NOT be stored in a refrigerator or dehumidifying device. Such storage could

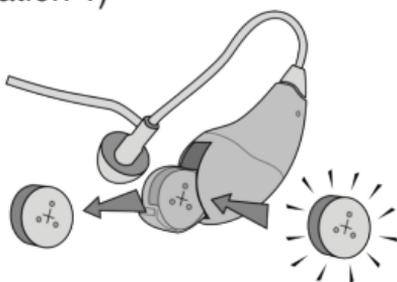
cause leakage and damage the batteries and hearing instrument.

**Important:** Always properly discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician or call the National Button Battery Hotline at 202.625.3333.

## To replace your hearing instrument battery, follow these steps:

**Step 1:** Lift the notch at the edge of the compartment and carefully swing open the door. (Illustration 1)

**Step 2:** Remove the colored tab on the battery. Holding the instruments as shown in Illustration 2, insert the battery with the “+” side up, matching to the “+” on the battery compartment door.



Line up the + sign on the battery door to the + sign on the battery

**Step 3:** Gently swing the door into the closed position. The compartment should close easily. Do not force it.

It is important that the battery is inserted correctly. If the battery compartment door does not easily close, the battery is not seated correctly. Do NOT try to force the door shut, close gently.

The life of your hearing instruments' batteries will vary depending on length of daily use, listening environments, and how your hearing instruments are programmed. When the hearing instrument batteries go dead, remove them immediately and replace them with new batteries. Batteries may be purchased through your hearing healthcare professional.

## Memory Program Settings

Depending on the model, your hearing instrument features up to four programmable memory settings. Consult your hearing care professional as to the number of memories available on these hearing instruments. Each memory setting is designed for the best comfort and optimal performance in a particular listening environment. Such environments may range from noisy to quiet... as when you're on the telephone, outdoors, in a crowded restaurant, or listening to TV, music, or a movie.

To change the program setting, simply press the memory program button located on your instrument. An audible signal indicates the specific settings for your listening environment. When you turn on your hearing instrument it will automatically start in program 1. Your hearing healthcare professional will program the instrument for you as the specific setting you wish to use.

## Adaptive Directionality®

If your hearing aid is equipped with Adaptive Directionality, it automatically switches between omni and directional microphones depending on the environment. When activated, this system uses both microphones to reduce distracting noise arriving from behind the hearing aid user. Ask your hearing healthcare provider if Adaptive Directionality is a featured option on your hearing instrument.

## Telephone Use

Your hearing instrument allows you to use the phone as you normally do – holding the phone up to your ear. In some cases, you may need your hearing instrument programmed with a specific telephone setting. If this feature is important to you, ask your hearing healthcare professional to adjust one of the available memory programs to assist your telephone requirements.

## Cell Phone Compatibility

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19- 2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of a hearing aid rating of 2 (M2/T2) and a telephone rating of 3 (M3/T3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide “normal use;” a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

**Note:** The performance of individual hearing aids may vary with individual cell phones. Therefore, please try this hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

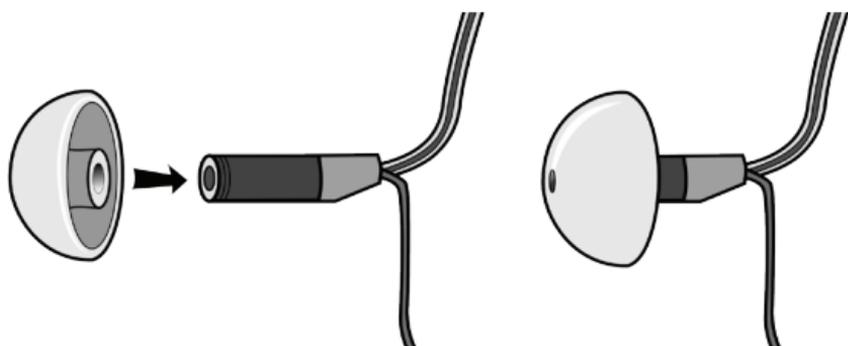
## Care and Storage

### Cleaning Your Hearing Instrument

The following instructions will assist in extending the life of your hearing instruments. You should clean and inspect your hearing instruments daily to control wax buildup. To clean, very gently wipe the surface with a soft, dry cloth or moist cleaning wipes made especially for hearing instruments. Do not allow water or liquid to enter any openings on the instruments.

### Inserting Dome

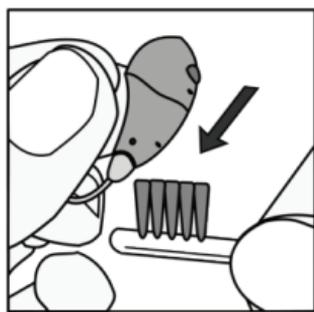
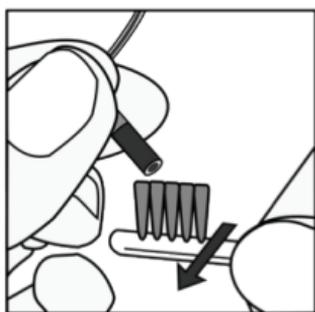
Insert dome over the tube/receiver tip as shown in image. Make sure dome is fully seated before inserting aid in ear. Incorrect dome placement may result in injury.



## Cleaning Receiver in Canal

To remove any wax accumulated on the receiver module or wax guard, use the brush supplied with your hearing instrument. Brush the wax guard while holding the instrument upside down so the debris will fall toward the floor rather than into the receiver unit.

See illustration 1, showing proper method. Also brush the microphone port as shown in illustration 2.



If the hearing instrument is weak or not working, you may need to replace the wax guard as outlined in this manual. Inspect the RU and wax guard daily for any visible damage. If any damage has occurred, or the wax guard comes off inside the ear, contact your hearing care professional for immediate help. The above instructions should be performed daily.

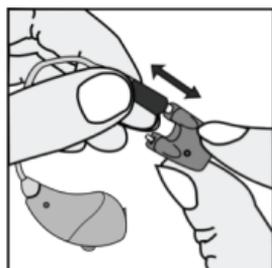
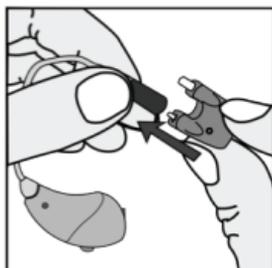
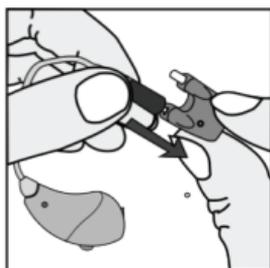
## Removing and Inserting a Wax Guard

Your RU is protected from debris and earwax by a replaceable Wax Guard.

Remove the NoWax tool from the storage disc. The tool has two arms, one with the new filter and the other is to remove the NoWax filter that is presently in the receiver unit.



Push the removal arm of the tool into the existing NoWax filter in the RU as shown in illustration 1. Remove the used filter by pulling the tool away from the RU as displayed in illustration 2.

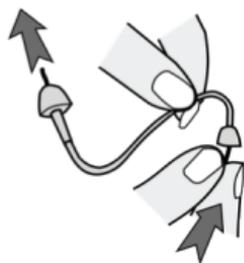


Using the tool, push the new filter arm onto the receiver unit to install the new filter as shown in illustration 3 and 4. Pull the tool away from the receiver unit once the new filter is in place. Be sure to properly discard the used NoWax filter as it may be harmful if swallowed by a child or pet. The wax filter should be replaced once a month or as needed.

**Caution:** Make sure that the new wax guard is firmly in place in the RU. Improper insertion can result in the wax guard falling off and becoming lodged in the ear canal. If this happens, contact your hearing healthcare provider immediately to have it removed. Do not attempt to remove it by yourself.

### Cleaning Thin Tube and Bud

Remove the sound tube from the hearing instrument by gently twisting the tube 360° and pulling it straight off, away from the main instrument. Use a damp cloth to clean the exterior of the sound tube and bud. Use the cleaning rod (provided in storage case) to clean the sound tube and bud. Lightly “push” the cleaning rod through the sound tube, inserting at the opening where



the tube attaches to the body of the instrument and push out through the bud. Re-attach the sound tube onto the body of the instrument by holding the sound tube in one hand and the hearing instrument in the other hand. Line-up the sound tube and the connecting end of the instrument, push the sound tube straight on to the instrument body. No need to rotate the sound tube when re-attaching.

The materials used in your hearing instruments are of the highest quality available, and the likelihood of an allergic reaction is slight. If a skin irritation occurs, including redness, swelling or itching where the hearing aid makes contact with your ear, contact your hearing healthcare provider or physician. The wearing of a hearing instrument may accelerate the accumulation of ear wax. This can easily be removed by your physician or in some cases your hearing healthcare provider.

**Caution:** *Your hearing instruments are NOT water resistant. NEVER swim, bathe, or shower while wearing them or otherwise immerse in water.*

## **Caring For Your Instrument**

Hearing instruments are exposed to moisture in the form of humidity and perspiration while being worn. The daily use of a dehumidifying system or drying kit approved by your hearing healthcare provider is recommended. These accessories may be purchased from your hearing healthcare provider.

## **Extended Storage**

If it is necessary to store your hearing instruments for an extended amount of time, follow the steps below for proper storage. Remove the batteries. Clean the instrument according to instructions in this manual. Place the instruments in a cool, dry place. The original container or a hearing instrument dehumidifier is recommended.

## Do's and Don'ts

- Do** store the instruments overnight in a hearing aid dehumidifier to absorb moisture.
- Do** always carry spare batteries.
- Do** replace the battery when the low-battery warning begins.
- Do** always care for your instrument as outlined in this manual.
- Do** dry the battery contacts with a cotton swab in cases of humid weather or heavy perspiration.
- Do** safely store hearing instruments when not in use. Keep them out of the reach of small children and pets.
- Don't** leave your hearing instruments on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat and cold can damage the instruments.
- Don't** wear your hearing instrument when applying hair spray, using the hair dryer or at the salon/spa.
- Don't** wear the hearing instruments when having medical tests done such as MRI, X-rays or CT scans; as different types of radiation may damage the hearing instrument.
- Don't** wear the instruments while taking a bath, shower, spa treatment or while swimming.
- Don't** store the instruments in the bathroom during a shower or near a steam room as moisture created by the steam may cause damage.

# Troubleshooting Guidelines

## **No Sound/Not Loud Enough:**

- Ensure that hearing instruments are turned on.
- Replace the battery.
- Ensure that there is no wax or debris built up; clean or replace the wax guard as instructed in this manual.
- Ensure the hearing instrument is placed in the proper position and the receiver module is placed properly into the ear canal.
- Excessive earwax can prevent sound from entering the ear.
- Changes in your hearing loss can affect how you hear with a hearing aid.

## **Whistling / Feedback:**

- Ensure the hearing instrument is placed in the proper position and the receiver module is placed properly into the ear canal.
- Excessive earwax and improperly sized tips or molds can cause whistling.
- Move hand or other flat objects away from the ear; adjust clothing (collar) that may be interfering with sound travel.

## **Sound is Distorted or Unclear/Intermittent Sound:**

- Replace the battery.
- Hearing instruments may have a poor battery contact or may not be programmed properly.
- Ensure that there is no wax or debris built up; clean or replace the wax guard as instructed in this manual.

## **Turns On and Off Automatically:**

- Replace the battery.
- Excessive moisture may be causing this, let the instrument dry thoroughly.

## **Discomfort:**

- Check to be sure you have the instrument inserted correctly, following the steps outlined in this manual.

## Changing Memory Program Issue:

- May be caused by a weak battery, replace the battery. Contact your Hearing Healthcare Professional if problem continues

## Binaural Amplification

Hearing instruments are the most commonly chosen option to improve hearing loss. Today's hearing instruments are quite small in size and feature sophisticated electronics that accommodate a wide variety of hearing losses. Nature gave us two ears for a reason and since the majority of people who have a hearing loss are affected in both ears, two (binaural) hearing instruments are typically recommended. Two hearing instruments should provide these benefits:

- Better overall sound quality when compared to one hearing instrument ("stereo sound").
- The ability to locate a sound source in noisy and normal listening conditions.
- Increased ability to understand speech in noisy and normal listening conditions.
- A sensation of balanced hearing.

**Talk with your hearing healthcare provider about what is best for you.**

## Children With Hearing Loss

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 since hearing loss may cause problems in language development and the education 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 hearing loss.

## Warranty Information

Please see your hearing healthcare provider regarding your specific warranty information. Our guarantee covers any defect in material or faulty production, except cords and batteries. We will, at our option, repair or replace the instruments or any defective part, at our expense, within the limits of the warranty.

This warranty will become invalid if the hearing instruments have been tampered with or altered in any way, or if the serial number has been altered, effaced, removed, or if any repairs have been made without authorization. This warranty does not include a promise of specific hearing improvement because that depends upon your audiologic needs, proper fitting and adjustments by your hearing healthcare provider and proper use by the owner.

Any implied warranty shall be limited to one year from date of purchase. The only entity or individual who is authorized to perform the warranty obligations is the manufacturer.

All in-house warranty work performed by the manufacturer will be done within a reasonable period of time. If warranty work is performed and there appears to be a defect, malfunction, or failure to conform to the warranty, the obligations will be met if brought to our attention within one month from the date of the original warranty work.

This warranty is specifically limited to the scope set forth herein, and may not in any way be expanded by the other oral or written representations.

In the event that a dispute should arise between Audina and the purchaser of any warranted product, whether a distributor or the end-user, over either the express warranty or any implied warranty, any legal action brought to enforce

such warranty will lie exclusively within the Courts for Seminole County, Florida and Florida law will apply to the interpretation and/or application of such warranty claim.

Further, the prevailing party in any such legal action shall be entitled to recover from the other party its reasonable attorney's fees, in addition to all costs associated with such legal action.

## **Service and Repair**

You should visit your hearing healthcare provider if your hearing instruments are in need of service. If you no longer have a hearing healthcare provider and are in need of one, you may contact Audina and we will assist you in finding one in your area. If you are unable to visit a hearing healthcare provider, you may send your hearing aids directly to the manufacturer.

Before planning to return your instruments for repair, please refer to the troubleshooting chart in this book. Many times these solutions can prevent the time and cost associated with a repair.

If you need to send your instruments directly to the manufacturer, carefully pack your instruments in a sturdy box and send it to:

Audina® Hearing Instruments, Inc.  
165 E Wildmere Ave, Longwood, FL 32750, USA

You must include your current phone number and home address. There is a \$40 charge to cover shipping and handling. Please include a check, payable to Audina Hearing Instruments, Inc. for said amount when sending your instruments for service.

It is recommended to purchase shipping insurance when sending your hearing aids to the manufacturer.

## Notice to Prospective Users

Good health practice requires that a person with a hearing loss have a medical exam by a licensed physician, who specializes in diseases of the ear, before purchasing a hearing instrument. Licensed physicians who specialize in the diseases of the ear are often referred to as Otologists, Otolaryngologists (ear, nose and throat – ENT) 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 instrument is purchased. Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument.

A hearing specialist will conduct an evaluation to assess your ability to hear. The hearing instrument evaluation will enable the hearing specialist to select and fit a hearing instrument to your individual needs. Federal law restricts the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician. Federal law allows 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 is not in your best interest, and its use is strongly discouraged.

## Notice for Hearing Healthcare Providers

Hearing healthcare providers should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing healthcare provider determines through inquiry, actual observation, or review of any other available information, 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.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap greater than or equal to 15 decibels at 500 Hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen (wax) accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing instrument which has a maximum sound pressure level in excess of 132 dB (decibels) because there may be a risk of damaging the remaining hearing of the hearing instrument user.