

# AIR User Manual



**MD** >>>  
HearingAid®



“I don’t feel like I’m on the outside looking in anymore. I’m actually enjoying conversations.”

— Beth H.





# CONGRATULATIONS

With the **AIR**, you are back in control of the sounds around you, thanks to advanced digital technology, paired with user-adjustable controls.

Please read this User Manual in its entirety.

Practice and patience are important as your ears relearn how to hear. Your results, and improved quality of life, will depend on the type and degree of your hearing loss, your expectations, and frequency of use.

# WE'RE ALWAYS HERE FOR YOU

Our hearing instrument specialists are ready to provide assistance with any questions you may have. Take advantage of our free one-on-one phone consultations.

**312-366-3899**

Mon.—Fri. 8:00 am—4:30 pm (CST)

**[support@MDHearingAid.com](mailto:support@MDHearingAid.com)**

24 hours a day, 7 days a week



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# PACKAGE CONTENTS\*

## A) MDHearingAid® AIR

with Thin Tubing and Open *ComfortTIP™*,  
assembled for your convenience.

## B) Size 13 Batteries

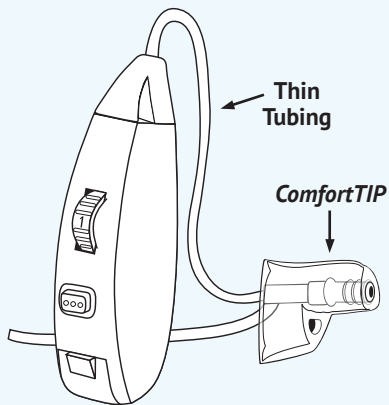
Remove orange tab and wait *at least* one minute  
before use. See page 13 for instructions.

## C) Cleaning Tool

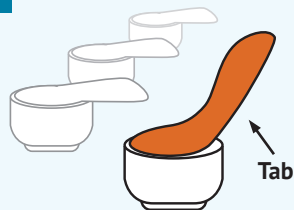
with Brush, Magnet, and Wire.  
See page 21 for instructions.



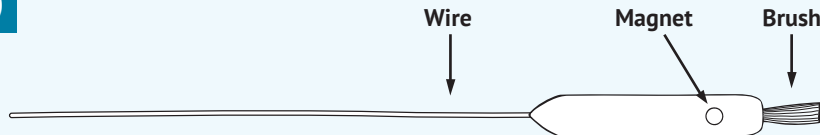
**A)**



**B)**



**C)**



\*Contents will vary depending on product ordered.

# AIR DIAGRAM



*AIR comes assembled for your convenience.*

“I can’t feel that I have them on thanks to the *ComfortTIP*. Now I hear sounds I did not hear before. I feel great, I got my life back.”

— Lennart F.





“...No adjustment,  
I just put them in  
and I could hear and be part  
of conversations. It was the  
best investment I’ve made.  
I feel like part of life again.”

— Elizabeth H.

# QUICK START GUIDE

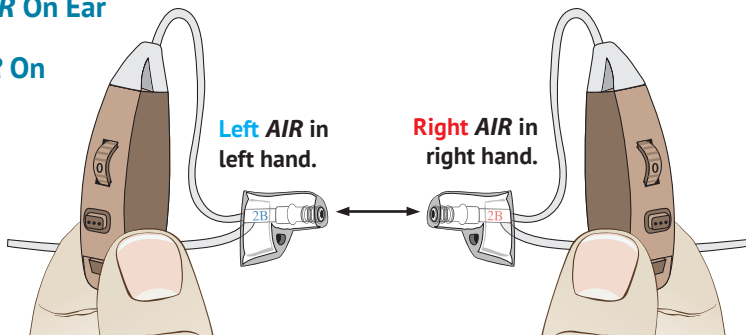
## Three Easy Steps for Using Your MDHearingAid® AIR

*If you have a pair, first identify the left and right aid.*

**Step 1: Insert Battery**

**Step 2: Place AIR On Ear**

**Step 3: Turn AIR On**



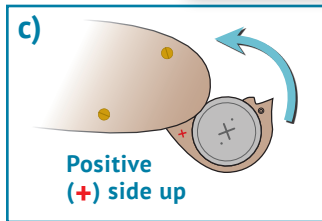
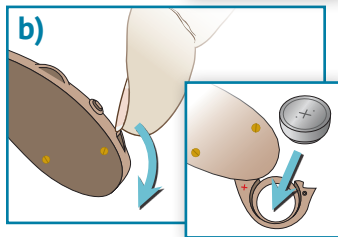
**To identify Left/Right AIR:** Hold an aid upright in each hand, with controls facing you. The Tips/Tubing point toward each other when in the correct hand.

# STEP 1: INSERT BATTERY

**Battery Type:** Size 13 zinc-air (orange tab)

- a) Remove orange adhesive tab to activate battery. **Wait one (1) FULL minute for battery to become fully operational.** Verify *AIR* is turned off by turning Volume Dial downward past zero (0) until you feel a click.
- b) Push Nail Grip downward to open Battery Compartment. With the red “+” side of Battery Compartment facing up, use Cleaning Tool Magnet (or your fingers) to insert battery.
- c) Close Battery Compartment.

**Please note:** If Battery Compartment does not close easily, battery may be inserted upside down.



## Battery Information

### Low Battery Warnings:

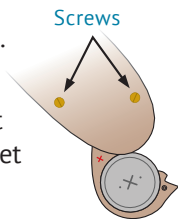
Initial Warning = three (3) sets of double beeps

Final Warning = six (6) sets of double beeps that sound like a motor boat.

The **AIR** then shuts down until a fresh battery is installed.

### Battery Removal:

1. Hold **AIR** with screws facing up and open Battery Compartment.
2. Remove battery with Cleaning Tool Magnet or turn **AIR** over and let battery fall in hand.



### Battery Tips:

- Turn **AIR** OFF and open Battery Compartment when not in use.
- Store batteries in original packaging.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave exhausted batteries in **AIR**.

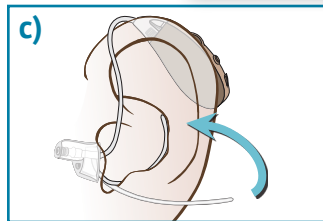
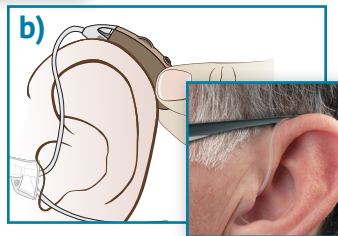
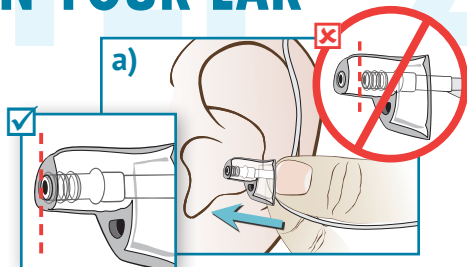
**Caution!** Be sure to keep batteries out of reach from children and pets. If a battery is accidentally swallowed, seek medical attention immediately, or call **The National Battery Hotline at 1-800-498-8666**.



## STEP 2: PLACE *AIR* ON YOUR EAR

Prevent Tip from coming off in ear.  
*Always verify ComfortTIP™ is pushed all the way on Tubing before inserting Tip in ear.*

- a) Hold Thin Tubing at Stabilizer Bar junction. Insert *ComfortTIP* with gentle pressure into ear canal.
- b) Place *AIR* Body behind ear. The curve of Thin Tubing should rest on top of ear comfortably (next to glasses).
- c) Tuck Stabilizer Bar in the outer bowl of ear. It may be trimmed to suit the size of your ear.



*The MDHearingAid® **AIR** in final position*



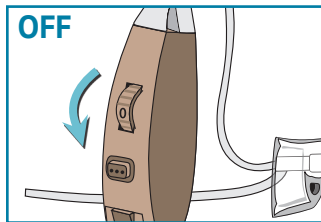
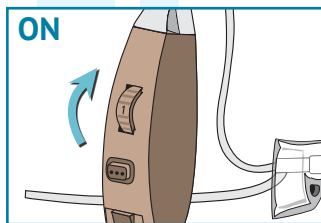
## STEP 3: TURN *AIR* ON

The **AIR** uses a Volume Dial with a built in on/off control (like a radio).

- To turn **AIR ON**, turn Volume Dial upward, past the click.
- To turn **AIR OFF**, turn Volume Dial downward, past zero (0) until you feel a click.

**IMPORTANT:** When **AIR** is turned ON, it will take a few seconds to begin amplifying sound. Please raise the volume SLOWLY to avoid a sudden blast of sound.

**WARNING:** Whistling may be heard if **AIR** is turned ON but NOT positioned securely in your ear. This is normal. Once the ComfortTIP is properly inserted in your ear, whistling will stop.



# REPLACING TIPS AND TUBING

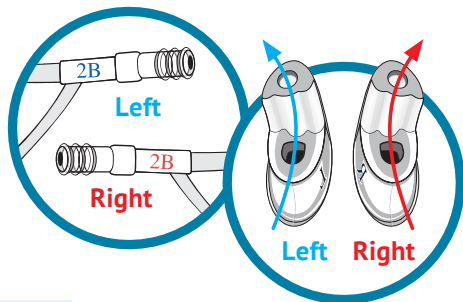
Tips and tubing are **left** and **right** ear specific.

## Thin Tubing:

- The **red label** indicates right ear.
- The **blue label** indicates left ear.

## ComfortTIPS™:

- Right ear tips curve to the right.
- Left ear tips curve to the left.

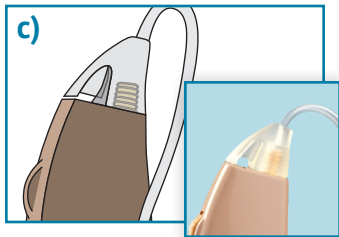
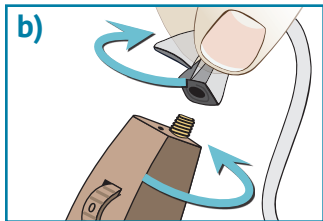
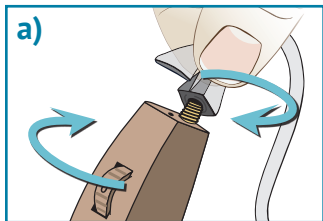


**Please note:** If you require a different size, you're not getting enough volume, or you're experiencing whistling at higher volumes, please call **312-366-3899** for alternative tubing and tip options.

## Replacing Thin Tubing

- a) Remove Tubing: Turn Tubing Base counter-clockwise (like a bottle cap), or hold Tubing Base firm and twist **AIR** Body clockwise to detach.
- b) Attach new Tubing: Gently turn Tubing Base clockwise onto **AIR** Body, or twist **AIR** Body counter-clockwise into Tubing Base.
- c) Make sure Tubing Base is flush with sides of **AIR** Body when you are finished.

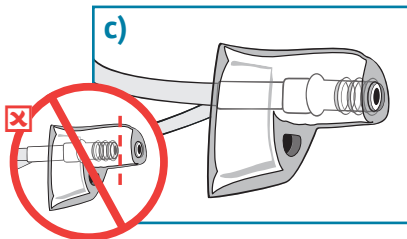
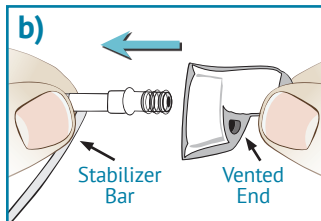
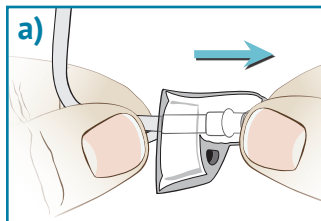
**Please note:** The **AIR** Body can be used for either the left or right ear. Only Thin Tubing and ComfortTIPS™ are ear-specific.



## Replacing *ComfortTIP*

- a) Hold Tubing with one hand and remove *ComfortTIP* with other hand.
- b) Align new *ComfortTIP* so vented end is lined up with Stabilizer Bar. Push Tip over the ridges on end of Tubing.
- c) **IMPORTANT:** The end of the Tubing should be visible through the opening of the *ComfortTIP*. Otherwise, Tube may detach from Tip when removing **AIR** from your ear.

**Please note:** *ComfortTIPs™* are left and right ear specific.



## Ordering Replacements

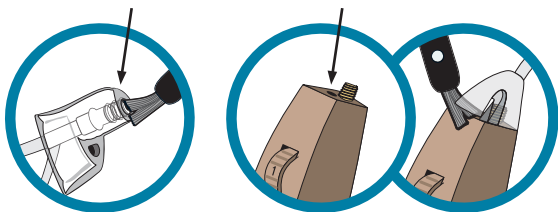
For optimal performance, proper care and maintenance are imperative. In addition to regularly cleaning your tubing and tips, you should also **replace them every three (3) months.**

Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your **AIR** sounding and feeling like new.

Visit [www.MDHearingAid.com](http://www.MDHearingAid.com) or call **312-366-3899** to order Tubing, *ComfortTIPs*, and batteries.

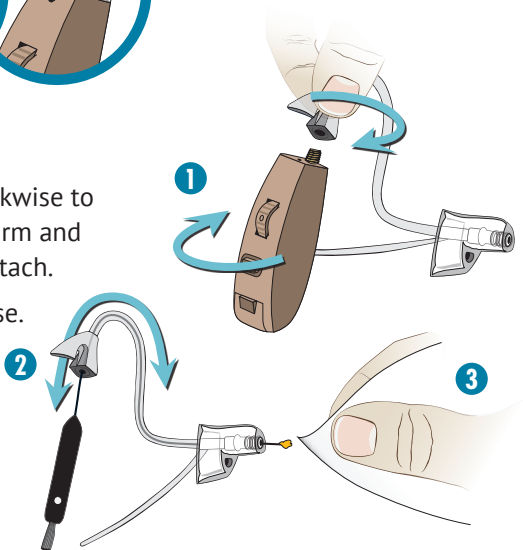
# CARE AND CLEANING

Brush ComfortTIP™ and Microphone daily.



Use Cleaning Tool Wire regularly.

1. Turn Tubing Base counter-clockwise to remove. Or hold Tubing Base firm and twist **AIR** Body clockwise to detach.
2. Insert Wire through Tubing Base.
3. Wipe end of Wire clean.
4. Repeat as necessary.
5. Reattach Tubing to **AIR** Body.





## Follow these tips for optimal performance:

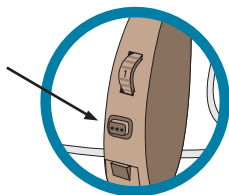
- Avoid physical shock, such as dropping it on the floor.
- Store in a cool dry place, such as a hearing aid dehumidifier, with Battery Compartment open.
- For prolonged periods of non-use, remove the battery to prevent corrosion.
- Do not let your **AIR** get wet.
- Do not use hair spray or a hair dryer while wearing your **AIR**.
- Do not expose your **AIR** to excess moisture or heat.




# PROGRAM SELECTION

To change programs, press the Program Button.

Experiment with these programs to find which works best for you.



PROGRAM	BEST FOR	INDICATOR
1. Quiet*	Watching TV and time with family at home.	One beep
2. Social	Small group meetings, church, time with friends.	Two beeps
3. Noisy	Large crowds, restaurants, traffic, nature sounds, or high octave music.	Three beeps
4. Telecoil 	Looped environments and compatible telephones (page 24).	Four beeps

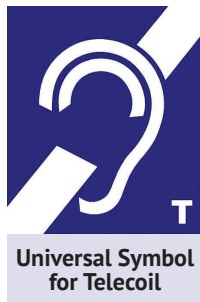
\*Program 1 is the default setting. When **AIR** is turned OFF, it will reset to Program 1.

# TELECOIL (PROGRAM 4)

A telecoil inside your **AIR** “hears” a magnetic signal and transmits that sound to your ear. This provides clear sound, free of distracting noise, and enables comfortable telephone use and effortless listening in looped environments.

## Assistive Listening Systems (Audio Loops)

Public places displaying this symbol have telecoil compatible Assistive Listening Systems (ALS). Beware, there may be “dead spots” in the room and Program 4 will not transmit sound clearly. Try a new location in the room or return to your preferred Program 1-3 and sit as close to the sound source as possible.

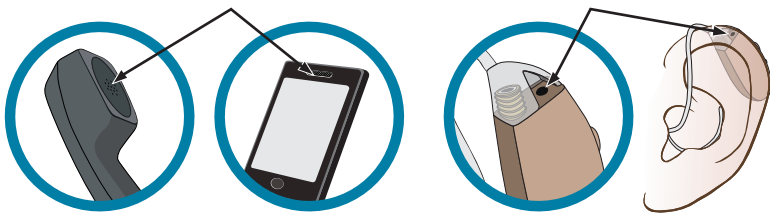


## Telecoil Compatible Telephones

Many landline phones are telecoil compatible. Wireless and cellular phones rated T3 or T4 are also compatible, check your phone’s instruction manual. Phones rated M3 or M4 are not telecoil compatible but will work with Programs 1-3.

# USING THE TELEPHONE

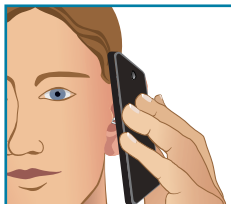
When using the Telecoil (Program 4) with a compatible phone, place the phone's audio output near the *AIR's* microphone.



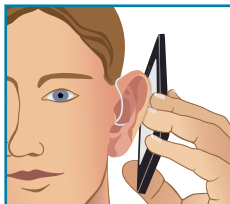
Slowly move the telephone along the *AIR* Body. There will be a spot where the sound becomes louder and more clear. This is the location of *AIR's* telecoil; continue to use the phone in this position. To return to normal listening, push the Program Button until the desired Program is reached.



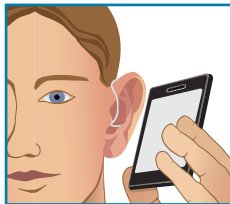
The majority of cell phones work with Programs 1-3, with slight adjustments to the volume of either your **AIR** or phone. If whistling occurs, try different positions until you discover what works best for you.



Near **AIR** microphone



Behind your ear



Angled forward

***Please note:*** The speaker function on your phone also works well with your **AIR**.

# TROUBLESHOOTING

		ISSUE:		
ACTION STEPS:		Intermittent or distorted sound	Feedback: Whistling/squealing	Weak or no sound
	Turn <b>AIR</b> on			✓
	Replace battery	✓		✓
	Adjust volume	✓	✓	✓
	Clean Tubing/Tip	✓	✓	✓
	Use dehumidifier	✓		✓
	Change Tubing/Tip	✓	✓	✓
	Clean ear canal	✓	✓	✓

For more detailed troubleshooting tips, see the following pages.

## 1. Sound is distorted or intermittent.

- Rotate Volume Dial (on/off control) back and forth, in case dust or lint has collected in the controls.
- Trapped moisture may be distorting the amplified sounds. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Replace the battery with a fresh one.
- Check Tubing/Tip for wax or debris that may be blocking sound. Clean Tubing/Tip. Replace Tubing/Tip if they appear worn.

**For optimal performance, *ComfortTIP*™ and Tubing should be replaced every three (3) months. Replacements and additional cleaning accessories can be ordered at: [www.MDHearingAid.com](http://www.MDHearingAid.com).**



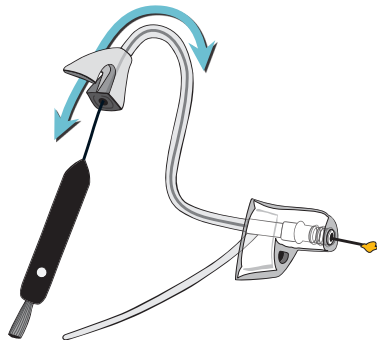
## 2. Instrument makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most hearing aids whistle when not inserted properly. Try reinserting the *ComfortTIP™* into ear canal so it fits better.
- Lower the volume.
- If whistling occurs when you raise the volume, you might need more gain and should try our Closed *ComfortTIP*. Call us at **312-366-3899**.
- Clean any wax or debris from Tubing/Tip and/or ear canal. Whistling will disappear when the condition is corrected.

**Please note:** When an object (hand, hood, person, chair, wall... etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones when temporarily obstructed, not just microphones in hearing aids.

### 3. Instrument has a weak or no sound.

- Make sure your **MDHearingAid®AIR** is turned ON.
- Rotate Volume Dial (on/off control) back and forth, in case dust or lint has collected in the controls.
- Make sure battery is fresh and is inserted correctly (see page 13).
- Remove Tubing from **AIR** Body and rotate Volume Dial to three (3). If it whistles, your **AIR** is working and the Tubing/Tip needs to be cleaned or replaced.
- If you are still having difficulty, please contact us at **support@MDHearingAid.com**.



**Tube Cleaning Tips:** Remove Tubing from **AIR** Body. Thread Cleaning Tool Wire through Tubing five to six (5-6) times starting at the triangular Tubing Base. Then wipe debris from Tubing/Tip and reattach Tubing to **AIR** Body.

**“MDHearingAid’s people are  
hardworking, dependable  
and know how important a  
quick repair is!**

**Best service I have  
EVER received.”**

**— Lee Q.**



# PROTECTION PLAN

MDShield™ Protection offers 100% coverage against:

- any defect or malfunction after the standard 90-day warranty.
- **ALL** types of accidental damage, including water damage, pet damage, shock, corrosion, etc.

This service contract starts on the date of hearing aid purchase and must be purchased within your initial 90-day warranty.

To purchase or renew your plan, please call **312-366-3899** or visit **[www.MDHearingAid.com](http://www.MDHearingAid.com)**.



***Please note:*** Product loss, accessories, and unauthorized repairs are not covered.


# MANUFACTURER'S WARRANTY AND REPAIR

The **MDHearingAid® AIR** is covered against defects in materials and workmanship for 90 days from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. *This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your **AIR**, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty. (For added coverage, see page 32 for the **MDShield™** Protection Plan.)*

If you require **Warranty or Repair Service**, please contact us for a Return Merchandise Authorization (RMA) number, repair costs (if applicable), and instructions.

For fastest service, e-mail:  
**support@MDHearingAid.com**

Or, call: **312-366-3899**  
Office hours: Monday to Friday,  
8:00 am to 4:30 pm (CST).

Repair Facility:  
**RMA #**   
**MDHearingAid**  
**PO Box 5014**  
**Southfield, MI 48086**

***Do not** mail to this address  
without an RMA number.*

## Repair Packaging Guidelines

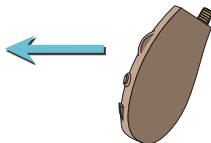
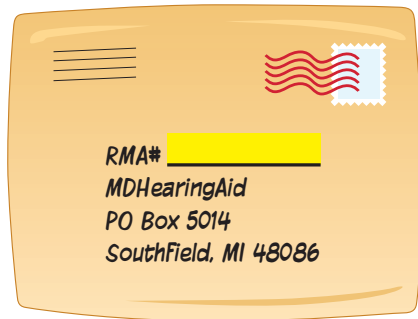
Please use the following guidelines when mailing to our repair facility.

### Do:

- Send **ONLY** the **AIR Body**
- Use a **small padded envelope**
- Write **RMA number** on the **OUTSIDE** of envelope

### DON'T send:

- Travel case
- Packing materials
- Batteries or other accessories (unless otherwise instructed)



# RETURN POLICY

**Your satisfaction is guaranteed.** If you are not satisfied with your MDHearingAid® *AIR*, you have 45 days from the date of purchase to return it for a full refund.

All products **MUST** include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee.

For an RMA number and specific return instructions, please call  
**Customer Service: 312-366-3899** Mon.–Fri., 8:00 am–4:30 pm (CST).

DAYS FROM INVOICE	AMOUNT REFUNDED	
	with RMA	w/out RMA
1- 45	100%	80%
46+	No Refund	No Refund

We are unable to honor return requests after 45 days from the date of purchase as shown on your invoice.

Return Facility:

RMA #

MDHearingAid

PO Box 5014

Southfield, MI 48086

***Contact customer support for an RMA number before mailing to this address.***



# WARNING TO HEARING AID DISPENSERS

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Pain or discomfort in the ear.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

Stop using the **MDHearingAid® AIR** and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve while using the **AIR**.
- Skin irritation develops in or around your ear canal.
- Your ear becomes occluded with excessive ear wax.
- You develop an infection of your ear or ear canal.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

# IMPORTANT NOTICE FOR PROSPECTIVE USERS

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial/rental or purchase/option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver (without prior consultation by an ear specialist) is not in your best health interest and its use is strongly discouraged.

### **Children with hearing loss**

This product is not for use by anyone under 18 years of age. In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation. Hearing loss may cause problems in language development, educational growth, and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

# NOTICE OF CANCELLATION

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF PURCHASE. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARINGAID, PO BOX 5014, SOUTHFIELD, MI 48086 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE INITIAL TRANSACTION. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

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(Buyer's Signature)

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(Date)

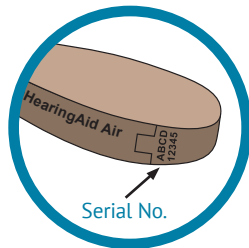
# TECHNICAL SPECIFICATIONS

MAX OSPL90 .....	126 dBSPL
HF Average OSPL90 .....	119 dBSPL
HFA Full-on-gain.....	40 dBSPL
THD@ .....	800 Hz 0.6%
.....	1600 Hz 0.7%
EQUIV INPUT NOISE .....	26 dB
BATTERY CURRENT DRAIN .....	0.90 mA

## Serial Number

Your serial number: \_\_\_\_\_

You can find your **AIR** serial number on the back of the battery door.





**MDHearingAid.com**

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