



Good hearing connects you to life

Made for

Apple iPhone | iPad

USER'S GUIDE

- BEHIND THE EAR (BTE)
- TIE MODULAR
- RIC (RITE)
- OPEN FIT
- IN THE EAR (ITE)
- IN THE CANAL (ITC)
- COMPLETELY IN THE CANAL (CIC)
- INVISIBLE IN THE CANAL (IIC)



DECLARATION OF CONFORMITY

(Manufacturer Declaration)

The Manufacturer EAR TEKNIK ISITME VE ODIOMETRI CIH. SAN. Ve TIC. A.S hereby declares that products manufactured at 59930, Ergene/Tekirdag are placed on the market in accordance with the EMC directive on 14 June 1993 (93/42/EEC) Ila class Annex V-2007/47/EC, IEC 60118-13: 2016, and undertakes and proclaims with this document that the organization is solely responsible for the product.

Terms of storage and transport:



Temperature during transport and storage:
-20⁰/ +60⁰ Celsius is limit value.



Humidity: Should not exceed
65% constantly.



Air pressure range:
Ideal 1100-500 hpa



Please read the user manual before using the product.

KK.04.01/01.01.2007/07.09.2022/15



Introduction

Congratulations for your decision to purchase this supreme hearing aid manufactured by **ear-teknik** with the most modern methods and technologies.

This hearing system is the fully equipped, most reliable, easy to use and easy to maintain hearing aid in its respective class.

This device is engineered to allow you experience the most natural sound comfort as well as to understand any speech at any environment.

Please read the user manual to get maximum benefits from your hearing aid and to ensure that you are using it correctly.

We wish you health and well-being.

Please contact your hearing center for your questions.

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Becoming Familiar with the Hearing Aid

If you are using a new hearing device to become familiar with the hearing aid without straining your brain, please pay attention to the instructions below;

- 1- During first week, 2 hours in quiet environment every day;
- 2- During second week, 4 hours in quiet environment every day;
- 3- During third week, 8 hours in quiet environment every day;
- 4- During fourth week, 6 hours in non-noisy outdoor and 6 hours in quiet environment every day;
- 5- During fifth week, in every environment every day.

Experienced users can continue to use their hearing aids continuously. Always use your hearing aid if you want to protect your hearing and understanding.

Note: This user manual is valid for all **Helix** model hearing aids. **Helix** is an **ear-teknik** brand.

Serial/barcode number, lot number and other information of the device are on the outer box of the device.





Important Information..

Please read the following information carefully before using your hearing aid!

- Please use your hearing aid after being programmed by a specialist. Any unprogrammed devices may damage your hearing.
- Hearing aids that are not in the pediatric group are not suitable for children under 36 months. When these devices are used by children and people with cognitive impairment, users should always be supervised to ensure safety.
- Hearing aids are small devices and contain small parts. If the parts are swallowed, consult a doctor or go to the hospital immediately, as the hearing aid and its parts may cause suffocation!
- Hearing aid batteries are toxic. Do not swallow or chew them. Keep them away from children and pets. If the batteries are swallowed, please consult a doctor.
- Batteries are mistakenly mixed with medicines occasionally. Therefore, check your medicine carefully before swallowing it.
- Always use new batteries for your hearing aid; Never use leaked, oxidized, expired batteries or watch batteries. In case of battery leakage, insert a new battery immediately to avoid skin irritation.
- Do not throw away used batteries, deliver them to your hearing center.
- When removing your hearing aid from your ear, if you use probes instead of earmolds, in very rare cases Probes may get stuck in the auditory (ear) canal. Consult a specialist for safe removal.
- Please use only original components (probe, tube, etc.) and accessories specified by the manufacturer. Unauthorized changes or modifications not specifically approved can cause injury in the worst-case scenario.
- Protect your hearing aid as much as possible, even if it is water, moisture, or dust resistant. Do not use while swimming or taking a shower.
- This device consists of sensitive microelectronic parts. Protect from breakage, shocks and falls.
- Protect your device against highly humid places because high humidity may cause oxidation in your device.

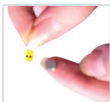
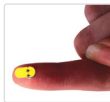
- Avoid leaving your hearing aid under direct sunlight and near fire sources.
- Do not use microwave ovens, hair dryers or power dryers to dry your hearing aid. Please consult to your hearing aid center to learn further about drying methods.
- Remove the battery and leave the battery door open if you are not using the hearing aid.
- Make sure your device is fully dry before using it. Dry it in the box with a drying tablet one day before using it.
- Avoid dropping your hearing aid and protect against impacts.
- If you are using In The Ear devices; do not use your device without filter.
- Remember that your hearing aid may stop without notice. Consider this when you depend on warning sounds (for example, when you are in traffic). Hearing aids may stop working if the battery is dead or if the sound input and output are blocked by moisture or earwax
- MRI or CT-X-ray may damage your device, please remove and turn off your device before any scan.
- High electromagnetic fields can damage the sensitive electronic parts of your device. Therefore, do not place your devices under, above or near strong magnets.
- Do not place the devices on the wireless charging stations that are used for charging mobile phones, etc.
- Your hearing aid has been subjected to extensive interference tests according to the strict rules of international standards. However, interference can occur between hearing aids and other devices (such as some mobile phones, customs control devices, and shop alarm systems). If this happens, increase the distance between the hearing aid and the interfering device.
- The maximum sound output level of the hearing aid can exceed 132 dB SPL (IEC711). Only expert specialists can select and fit the hearing aid since there is a risk of damaging the rest of the hearing ability of the user.

- Our hearing aids are rated IP68 under IEC 60529 standard (Under 1 meter deep water for 60 minutes). Our hearing aids are resistant against water and dust. Do not contact your device with chemical liquids such as soap, detergent, cologne, alcohol, perfume, lotion, body spray, hairspray, hair gel, sun protection cream, hair dye, acids.
- Do not use in explosive or oxygen-enriched atmospheres.
- The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing loss. It must be used by only the intended person.
- If you wear an active implantable device keep the Hearing Aid and Hearing Aid Accessories at least 15 cm away from the implant.
- If you have an active brain implant, please contact the manufacturer of the implant for risk evaluation.
- If you experience any interference, do not use the hearing aid and contact the manufacturer of the implant.
- Please note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- If you have an implantable device, we advise to keep magnets* at least 15 cm away from the implant.
- (*= can be specified as Autophone magnet, hearing instrument case, the magnet in a tool, etc.)
- The use of accessories, transducers, and cables not specified or supplied by the device's manufacturer may result in higher electromagnetic emissions or decreased electromagnetic immunity, as well as malfunction.
- The frequency range for your wireless hearing aids is 2.4 GHz to 2.48 GHz. Pay attention to in-flight announcements to set your device to airplane mode.
- Our wireless hearing aids contain a radio transceiver using Bluetooth Low Energy (BLE) technology operating in the ISM band 2.4 GHz. The radio transmitter is weak and the total radiated power is always 0 dBm e.i.r.p. equivalent to below 1.0 mW.

Running The Hearing System

Please read and follow the instructions below in order to run the device.

- a)** Prepare the battery, remove the protection paper (tape) on the battery. For the battery to operate, leave it open for 2 minutes.



- b)** Placing the battery into your hearing device: Hold your device. Open battery door, place battery paying attention to + (positive) position.

- c) Turning on the device:**

Device will turn on after closing the battery door.

- d) Turning off the device:**

Device will turn off after opening the battery door.

Battery Types











Size	Color	Hearing Aids Types	Average Lifespan*
10	 Yellow	 IIC, CIC, ITC, TIE hearing aids	4-7 days
312	 Brown	 Mini BTE, RIC, ITE and TIE X hearing aids	7-12 days
13	 Orange	 BTE hearing aids	8-16 days
675	 Blue	 High Power BTE hearing aids	12-25 days

* Battery life may vary depending on device technology, fitting and usage.

Battery Replacement

Device is equipped with a system that notifies the low battery by signal sound (beep) or voice.

- It will notify by signal or voice before the battery runs out.
(Available for Alfa3, TheBest, TIE, TIE X, Alfa W, Force, Clever, Fast Series)
 - Pediatric models of Alfa3 and TheBest Series warns with a led light in the button. (Model: SPn, HPn, etc.).
 - You will receive a warning signal when the battery is almost empty. It will signal 3 beeps every 10 minutes. (The duration and number of beeps may vary depending on the device model.)
 - When the battery level of the TIE X / Alfa W / Fast series falls below 15%, the Bluetooth® features are disabled to extend the battery life of the device.
 - Please remember to keep spare batteries with you at all times.
- NOTE: If you do not want to hear the warning sounds, you can ask your hearing care professional to turn them off.

1 Beep	
3 Beeps	  
6 Beeps	     

Inserting and removing behind the ear (BTE) hearing aid to the ear with the mold



Figure 1



Figure 2



Figure 3

Inserting The Device:

The hearing aid should be turned off or the volume should be low. Place the earmold in your ear. (Figure 1)

If you are sure that you have placed the earmold properly, you can adjust the volume of your device to the desired level. (Figure 2)

Removing The Device:

When you want to remove your hearing aid, lower the volume or turn it off.

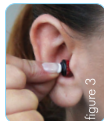
Hold the earmold and pull it out slowly. (Figure 3)

Inserting And Removing (ITE, ITC, CIC, IIC) Hearing Aid

Inserting The Device: Volume level must be at lowest position. Hold the string of the device than gently place it in the canal of the ear side it belongs. Make sure you are placing the hearing aid in the correct ear. (Figure 1)



Removing The Device: Set the volume to the lowest level. Grab the string and pull slowly. If the string is not attached to the device, grab the edges of the device and pull. Do not open and pull the battery door to remove the device from the ear. (Figure 2-3) Open the battery door and turn the device off.



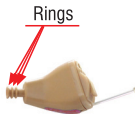
Note: Red color filter holder is used for the right ear and blue color filter holder is used for the left ear with IIC, CIC, ITC, and ITE devices (Figure 4).



Preparing Helix BOX For Usage

Choose the right probe size for your ear canal.

1. Hold the device cabin tightly, push the ring of the device until end of the probe canal.



2. Make sure that the filter at the tip of the device is advanced in the probe canal until it can be seen through the holes on the probe.



3. Make sure that the canals for rings in the probe are well placed on the rings on the device.



Using Acoustic Switch And Changing Program

(Available for Alfa2 / Alfa3/ and TheBest series In The Ear hearing aids)

Acoustic switch works in four different options.

1- Single Touch:

Program changes with one slight tap on the ear.

2- Double Touch:

Program changes with two slight taps on concha in 1 or 2 seconds with two fingers or palm.

3- Cover and Touch:

Cover your ear with your palm for 1-2 seconds and then tap on your ear slightly. (Available for Alfa2 devices.)

4- Acoustic Switch Off:

Your hearing care professional can cancel the touch system if it is not needed. In this case, your device will work with a single program.

Your hearing center will fit your device based on your preferences from the four options. The double touch is the recommended option.



Connecting Cleverear App to Alfa W / Fast / TIE X Devices



Please see
Cleverear App
User Guide for
further
information of the
Cleverear App.

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Wireless hearing aids and Cleverear App

Compatible with iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 mini, iPhone SE (2nd generation), iPhone 11 Pro Max, iPhone 11 Pro, iPhone 11, iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPad Pro 9.7-inch, iPad Pro 12.9- inch (1st generation), iPad Air (3rd generation), iPad Air 2, iPad Air, iPad mini (5th generation), iPad mini 4, iPad mini 3, iPad mini 2, iPad (7th generation), iPad (6th generation), iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPad (8th generation), iPad Pro 10.5-inch, iPad Pro 12.9-inch (2nd generation), iPad (5th generation).

Cleverear App

Cleverear is an app for iPhone, iPad, and Android™ devices that allows you to easily control your hearing aids.

Cleverear App is available for download in **App Store**, **Google Play™** and **AppGallery**.

You can access the user guide of the **Cleverear App** by clicking on the <<  >> icon after downloading the app.

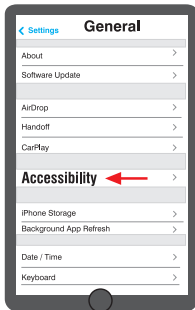
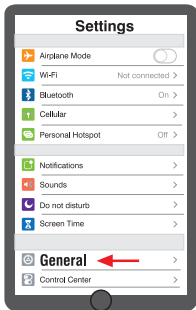


Note: Direct audio streaming is not currently supported by Android.



Pairing Hearing Aids With iPhone®

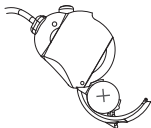
(To use your hearing aids directly with your iPhone, iPad devices without using the **Cleverear App**)



1. Turn on your iPhone and go to **'Settings'**. Make sure Bluetooth is turned on. Then select the **'General'** option.

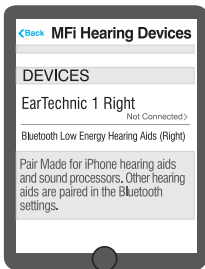
2. From the **'General'** screen, select **'Accessibility'**.

3. Select the **'MFi Hearing Devices'** option from the **'Accessibility'** screen.

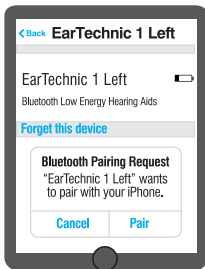


4. Insert the battery into the battery compartment of the hearing aid to turn on the hearing aid. Put your device near your iPhone. The hearing aids will remain in pairing mode for 3 minutes.

5. Your iPhone will find the hearing aids to pair. The devices found will appear in the iPhone list. Choose your hearing aid.



6. Confirm the pairing. If you have two hearing aids, pairing confirmation will be required for each device.



If you turn off your hearing aids or Apple® device, you will be disconnected. Turn on your hearing aids by opening and closing the battery door to re-establish the connection. The hearing aids will automatically reconnect to your Apple device.

Helix TIE / TIE X Device Overview

TIE modular, which has a different categorical hardware from other devices, offers a new hearing style and maximum hearing pleasure.

TIE modular device consists of 3 basic parts: amplifier and battery module, Connector cable module and Transducers module.

(see page 17)

Make sure to read the important information on pages 2 and 3 before using the device.

Gradually increase the usage time until you get Familiar with the TIE device. (see page 01)

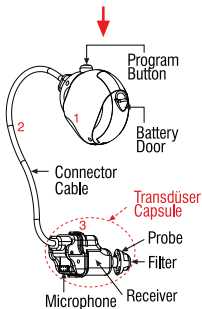
Leave the battery door open when you are not using the device.



"Made for iPhone" and "Made for iPad" mean that an electronic accessory has been designed to connect to iPhone or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that using this accessory with an iPhone or iPad may affect wireless performance. Apple, the Apple logo, iPhone, iPad and App Store are trademarks of Apple Inc., registered in the US and other countries.

Android, Google Play and the Google Play logo are trademarks of Google Inc. / The Bluetooth brand and logo are registered trademarks of the Bluetooth SIG[®] Inc. use of these brands by ear-technic is under license.

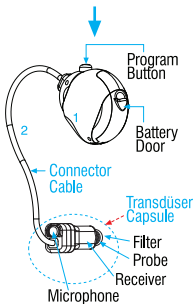
TIE & TIE X Modular



Model: Modular

- 1- Amplifier & Battery Module
- 2- Connector Cable Module
- 3- Transducers Module

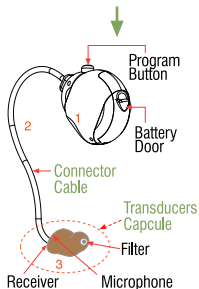
TIE & TIE X Semi-Modular



Model: Semi-Modular

- 1- Amplifier & Battery Module
- 2- Connector Cable and Transducers Module
- 3- Transducers Module

TIE & TIE X Custom Modular

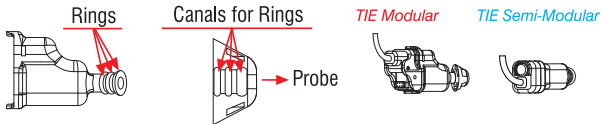


Model: Custom Modular

- 1- Amplifier & Battery Module
- 2- Connector Cable Module
- 3- Customs Transducers Module

Installing Probe To **Helix** TIE / TIE X Devices

First, select the suitable probe for your ear canal.



1. Push the rings of the capsule until end of the probe canal.
2. Make sure that the filter at the tip of the capsule is advanced in the probe canal until it can be seen through the holes on the probe.
3. Make sure that the canals for rings in the probe are well placed on the rings on the capsule.

Probe Size:



Small



Medium



Large

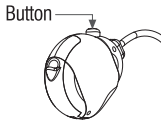
Button Features Of **Helix** TIE / TIE X Devices

Changing the Program: TIE / TIE X series devices have program options ranging from 1 to 8. The program changes after pressing on the button for 2 seconds. Depending on the setting, you will hear a tone (beep) or a voice notification.

Changing the Volume Level: The volume level changes after pushing on the button for 1 second for TIE / TIE X series devices. Depending on the setting, you will hear a tone (beep) or a voice notification.

Airplane Mode: Pressing on the button for 5 seconds disables Bluetooth and device switches to airplane mode for TIE X series. To re-enable Bluetooth feature, remove the battery and reinsert in to the device by opening and closing the battery door.

Note: Program number, battery replacement period and number of beeps may vary depending on the device model.



Inserting OpenFit And RIC (RITE) Hearing Aid Probe In The Ear



Figure 1: Select the appropriate probe for your ear.

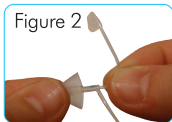


Figure 2: Place the probe to the tube.

OpenFit
Tube



RIC Receiver

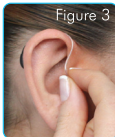
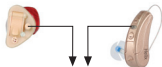


Figure 3: Place the device behind your ear.

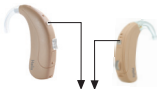
Figure 4: After inserting the probe well into the ear, insert the end of the additional gripper apparatus as shown in the figure 4. (Additional gripper apparatus is only available with Open Fit devices.)

Program Change Button

It is for changing program memories. Do not press too hard with hand force. Simply touch the program button with your fingertip gently to change the program. The program button is available for devices with more than one program.



Program Button



Program Button











Changing Digital Device Programs

Depending on the model of the device the program memories ranges from 1 to 8. Your hearing care professional will prepare special memory programs for different environments according to your needs.

Program Signals (Beeps):

Memory change signals are available in your device. The program number is determined by the number of beeps you hear. For example: One beep signifies that you are in program 1. In the Alfa3, TheBest, Force and Clever Series devices, notifications are in voice in addition to the signals. For instance, program 1 with voice, program 2 with voice, and so on.

1 Beep/1.Prog.		4 Beeps/4.Prog.		7 Beeps/7.Prog.	
2 Beeps/2.Prog.		5 Beeps/5.Prog.		8 Beeps/8.Prog.	
3 Beeps/3.Prog.		6 Beeps/6.Prog.			

Button Features Of Alfa3/TheBest/Force/Clever Series Devices

Changing the Program:

Depending on the model of the device the program memories ranges from 1 to 8. The program changes after pressing on the button for 2 seconds for In The Canal, RIC / RIE / FO models devices.

The program changes after pressing on the button for 1 second for SP / SPn / HP / HPn models devices. Depending on the setting, you will hear a tone (beep) or a voice notification.

Changing the Volume Level:

The volume level changes after pushing on the button for 1 second for In The Canal, RIC, RIE / FO models devices.

Volume level is changed with volume control buttons for SP / SPn / HP / HPn models devices.

Depending on the setting, you will hear a tone (beep) or a voice notification.

Button Features Of Alfa W / Fast Series Devices

Changing the Program: Depending on the model of the device the program memories ranges from **1** to **8**. The program changes after pressing on the button for **2 seconds** for RIC models. The program changes after pressing on the volume control +/- button for 2 seconds for SPn and HPn models. Depending on the setting, you will hear a tone (beep) or a voice notification.

Changing the Volume Level: The volume level changes after pressing on the button for **1 second** for RIC models.

The volume level changes after pressing on the volume control button for **1 second** for SPn and HPn models.

Depending on the setting, you will hear a tone (beep) or a voice notification.

Airplane Mode: Pressing on the button for **5 seconds** disables Bluetooth and device switches to airplane mode for RIC model of Alfa W and Fast series.

Pressing on the volume control + button for **5 seconds** disables Bluetooth and device switches to airplane mode for SPn and HPn models of Alfa W and Fast series.

To re-enable Bluetooth feature, remove the battery and reinsert in to the device by opening and closing the battery door.

BTE Devices With Trimmer

Try not to push hard with your hands when trimmer is adjusted. Otherwise, trimmer may collapse.

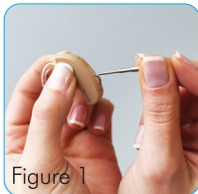


Figure 1



Figure 2

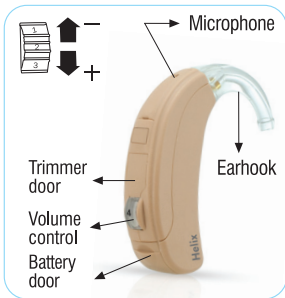
In order to make trimmer adjustments for Behind the Ear (BTE) hearing aids, grab hearing aid push gently from open end of trimmer door with a thin and flat screwdriver and open trimmer door. (Figure 1)

Make suitable adjustments with a thin screwdriver.
(Figure 2)

BTE Volume Control:

Numbers on potency indicate volume level.

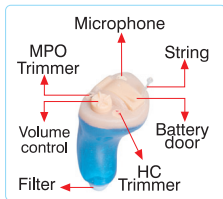
Position 1 is the lowest volume level. The device should be off or on lowest volume level while placing the device.



ITE Devices With Trimmer

ITE Volume Control

Volume control of in the canal (ITC), in the ear (ITE) and completely in the canal (CIC) hearing aids is on upper level so you can turn it to right and left to adjust easily.



ITE-Trimmer/Volume Control: To increase or decrease the volume of device, switch to sufficient volume level with a thin and non-sharp screwdriver.

FILTER:

Change your filter once a week for hygiene.

Warning: Hearing aid specialist adjusts your device's trimmer setting except the volume adjustment.

Please do not change trimmer settings unless permitted.

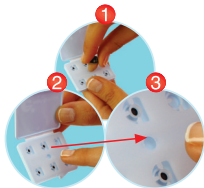
Placing The Power Filter To The Device:

- 1- Hold the device as it shown.
- 2- Press the edge of the filter gently. You will see that your filter is merged to the top of your device.
- 3- Please double-check that the filter is placed properly



Removing The Power Filter From The Device:

When you press the empty hole in the middle of the case, your filter will pop out. If it doesn't pop of gently pull the filter with your nail tip.



FILTER TYPES

28



150 micron



100 micron



50 micron



Micro Filters

(Available for TIE, BOX, RIC (RM, RS), ITC, CIC ve IIC devices)

- Ear-Technic developed efficient protective filters which protect TIE, RIC and In The Ear hearing aids from water, sweat and ear wax.
- It allows you to use your device for years without affecting the receiver performance, as it is effectively protected.
- Filters act as a barrier to prevent liquid entering in to the receiver, extending the device's life with effective use of it. It lowers the number of devices sent to technical service and the associated costs.
- The filter you are using has the most powerful protection function available in the industry. If you utilize it correctly and consistently, it will make a significant difference in the device's performance.



Placing Filter on the Receiver:

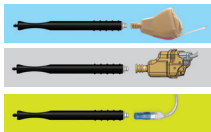
Push the white filter at the tip of the filter stick until it is fully inserted into the canal of the device, as shown in the picture. Pull the filter stick out carefully once you have checked that the filter is properly inserted.

The filter curtain will shred if it is placed incorrectly, and the filter will not function.

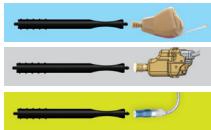
Removing Filter from the Receiver:

Insert the pointed tip of the filter stick into the filter canal of the device. Gently pull out the filter stick to remove the filter once you are assured the pointed tip is properly placed.

Placing Filter on the Receiver



Removing Filter from the Receiver



Probe Sizes:



Small



Medium



Large

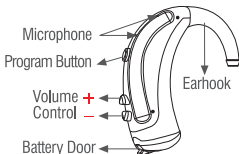
Choose a suitable probe for your ear and place it to your device after you have installed the filter.

PLEASE PAY ATTENTION TO THE FOLLOWING IMPORTANT INFORMATION!

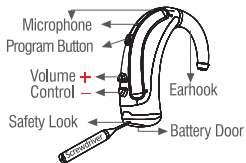
- Do not put hard objects in the filter and do not clean with hard objects. The protective effect of the protection screen will be lost if it is damaged.
 - If the filter becomes clogged due to excessive sweat or humidity, remove it and let it dry for 10-15 minutes.
 - Change your filter once a week for hygiene.
 - Maintain your device on a daily basis.
 - Maintain your hearing aid with hygienic cleaning and drying products.
 - Avoid cleaning your hearing aid with alcohol and non-skin-friendly materials.
- WARNING:**
- 1- Please keep the filter away from children.
 - 2- Do not put the filter in your mouth or remove filter with your teeth.
 - 3- Please wash your hands after changing the filter.
 - 4- Do not exchange your right and left ear filters. Any infection may transmit from one ear to the other.

Physical Characteristics Of SP / SPn / HP / HPn Models Of Rota6/Life/Elegant/Alfa3/TheBest/Force/Clever Series

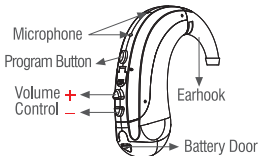
(Applies to SP / SPn models devices.)



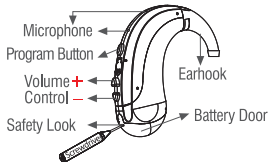
(Applies to Alfa3/TheBest series pediatrics SPn model devices.)



(Applies to HP / HPn models devices.)



(Applies to Alfa3/TheBest series pediatrics HPn model devices.)

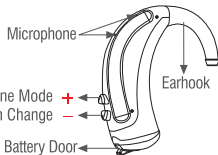


Physical Characteristics Of SPn / HPn Models Of Alfa W And Fast Series

(Applies to SPn model devices.)

Volume Control / Program Change / Airplane Mode +

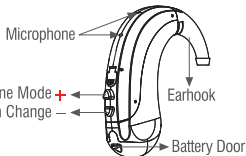
Volume Control / Program Change -



(Applies to HPn model devices.)

Volume Control / Program Change / Airplane Mode +

Volume Control / Program Change -

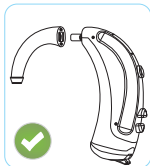
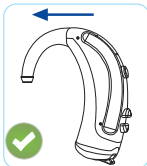


Placing/Removing Earhook:

(Applies to all SP / SPn models devices.)

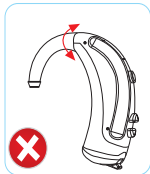
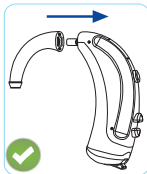
Removal Process:

Pull the earhook in the direction of the arrow to remove as shown in the picture on the right. (Figure 1-2)



Placement Process:

Push the earhook in the direction of the arrow to place as shown on the side. (Figure 3)



Never twist the earhook to remove it. (Figure 4)

Placing/Removing Earhook:

(Applies for all HP / HP_n models devices.)

Removal Process:

Turn the earhook in the direction of the arrow/left to remove as shown in the picture on the right. (Figure 1-2)



Never pull the earhook out.

Placement Process:

Turn the earhook in the direction of the arrow/right to remove as shown in the picture on the right (Figure 3-4)



Placing/Removing Earhook:

(Applies to all F model devices.)

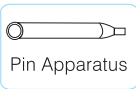
Removal Process:

- 1-Use the pin apparatus to push the pin that holds the earhook in place (Figure 1)
- 2- Pull the earhook out as shown in figure 2.

Never twist the earhook to remove it.

Placement Process:

- 1- Push the earhook in the direction of the arrow to place as shown on the side. (Figure 3)
- 2- Use the pin apparatus to push the pin to its place. (Figure 4)

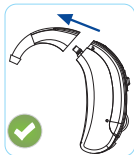


Placing/Removing Earhook:

(Applies for all Rota6 / Life / Elegant Series SM, SP models devices and Free Serie M, MP, M4, M4P, MT, MT3, LT, LT3, T-P, T-P3 models (Optional Cabin) and Logi Series MT model devices.)

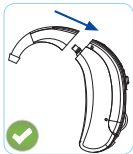
Removal Process:

Pull the earhook in the direction of the arrow to remove as shown in the picture on the right. (Figure 1-2)



Placement Process:

Push the earhook in the direction of the arrow to place as shown on the side. (Figure 3)



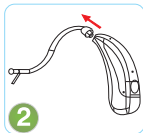
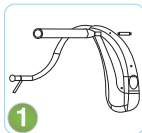
Never twist the earhook to remove it. (Figure 4)

Placing/Removing OpenFit Tube:

(Applies to all FO model devices.)

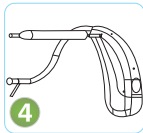
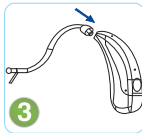
Removal Process:

- 1- Use the pin apparatus to push the pin that holds the OpenFit tube in place (Figure 1)
- 2- Pull the OpenFit tube out as shown in figure 2.



Placement Process:

- 1- Push the OpenFit tube in the direction of the arrow to place as shown on the side. (Figure 3)
- 2- Use the pin apparatus to push the pin to its place. (Figure 4)



Pin Apparatus

Accessories and Product Code

150-9501011	Hearing Aid Battery 10DS
150-9501012	Hearing Aid Battery 13DS
150-9501013	Hearing Aid Battery 312DS
150-9501014	Hearing Aid Battery 675DS
450	Trimmer Screwdriver
493	Pin removal device (3x35mm)
D01-510628	External Wax Filter (50 Micron/6 pcs) - ENG
D01-510630	External Wax Filter (150 Micron/6 pcs) - ENG
D01-510636	External Wax Filter (100 Micron/6 pcs) - ENG
D01-810100	Internal Wax Filter
D01-810104	Filter Replacement Apparatus
K06-3126057	Internal Wax Filter (150 Micron/16 pcs) - ENG
R20-9102082	Dome 5mm
R20-9102083	Dome 7mm
R20-9102084	Dome 10mm
R20-9102085	Dome 12mm
R20-9102086	Closed Double Dome 11mm
R20-9102087	Closed Double Dome 13mm
R20-9102088	Closed Double Dome 14mm

Complaints	Reasons	Solutions
Feedback	• Earmold has shrunk or is defective	• Get a new earmold
	• Device/Earmold is not placed well in the ear canal	• Place the Device/Earmold in your ear properly
	• Volume is high	• Lower the volume level
	• Earmold is damaged or tube is broken	• Get a new earmold or change the tube
	• Earhook is loose	• Place the earhook firmly
	• Device has a technical problem	• Send it to an authorized technical service
Pain in the ear	• Ear might be inflamed or earmold is putting pressure on the ear canal	• Consult a doctor or a hearing center
No sound, Sound fluctuates	• Battery inserted incorrectly	• Insert the battery in the correct position
	• Battery door is open	• Close the battery door firmly
	• No battery in the hearing aid	• Insert a battery
	• Battery is dead	• Insert a new battery
	• Tube/Probe/Filter is clogged	• Change the Tube/Probe/Filter
	• Battery contacts are disconnected	• Connect the battery contacts
Battery dies quickly	• Battery contacts are dirty or oxidized	• Clean the battery contacts
	• Device remained on when not in use	• Keep the device turned off when not in use
	• Battery is old	• Check the date of the battery pack
	• There is a technical problem	• Keep track of how long the battery lasts and inform your hearing center. Send it to an authorized technical service
Sound are Low, Weak, Trill, Distorted, Stray	• Cable is broken	• Send it to an authorized technical service
	• Receiver is broken	• Send it to an authorized technical service
	• Battery is oxidized or dirty	• Insert a new battery
	• Tube is broken	• Change the tube
	• Device is exposed to moisture	• Dry the hearing aid
	• Microphone filter is clogged	• Change the filter

Meaning of Symbols



This symbol indicates that **Helix** products are complying with the specifications of 93/42/EEC medical products directive. The number written under CE logo refers the issuing company of CE certificate.



This symbol indicates that the content of the manual is important to the user.



This symbol indicates that the user should pay attention to the warnings in the user manual.



This symbol indicates that the hearing aid should not be disposed into regular dustbins. Please dispose your non-used or expired devices to electronic wastes or return to your hearing centers. Proper disposal will contribute to health and environment.



This symbol indicates the manufacturer's serial number to identify the medical device.



This symbol indicates the manufacturer's catalogue number to identify the medical device.



This symbol indicates that the products described in this manual are in accordance with the EN 60601-1 Type B requirements. The surface of the hearing aid is specified as Type B applied part.



This symbol indicates that this user manual contains important information regarding the safety and operation of the product.



This symbol indicates that hearing aids and batteries should not be disposed into fire.



This symbol indicates that hearing aid must be kept dry and not used in the rain.



This symbol indicates that hearing aid must be kept away from direct sunlight.

Operating Conditions:

Our hearing aids have an **IP68** rating under the standard of **IEC 60529** (at the depth of 1 meter for 60 minutes). Our hearing aids are manufactured to be resistant against water and dust. Do not contact your device with chemical liquids such as soap, detergent, cologne, alcohol, perfume, lotion, sun lotion, hair dye, acids.

Service and Warranty

- **Helix** offers you comprehensive global warranty. Warranty period begins on the date of purchase.
- Warranty periods may vary upon countries and therefore obtain detailed information about warranty and service from your hearing center. Warranty only covers manufacturing faults.
- Problems due to misuse are not covered by the warranty.

For example, faults due to interventions by unauthorized technical services, breaks, parts broken due to misuse, chemical effects, immersing the device into water (failures due to contact with water).

warranty
card



Warranty Card

Brand

Customer Name

Hearing Aid Type

Hearing Aid Serial Number

Date of Purchase

Warranty Period

Seal and signature of Hearing Center:

Authorized Dealer



EU

Head Office | Manufactory



ear-technic®
G m b H

Mühlengrund 2, 45355
Essen / Germany
kontakt@helixhearing.com
helixhearing.com



ear-teknik®
h e a r i n g a i d s

EAR TEKNİK İŞİTME ve ODIOMETRİ CİHAZLARI
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EC REP

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