

CONTROL User Manual



MD >>>
HearingAid®





CONGRATULATIONS

With the **CONTROL**, you are back in control of the sounds around you, thanks to premium 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. 8:30 am—4:30 pm (CST)

support@MDHearingAid.com

24 hours a day, 7 days a week



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PACKAGE CONTENTS*

A) MDHearingAid®CONTROL

with Thin Tubing and Open Dome, assembled for your convenience. Optional Closed Dome included.

B) High Volume Kit

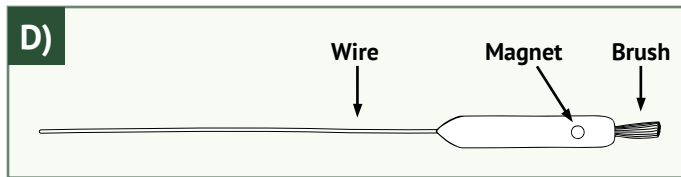
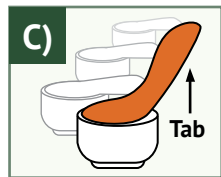
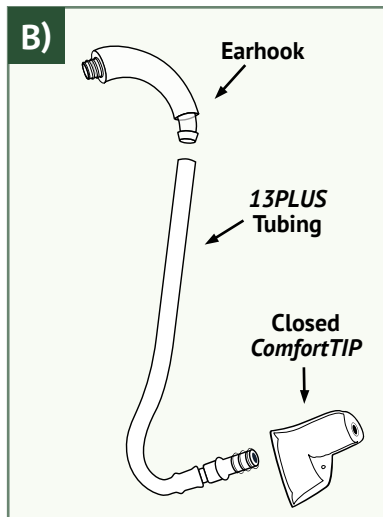
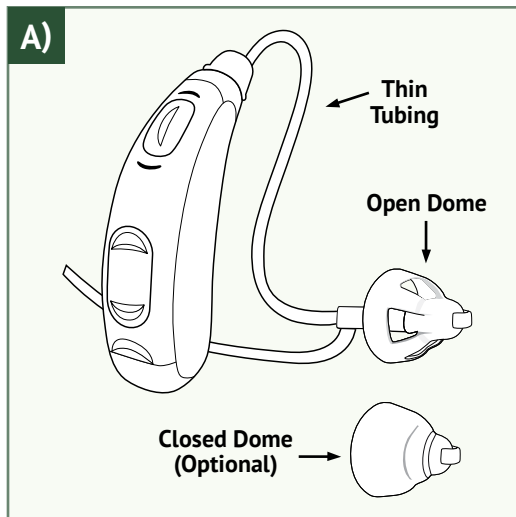
with Earhook, 13PLUS Tubing, and Closed *ComfortIP™*. Requires customization; see page 20.

C) Size 13 Batteries

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

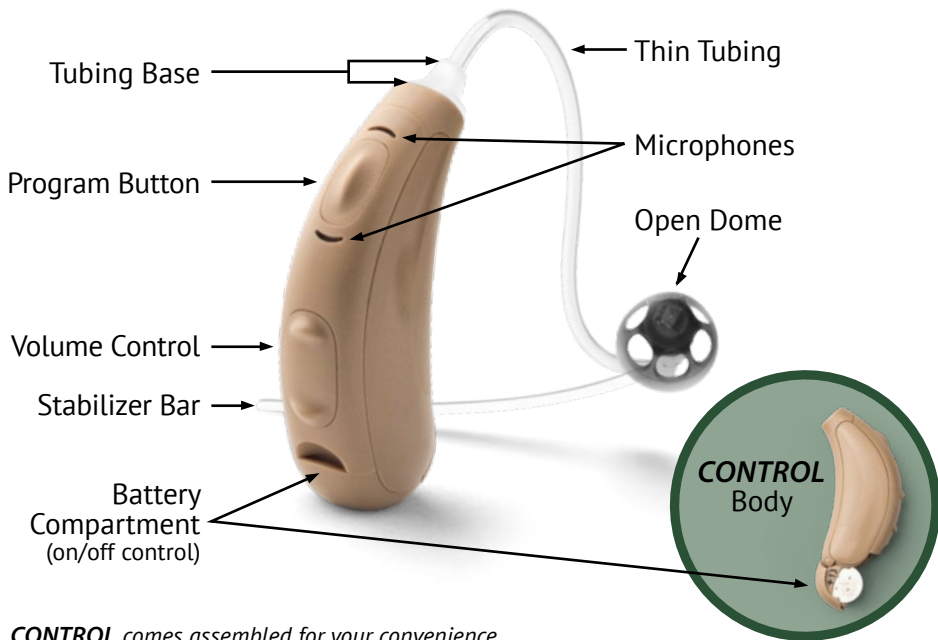
D) Cleaning Tool

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



*Contents will vary depending on product ordered.

CONTROL DIAGRAM



CONTROL comes assembled for your convenience.





QUICK START GUIDE

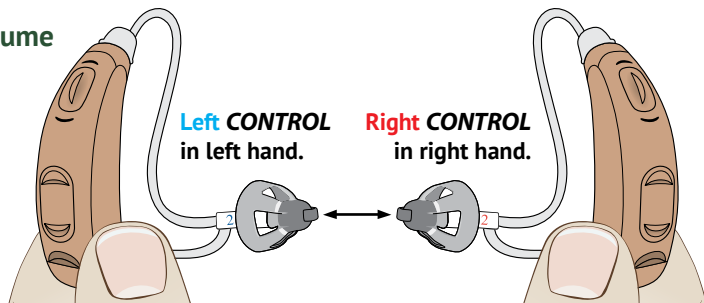
Three Easy Steps for Using Your MDHearingAid® **CONTROL**

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

Step 1: Insert Battery

Step 2: Place **CONTROL On Ear**

Step 3: Adjust Volume



To identify Left/Right CONTROL: Hold an aid upright in each hand, with buttons facing you. The Domes/Tubing point toward each other when in the correct hand.

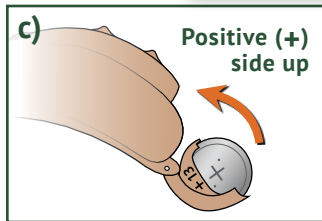
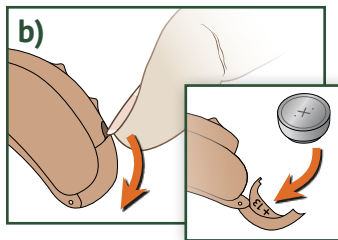
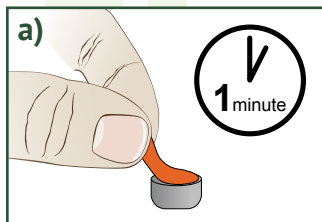
STEP 1: INSERT BATTERY

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.**

b) Push Nail Grip downward to open Battery Compartment. With the “+” side of Battery Compartment facing up, use Cleaning Tool Magnet (or your fingers) to insert battery.

c) Close Battery Compartment completely to turn **CONTROL ON**. (To turn OFF, open Battery Compartment.)



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

Battery Information

Low Battery Warning:

Two (2) long beeps. After the low battery warning, sounds may not be as clear until battery is changed.

Battery Removal:

Open Battery Compartment and remove battery with Cleaning Tool Magnet or your fingers.

Battery Tips:

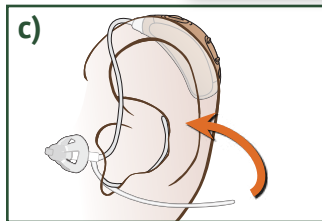
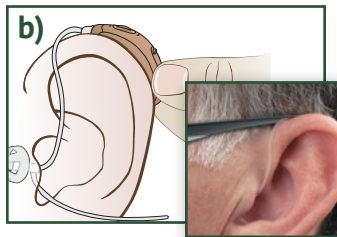
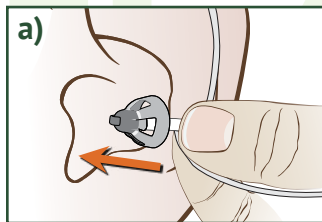
- Open Battery Compartment when not in use.
- Store batteries in original packaging.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave exhausted batteries in **CONTROL**.

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 collect at 202-625-3333**.

STEP 2: PLACE *CONTROL* ON YOUR EAR

- a) Hold Thin Tubing at Stabilizer Bar junction. Insert Dome with gentle pressure into ear canal.
- b) Place **CONTROL** 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 **CONTROL** in final position



STEP 3: ADJUST VOLUME

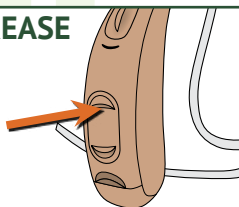
The **CONTROL** uses a Push-Button Volume Control. Two tones will indicate minimum and maximum volume.

- To increase volume, push top of volume button.
- To decrease volume, push bottom of volume button.

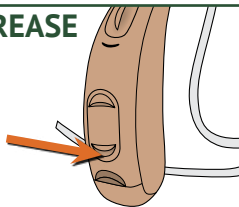
IMPORTANT: When **CONTROL** is turned ON, it plays a melody and takes a few seconds to begin amplifying sound. Please raise the volume **SLOWLY** to avoid a sudden blast of sound.

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

INCREASE



DECREASE

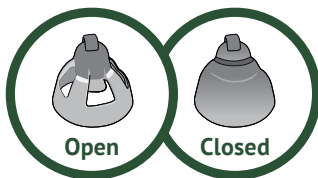


REPLACING DOMES AND TUBING

Replacing Domes

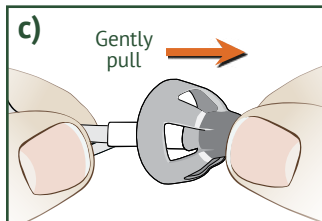
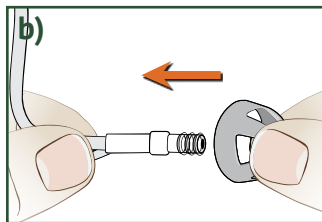
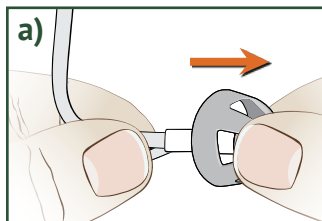
Open Dome: Allows natural sound.

Closed Dome: Allows more gain without feedback.



- a) Hold Tubing with one hand and remove Dome with other hand.
- b) Push Dome over the ridges on end of Tubing.
- c) Pull gently in the reverse direction to make sure Dome is attached securely.

*If you are experiencing whistling at higher volumes, remove **Open** Dome and replace with **Closed** Dome.*

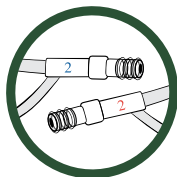


Replacing Thin Tubing

Thin Tubing is ear specific.

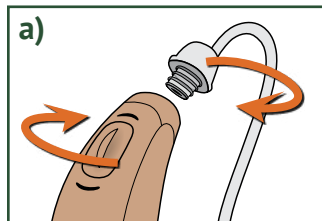
Red label (2): Use for **right** ear.

Blue label (2): Use for **left** ear.



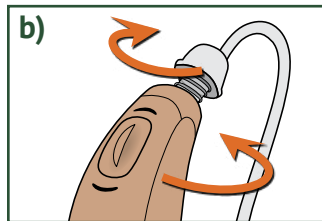
a) Remove Tubing:

Turn Tubing Base counter-clockwise (like a bottle cap), or hold Tubing Base firm and twist **CONTROL** Body clockwise to detach.



b) Attach new Tubing:

Gently turn Tubing Base clockwise into **CONTROL** Body, or twist **CONTROL** Body counter-clockwise onto Tubing Base.

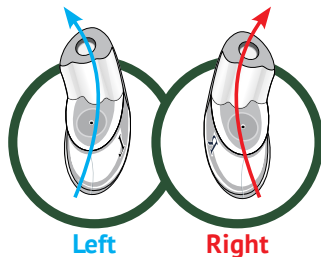


Please note: The **CONTROL** Body can be used for either the left or right ear. Only Thin Tubing is ear-specific.

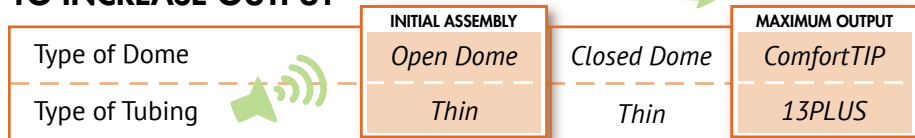
High Volume Kit (Optional)

Use the High Volume Kit if you require higher volume or a custom tube length. The 13PLUS Tube and Closed ComfortTIP™ allow for the highest volume without feedback.

Please note: ComfortTIPs are left and right ear specific and should be used with 13PLUS Tubing **ONLY**.



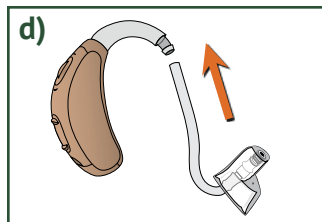
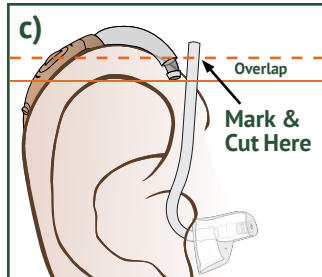
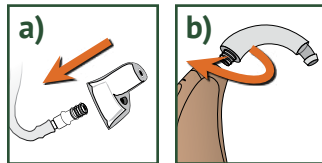
TO INCREASE OUTPUT



Dome and Tubing combinations which allow for more gain (higher volume)

Using the High Volume Kit

- a) Attach *ComfortTIP* to *13PLUS* Tube.
- b) Twist Earhook clockwise into **CONTROL** Body.
- c) Insert *ComfortTIP* with *13PLUS* Tube attached into ear canal. Place **CONTROL** Body behind ear so Earhook rests on top of ear. Mark a line on Tube ABOVE bottom of Earhook. Cut Tube at marked line.
- d) Push cut end of *13PLUS* Tube onto Earhook until it slides OVER the end of Earhook.

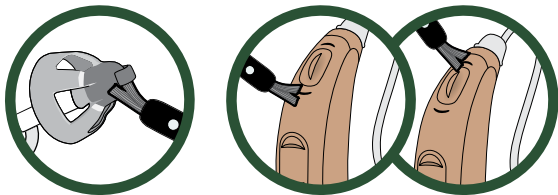


*The High Volume Kit
assembled*



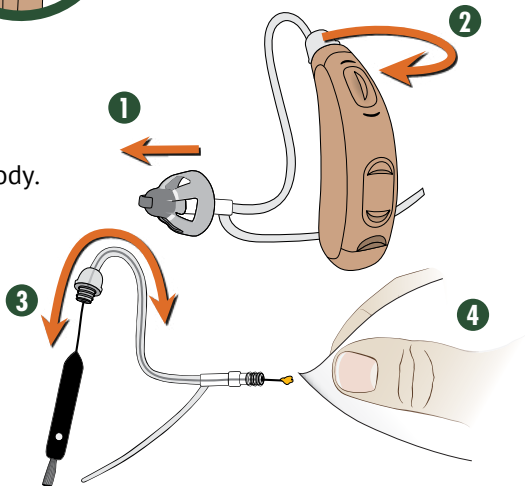
CARE AND CLEANING

Brush Dome and Microphones daily.



Use **Cleaning Tool Wire** regularly.

1. Remove Dome from Tubing.
2. Remove Tubing from **CONTROL** Body.
3. Insert Wire through Tubing Base.
4. Wipe end of Wire clean.
5. Repeat as necessary.
6. Reattach Dome and Tubing to **CONTROL** Body.



Follow these tips for optimal performance:

- Avoid physical shock, such as dropping 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 battery to prevent corrosion.
- Do not let your **CONTROL** get wet.
- Do not use hair spray or a hair dryer while wearing your **CONTROL**.
- Do not expose your **CONTROL** to excess moisture or heat.

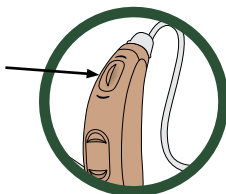




PROGRAM SELECTION

To change programs, press the Program Button.

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

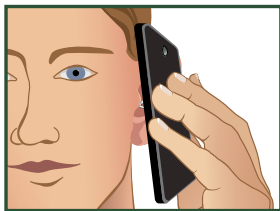


PROGRAM	BEST FOR	INDICATOR
1. Adaptive*	Everyday use. This program changes with your environment.	One tone
2. Quiet	Hearing high and low pitched sounds.	Two tones
3. High Frequency	High pitched sounds: nature sounds or high octave music.	Three tones
4. Restaurant	One-on-one conversations or reducing background noise in restaurants.	Four tones

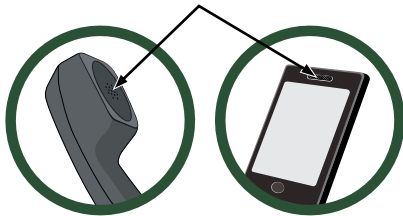
*Program 1 is the default setting. When **CONTROL** is turned OFF, it will reset to Program 1.

USING THE TELEPHONE

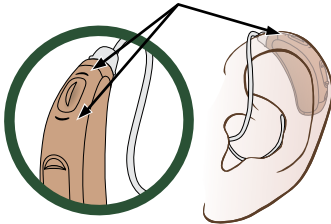
Use Program 2 or 3 when using the phone. You may need to make slight adjustments to the volume of either your **CONTROL** or phone. If whistling occurs, try different positions with the phone's **audio output** and **CONTROL microphones** until you find what works best for you.



audio output



microphones



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



TROUBLESHOOTING

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

For more detailed troubleshooting tips, see the following pages.

1. Sound is distorted or intermittent.

- 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/Dome for wax or debris that may be blocking sound. Clean Tubing/Dome. Replace Tubing/Dome if they appear worn.

For optimal performance, Domes and Tubing should be replaced every three (3) months. Replacements and additional cleaning accessories can be ordered at: www.MDHearingAid.com.

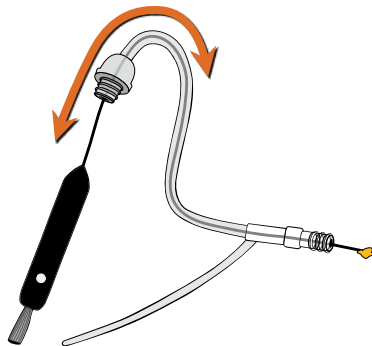
2. Instrument makes a whistling sound.

- 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 Dome into your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when you raise the volume, try using a Closed Dome.
- If whistling occurs after trying a Closed Dome, you might require more gain (volume) and should try the High Volume Kit (see page 20).
- Clean any wax or debris from Tubing/Dome 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 **CONTROL** is turned ON.
- Make sure battery is fresh and is inserted correctly (see page 13).
- Remove Tubing from **CONTROL** Body and increase volume. If it whistles, your **CONTROL** is working and the Tubing/ Dome 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 **CONTROL** Body. Thread Cleaning Tool Wire through Tubing five to six (5-6) times starting at the Tubing Base. Then wipe debris from Tubing/Dome and reattach Tubing to **CONTROL** Body.



PROTECTION PLAN & REPLACEMENTS PARTS

MDShield™ Protection Plan



- Offers 100% protection from **ALL** types of accidental damage, including damage not covered by our standard 90-Day Warranty (water damage, pet damage, etc.) Product loss is not included.
- This service contract lasts for one (1) year from the date of purchase.
- **MDShield** coverage must be purchased within your initial 90 days of ownership.

Tubing and Dome Replacement

For **OPTIMAL PERFORMANCE**, Tubing and Domes should be replaced **every three (3) months**. Regular replacement keeps your **CONTROLS** sounding and feeling like new.

Visit www.MDHearingAid.com to order Tubing, Domes, and MDShield Protection Plans.


MANUFACTURER'S WARRANTY AND REPAIR

The **MDHearingAid®CONTROL** 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 **CONTROL**, 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,
8:30 am to 4:30 pm (CST).

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

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

Repair Packaging Guidelines

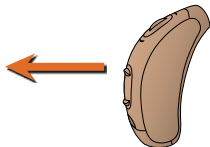
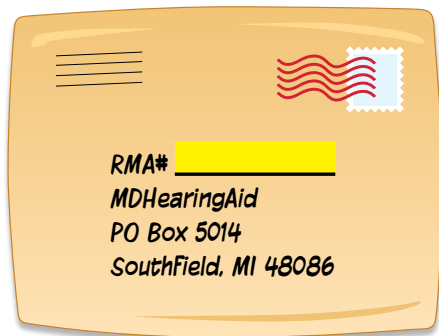
Please use the following guidelines when mailing to our repair facility.

Do:

- Send **ONLY** the **CONTROL 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® **CONTROL**, you have 45 days from the date of purchase to return it for a full refund.

MDHearingAid requires a minimum trial period of 21 days. This minimum trial period is required because medical studies show that your brain requires about three weeks to adjust to new hearing aids. Return requests prior to 21 days from date of invoice will incur a ten percent (10%) Early Return Fee.

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

Please e-mail **support@MDHearingAid.com** for a RMA number and specific return instructions. We are available 24 hours a day, 7 days a week (a calendar day equals a business day). Or you may call Customer Service, 312-366-3899 Monday to Friday, 8:30 am to 4:30 pm Central Standard Time.

DAYS FROM INVOICE	AMOUNT REFUNDED	
	with RMA	w/out RMA
1- 20	90%	80%
21-45	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 a 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® CONTROL** and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve while using the **CONTROL**.
- 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.

COMPLIANCE INFORMATION

Declaration of Conformity

Hansaton hereby declares that this Hansaton product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 2014/53/EU. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Notice 1

This device complies with Part 15 of the FCC Rules and with RSS- 210 of Industry Canada. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Notice 2

Changes or modifications made to this device not expressly approved by Hansaton may void the FCC authorization to operate this device.

Notice 3

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

TECHNICAL SPECIFICATIONS

MAX OSPL90 90 dBSPL

HF Average OSPL90 103 dBSPL

HFA Full-on-gain.....37 dBSPL

THD@ 500 Hz 1%

..... 800 Hz 0%

..... 1600 Hz 2%

EQUIV INPUT NOISE30 dB

BATTERY CURRENT DRAIN0.9 mA

TECHNICAL INFORMATION

Operating Conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.
0° to 55° Celsius and relative humidity of < 95% (non condensing).

Transport and Storage Conditions:

Temperature: -20° to +60° Celsius (-4° to +140° Fahrenheit).

Humidity Transportation: Up to 90% (non condensing).

Humidity Storage: 0% to 70%, if not in use.

Atmospheric pressure: 200 hPa to 1500 hPa.

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:

(Buyer's Signature)

(Date)





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