



Element™  
Custom Guide

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# Your Element™ Hearing Aids

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Hearing Healthcare Professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Replacement Batteries:  Size 10  Size 312  Size 13

Warranty: \_\_\_\_\_

Use Automatic Program for (if applicable)

1: Quiet

2: Group/Party Noise

Use Manual Program 1 for: \_\_\_\_\_

Use Manual Program 2 for: \_\_\_\_\_

Use Manual Program 3 for: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## **Practical Solutions to Everyday Problems**

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Congratulations on choosing your new Element™ Custom hearing instruments. For over 40 years, Unitron Hearing has been committed to making life better for people with hearing loss. This means a commitment to developing high-quality hearing solutions that incorporate special features to solve the everyday problems and concerns you have with hearing loss and hearing aids.

Element includes real problem solving innovations, high-value advanced features, and delivers exceptional sound quality in everyday listening environments. Your Element hearing instrument may include an automatic program that reads your listening environment and automatically determines a sound destination that is most effective for optimal listening as your listening needs change throughout the day. Three additional manual programs give you added flexibility to meet your particular listening needs. Element's sophisticated adaptive features offer you the latest in digital technology so your hearing aids adapt without the need for manual adjustments or fiddling by you.

## **Getting the Most Out of Your Element™ Hearing Instruments**

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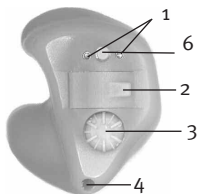
Adjusting to your new hearing instruments will take some time. In the beginning it is important that you do not use the hearing aids for longer than is comfortable. Depending on your previous experience with hearing instruments, a few hours a day may be enough and then you can increase wearing time gradually. Once you have become accustomed to your hearing aids, you should wear them all day everyday since frequent use will help you adapt to your hearing aids and enjoy their full benefits. The quicker you get used to the everyday sounds around you, the less you will notice that you are wearing hearing instruments.

# Using the Element™ Custom Guide

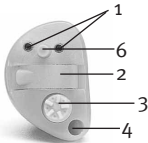
Refer to the table of contents for a complete listing of the topics covered in this guide.

Use the diagram below to identify some of the components on your hearing aids. Because each aid is custom-designed and molded to fit an individual ear, the physical appearance and exact positioning on your hearing aids may vary slightly from those shown.

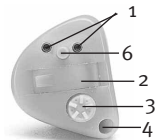
Full Shell



Canal



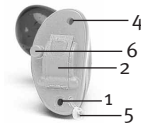
Half Shell



Mini Canal



CIC



## Legend

- 1 Microphone
- 2 Battery Door
- 3 On/Off Manual Volume Control
- 4 Vent
- 5 Removal Handle
- 6 Program Button

# Inserting and Removing Custom Hearing Aids

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Custom hearing aids are color-coded red for the right ear and blue for the left ear. The color is indicated either on the shell or on a label on the hearing aid.

## **To insert Custom hearing aids:**

1. Hold the hearing aid between your thumb and index finger with the battery door away from your ear.
2. If your hearing aid is a CIC, insert by holding the hearing aid with the removal handle at the bottom.
3. Gently insert the canal portion of the hearing aid into your ear using your index finger to push back and tuck the hearing aid completely into place.

## **To remove Custom hearing aids:**

1. If your hearing aid is a CIC, gently pull on the removal handle. To remove other Custom hearing aids (full shell, half shell, canal or mini canal), grasp the aid with your thumb and index finger.
2. Move your jaw up and down or apply pressure to the back of your ear to help loosen the aid.

*Note: Never use the volume control or the battery door to remove your hearing aids.*

## Turning Your Element™ Hearing Aids On and Off

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Your Element hearing aids may have a volume control that also serves as an on/off switch. To turn your hearing aids on, rotate the volume control towards



your nose. *Note: If the start up delay is activated, your hearing aids will not turn on for 10-15 seconds after rotating the volume control towards your nose.*

To turn your hearing aids off, rotate the volume control away from your nose.

For hearing aids without a volume control, close the battery door to turn your hearing aids on. Open the battery door or remove the battery to turn your hearing aids off.

## **Feedback-Free Listening**

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Your Element hearing aids have an optional start up delay that can be activated by your hearing healthcare professional. If the start up delay is activated, your hearing aids will not turn on for 10-15 seconds, even if you rotate the volume control. The hearing aids return to the start up delay position each time you turn your hearing aids on. This allows you to insert your hearing aids without experiencing whistling.

If you wear hearing aids now, you may have experienced whistling from your hearing aids when you talk, chew, use the telephone or hug someone. Element's feedback technology dramatically reduces this uncomfortable whistling before you or anyone else can perceive it.

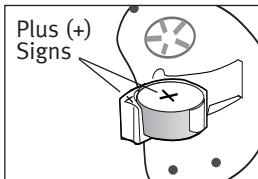
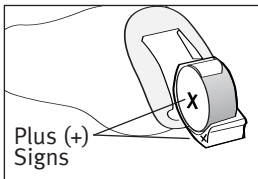
## Replacing the Battery

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1. Gently swing out the battery compartment with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.

*Note: If the battery is inserted incorrectly, the door will not close.*

4. Close the battery door.



## **Low Battery Warning**

When you hear one long beep, your digital hearing aids are warning you that their batteries are low. You will hear the warning approximately every 30 minutes until you change the batteries or the batteries die. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing aids. If you prefer, your hearing healthcare professional can change the pitch and loudness of the low battery beep or turn it off entirely.

## **Caring for Batteries**

- Always discard batteries carefully.
- To prolong battery life, remember to turn your hearing aids off when not in use.
- Remove the batteries and keep the battery door open while hearing aids are not in use. This will allow internal moisture to evaporate.

## **Battery Warnings**

- Never leave hearing aids or batteries where small children and pets can reach them.
- Never put hearing aids or batteries in your mouth. If a hearing aid or battery is swallowed, call a physician immediately.

## **Operating Instructions**

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### **Changing Programs on Your Element™ Hearing Aids**

Your Element hearing aids may have an automatic program and up to three additional manual programs. Element's automatic program will satisfy most of your listening needs by adjusting to different listening environments without requiring manual adjustments. Up to three additional manual programs can be individually tailored by your hearing healthcare professional to meet your particular listening needs.

Element has a push-button for switching between programs. Each time you push the program button, you will move to a new program. Your hearing aids beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.). If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the program beep or turn it off entirely.

### **Adjusting the Volume**

The volume on your hearing aids may adjust automatically in response to the loud or quiet sounds around you. If you have a manual volume control, you can further adjust the volume on your hearing aids. Rotate the volume control towards your nose to increase the volume or away from your nose to decrease the volume. Note that your volume control may be disabled by your hearing healthcare professional and, therefore, could be inactive.

## **Setting Your Ideal Volume**

Element digital hearing instruments equipped with manual volume control have an ideal volume indicator. A single beep indicates when the volume control has reached its ideal level for your particular hearing loss, as pre-set by your hearing healthcare professional.

## **Listening in Windy Environments**

Element's wind noise manager will engage automatically based on whether wind conditions are moderate or high. When the wind noise manager is engaged, sounds such as speech, may become quieter because the wind noise manager is working to reduce the loud noise produced by the wind. When you are no longer in a windy environment, the wind noise manager will not be active and desirable sounds, such as speech, will once again become louder.

## **Listening in Quiet and Noisy Environments**

Your Element digital hearing aids may have a directional microphone system to meet your listening needs in different environments. The directional system focuses on sounds in front of you (i.e., speech) while reducing sounds from the sides or behind you (i.e., noise). Your Element may have an advanced directional microphone system that adjusts automatically to changing noise levels and tracks moving noise sources. Your hearing healthcare professional can tell you how your directional system has been customized for you and which listening

programs have the directional microphones activated. In addition, Element contains technology that identifies and minimizes sudden impulse sounds that many hearing aid wearers find irritatingly loud such as slamming doors or clattering dishes. This technology is designed to increase listening comfort in adverse listening situations without impacting sound quality or your ability to understand conversations.

### **Using Element™ with the Telephone**

Element has the ability, depending on hearing loss, vent size and style of hearing aid to provide feedback-free phone use without program changes. For many wearers this means, when the phone rings, all you have to do is pick up the telephone and hold it to your ear normally. In some situations when using a cell phone, you may experience digital interference that sounds like static, buzzing or beeping. If you experience interference, increase the distance between your hearing instrument and the phone receiver.

### **Easy-t for the Telephone or Cell/Mobile Phone**

Element can also come equipped with an optional easy-t (automatic telephone switch) that can help you listen on the telephone. Easy-t automatically switches your hearing instrument into a telephone listening mode with hearing aid compatible phones. You will hear a short melody to indicate you are in the telephone (easy-t) program. If your phone is hearing aid compatible, it will

have a magnetic coil and easy-t will activate automatically when the telephone is held to the ear. Once the telephone is removed from the ear, the hearing instrument will switch back to the normal listening mode. Since the location and strength of the magnetic coil varies among phone manufacturers, it may be necessary to move the telephone receiver slightly to find the best reception. If the hearing instrument does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for easy-t hearing instruments should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the earpiece of hearing aid compatible telephones.

### **To affix the easy-t magnet:**

1. Clean the telephone receiver.
2. Hold the magnet near the “listening end” of your telephone receiver and release it (Figure 1). The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
3. Place the double-sided tape in this optimal position

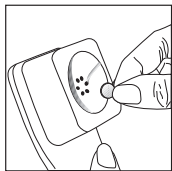


Figure 1

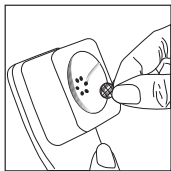


Figure 2

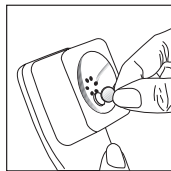


Figure 3

on the telephone receiver (Figure 2) and attach the magnet to the tape (Figure 3).

## **Warnings**

- Be sure the magnet is securely affixed to the telephone.
- Keep loose magnets away from children.
- If the magnet falls into your ear, contact your hearing healthcare professional.
- If the magnet is swallowed, contact your physician immediately.

## **Listening in Public Places**

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Element's optional telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. If your hearing aids do not operate when the telecoil is on, the loop system may not be operating or you may be in a “dead” spot. Try positioning yourself in a different part of the looped area or return your hearing aids to the microphone position and sit as close to the speaker as possible.

## **Caring for Your Element™ Hearing Aids**

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- Open the battery door when not in use.
- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Protect your hearing aids from excessive heat (hair

dryer, vehicle glove box or dashboard) and moisture (bath or shower). Do not immerse the hearing aids in water.

- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately and allow your hearing aids to dry naturally for 24 hours.
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing aids. See your hearing healthcare professional for more information.
- Do not drop your hearing aids or knock them against hard surfaces.

## **Cleaning Your Element™ Hearing Aids**

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Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.

- Using the brush that was provided with your hearing aids, clean ear wax from your hearing aids everyday.
- Never use alcohol to clean your hearing aids.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids can seriously damage them.
- Talk to your hearing healthcare professional about regular appointments to have the wax removed from your hearing aids.

## Warnings

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- Hearing aids should only be used as directed by your physician or hearing healthcare professional.
- Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Do not use your hearing aids in explosion hazard areas.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- Remove your hearing aids for CT and MRI scans or for other electromagnetic procedures.
- Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

## **Precautions**

- The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the cell phone and move away from it.

## **Labeling**

For most Custom hearing aids, the year of manufacture is located above the serial number. The first two digits indicate the year of manufacture.

# Troubleshooting Guide

## CAUSE

## POSSIBLE REMEDY

### No sound

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Not turned on</li><li>• Low/dead battery</li><li>• Poor battery contact</li><li>• Battery upside down</li><li>• Hearing aids blocked with ear wax</li></ul> | <ul style="list-style-type: none"><li>• Turn on</li><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li><li>• Insert battery plus (+) side up</li><li>• Refer to section “Cleaning Your Element Hearing Aids”. Consult your hearing healthcare professional.</li></ul> |
|---|---|

### Not loud enough

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Low volume</li><br/><li>• Low battery</li><li>• Hearing aids not inserted properly</li><li>• Change in hearing</li><li>• Hearing aids blocked with ear wax</li></ul> | <ul style="list-style-type: none"><li>• Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.</li><li>• Replace battery</li><li>• Reinsert carefully. See “Inserting and Removing Custom Hearing Aids”.</li><li>• Consult your hearing healthcare professional</li><li>• Refer to section “Cleaning Your Element Hearing Aids”. Consult your hearing healthcare professional.</li></ul> |
|--|--|

### Intermittent

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Low battery</li><li>• Dirty battery contact</li></ul> | <ul style="list-style-type: none"><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li></ul> |
|---|--|

### One long beep

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Low battery</li></ul> | <ul style="list-style-type: none"><li>• Replace battery</li></ul> |
|---|---|

CAUSE	POSSIBLE REMEDY
<b>Whistling</b>	
<ul style="list-style-type: none"> <li>• Hearing aids not inserted properly</li> <li>• Volume too loud</li> <li>• Hand/clothing near ear</li> <li>• Poorly fitting hearing aids</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and reinsert</li> <li>• Turn down volume</li> <li>• Remove hand/clothing from ear</li> <li>• Consult your hearing healthcare professional</li> </ul>
<b>Not clear, distorted</b>	
<ul style="list-style-type: none"> <li>• Poorly fitting hearing aids</li> <li>• Hearing aids blocked with ear wax</li> <li>• Change in hearing</li> <li>• Low battery</li> </ul>	<ul style="list-style-type: none"> <li>• Consult your hearing healthcare professional</li> <li>• Refer to section “Cleaning Your Element Hearing Aids”. Consult your hearing healthcare professional.</li> <li>• Consult your hearing healthcare professional</li> <li>• Replace battery</li> </ul>
<b>“Motorboating”</b>	
<ul style="list-style-type: none"> <li>• Low battery</li> <li>• Dirty battery contact</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> </ul>
<b>Weak on the telephone</b>	
<ul style="list-style-type: none"> <li>• Low volume</li> <li>• Telephone not positioned properly</li> <li>• Hearing aid requires adjustment</li> </ul>	<ul style="list-style-type: none"> <li>• Turn up volume</li> <li>• Move telephone around ear for clearer signal. For models with easy-t, refer to section “Easy-t for the Telephone or Cell/Mobile Phone”.</li> <li>• Consult your hearing healthcare professional</li> </ul>

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

## **Warning to Hearing Aid Dispensers**

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A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. [This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).]

## **Important Notice for Prospective Hearing Aid Users**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after

which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

### **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 educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

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