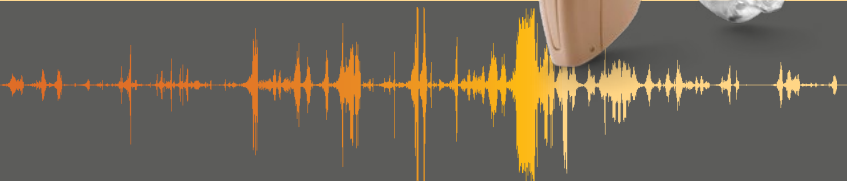


CORE

Series L • User Manual



MD >>>
HearingAid®



“

I'm impressed with
the sound quality
and comfort. Now
I can participate in
conversations instead
of pretending to hear.

— Laura N.





Congratulations

With the *CORE*, you are back in control of the sounds around you, thanks to smart digital technology, paired with personalized settings and 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 here to help.

Our dedicated, U.S.-based hearing instrument specialists are the heart and soul of MDHearingAid. They're happy to guide and assist you with any questions you may have. Take advantage of our free one-on-one phone consultations.

312-366-3899

800-918-3914 (toll-free)

Mon. – Fri. 7:30AM – 4:45PM (CST)

support@MDHearingAid.com

24 hours a day, 7 days a week





“

The customer service has been outstanding. They continue to solve the problem and give solutions.

— Joan P.

Table of Contents

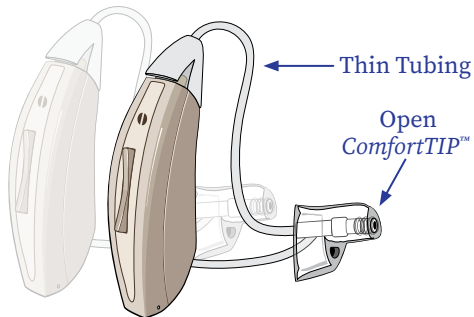


Package Contents.....	3
<i>CORE</i> Diagram	4
Quick Start Guide	5
Insert Battery/Turn On	7
Place <i>CORE</i> On Ear	10
Adjust Volume	11
Program Selection	12
Care & Cleaning	13
Ordering Parts & Protection..	16
Replacing Tips & Tubing	17
Using the Telephone	20

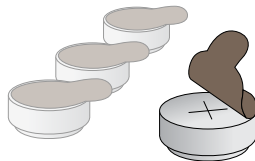
Troubleshooting.....	21
Warranty & Replacements ..	25
Return Policy.....	27
General Warnings.....	29
Warning to Dispensers.....	31
Important Notice for Users..	33
FCC Regulations	35
Transport and Storage.....	36
Bluetooth/Airplane Mode ...	36
Notice of Cancellation.....	37
Technical Specifications	38

Package Contents*

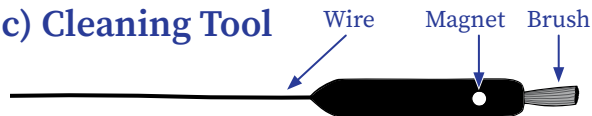
a) CORE Hearing Aid(s)



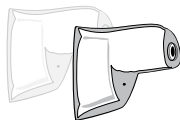
b) Size 312 Batteries



c) Cleaning Tool

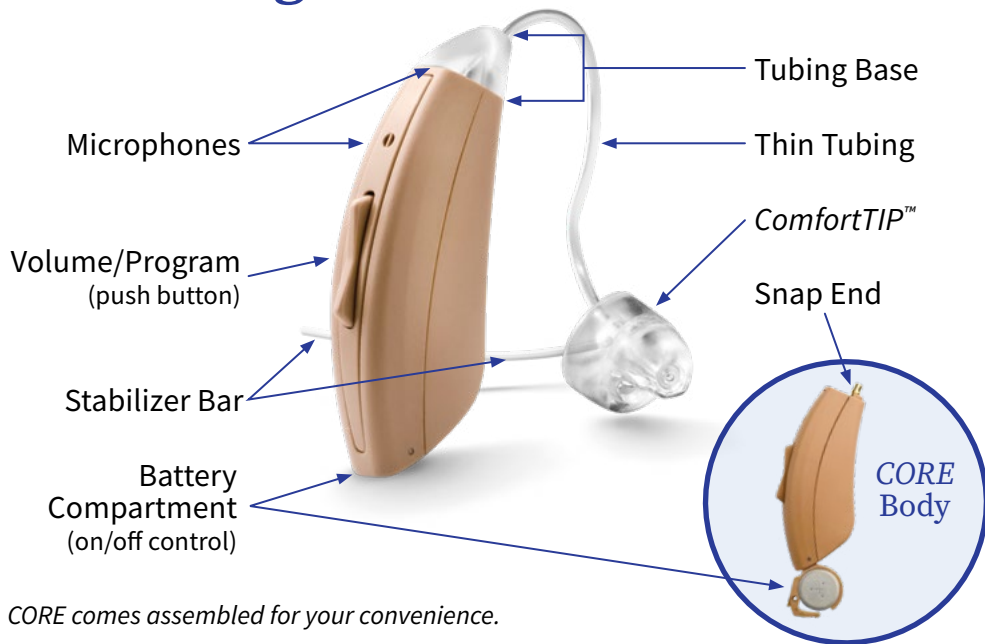


d) Closed ComfortTIP(s)



*Contents will vary depending on quantity ordered.

CORE Diagram



Quick Start Guide

Three Easy Steps for Using Your MDHearingAid® CORE

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

Step 1: Insert battery to turn on.

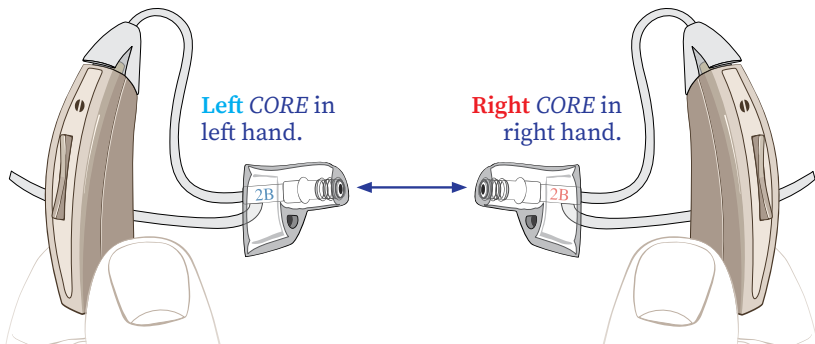
Step 2: Place CORE on your ear.

Step 3: Adjust the volume and/or program.

***Please note:** The app is required to personalize your CORE.
See the app manual for personalization instructions.*

Identifying Your Left and Right CORE

Hold an aid upright in each hand, with the controls facing you.
The tubing/tips point toward each other when in the correct hand.



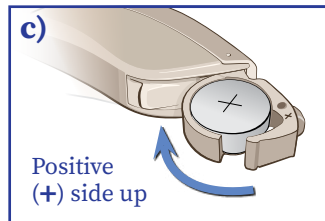
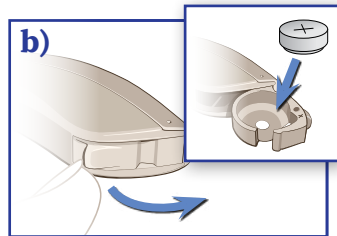
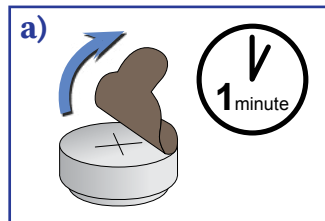
Please note: Tubing and tips are left and right ear specific. The hearing aid body becomes left/right specific once it is personalized with the app.

Step 1: Insert Battery

Battery Type: Size 312 zinc-air (brown tab)

- a)** Remove brown adhesive tab to activate battery. Wait one (1) FULL minute for the battery to become fully operational.
- b)** Push nail grip downward to open the battery compartment. With positive (+) side of the battery facing up, use the cleaning tool magnet (or your fingers) to insert battery.
- c)** Close battery compartment to turn your *CORE* on.

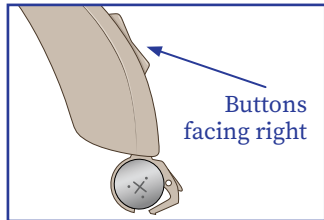
***Please note:** If the battery compartment does not close easily, battery may be inserted upside down.*



Battery Information

Battery Removal:

1. Hold *CORE* with the button facing right and open battery compartment.
2. Remove battery with the magnet on your cleaning tool or turn *CORE* over and let battery fall in your hand.



Low Battery Warning:

A voice prompt indicates “low battery”. You will have about five (5) minutes before losing power.

Battery Tips:

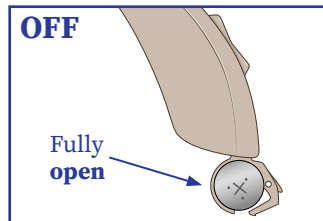
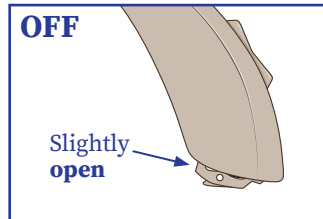
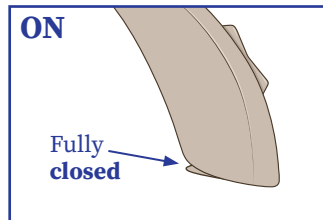
- Open battery compartment when not in use.
- Store batteries in original packaging.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave exhausted battery in *CORE*.

Caution! 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 800-498-8666.**

On/Off Control

The *CORE* has a two-stage battery door which functions as an on/off switch.

- **ON:** Close battery door completely.
- **OFF:** Slightly open the battery door (it should catch on a notch), or continue to open the battery door fully to change the battery.

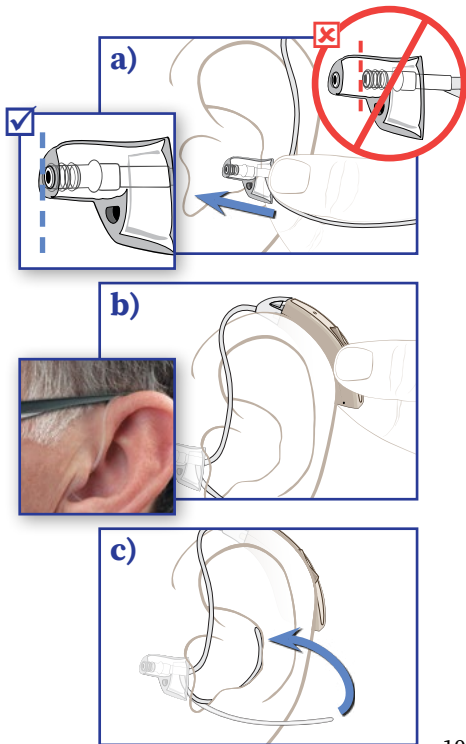


Step 2: Place On Ear

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

- a)** Hold thin tubing at the stabilizer bar junction. Insert *ComfortTIP* with gentle pressure into ear canal.
- b)** Place *CORE* body behind ear. The curve of thin tubing should rest on top of your 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.

Please note: Steps A and B may be reversed if you find it is easier to insert the tip after.



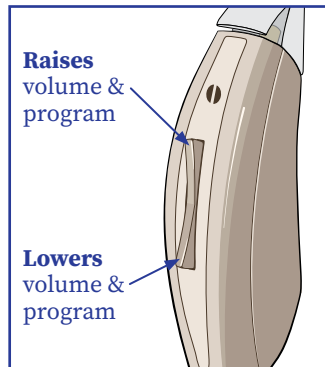
Step 3: Adjust Volume

The CORE uses a multi-function push-button.

- Top of button: Raises volume and program.
- Bottom of button: Lowers volume and program.

To change volume, press and quickly release.

There is a single beep with every increment. A voice prompt indicates minimum and maximum volume.



Caution! To avoid a sudden blast of sound, please raise the volume SLOWLY.

Please note: Whistling may be heard if the CORE is turned on but not positioned securely in your ear. Once the ComfortTIP is properly inserted, whistling will stop.

Program Selection

To change programs, press and hold.

A voice prompt indicates the program number.

Experiment with these programs at various volumes to find what combinations work best for you.

Program	Prompts	Best For
1. Automatic*	“Program one”	Everyday use, this program automatically adapts to the noise level around you.
2. Quiet	“Program two”	A constant quiet environment, such as at home watching TV .
3. Conversation	“Program three”	Conversations in small groups of three to five people.
4. Restaurant	“Program four”	Noisy places like restaurants, to provide maximum noise reduction.

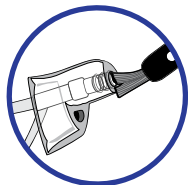
**Program 1 is the default setting. When CORE is turned off, it will reset to Program 1.*

Care and Cleaning

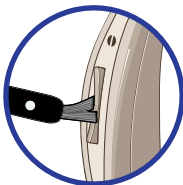
Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the *ComfortTIP™*, buttons, and microphones (found on the top and front of *CORE*).

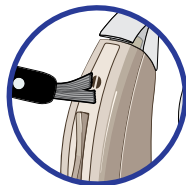
The *CORE* body can be cleaned with a tissue or soft cloth. Do not use water, alcohol, or other liquid agent to clean the *CORE* as it may damage it.



ComfortTIP



Buttons

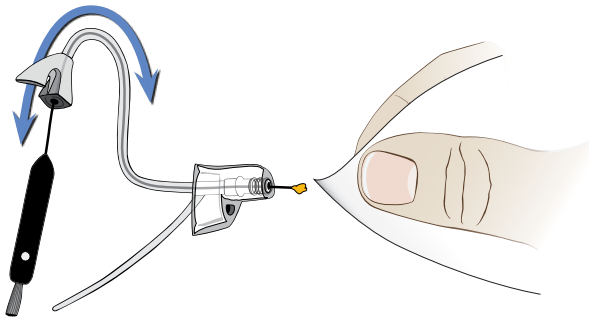


Microphones

Regular Cleaning:

Use the cleaning tool **wire** to remove debris from tubing.

- a)** Remove tubing (see page 18).
- b)** Thread wire through tubing base and out of the tip.
- c)** Wipe end of wire clean and repeat as necessary.
- d)** Reattach tubing to *CORE* body.



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 *CORE* get wet.
- Do not use hair spray or a hair dryer while wearing your *CORE*.
- Do not expose your *CORE* to excess moisture or heat.



Ordering Parts and Protection

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 *CORE* sounding and feeling like new.

If you'd like to protect your hearing aids beyond the 90-day warranty, MDHearingAid offers the **MDSHield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

Visit **www.MDHearingAid.com** or call **800-918-3914** to order tubing, tips, batteries, protection, and other accessories.

Replacing Parts

Tips and tubing are left and right ear specific.

ComfortTIPS™:

Left ear tips curve the left.

Right ear tips curve to the right.

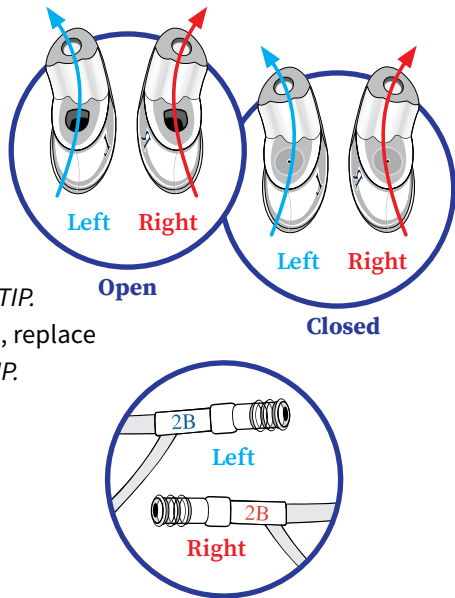
CORE comes assembled with the Open *ComfortTIP*.

If you are experiencing whistling at higher volumes, replace the Open *ComfortTIP* with the Closed *ComfortTIP*.

Thin Tubing:

The **blue label** indicates left ear.

The **red label** indicates right ear.

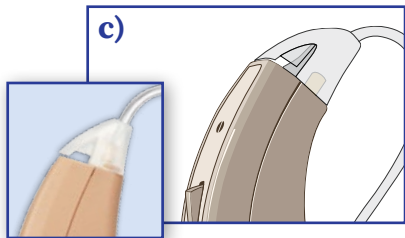
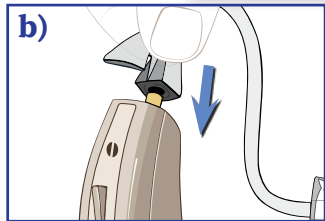
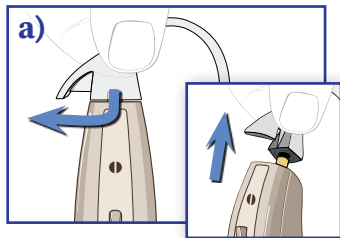


If you require a different size, please call
800-918-3914 for alternative options.

Replacing Tubing

- a) Remove tubing:** Rotate tubing base 90° and slide off.
- b) Attach tubing:** Gently push new tubing on.
- c)** Make sure tubing base is flush with sides of *CORE* body when you are finished.

Please note: Thin tubing is left and right ear specific.



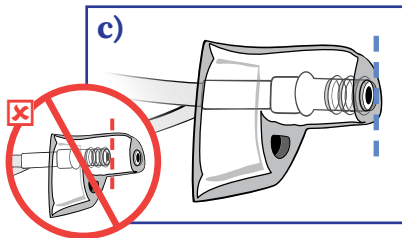
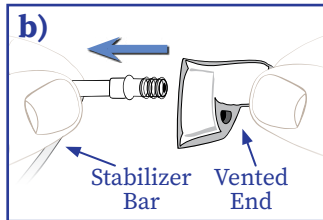
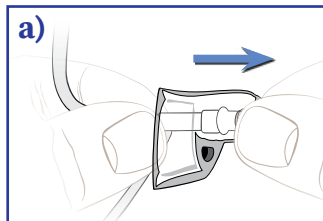
Replacing Tips

a) Remove tip: Hold tubing with one hand and pull *ComfortTIP* off with other hand.

b) Attach tip: Align new *ComfortTIP* so the vented end is lined up with the stabilizer bar. Push tip over the ridges on the end of tubing.

c) IMPORTANT: The end of the tubing should be visible through the opening of the *ComfortTIP*. Otherwise, tubing may detach from tip when removing *CORE* from your ear.

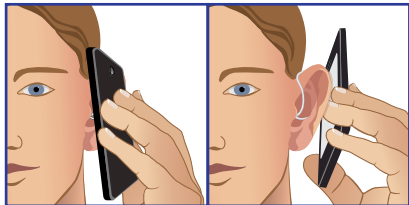
Please note: ComfortTIPs™ are left and right ear specific.



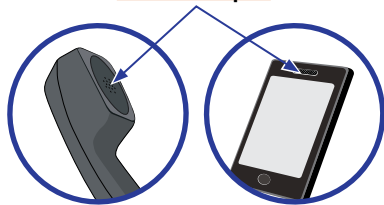
Using the Telephone

Use Program 2 when using the phone.

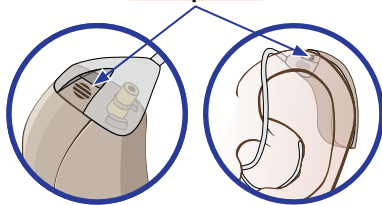
If whistling occurs, make slight adjustments to the volume or try various positions with the phone's **audio output** and **CORE's top microphone** until you find what works best for you.



Audio Output



Microphone



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

Troubleshooting

Action Steps:	Issue:			
		Intermittent or distorted sound	Feedback/whistling	Weak or no sound
	Turn <i>CORE</i> on			✓
	Adjust volume	✓	✓	✓
	Replace battery	✓		✓
	Use dehumidifier	✓		✓
	Clean ear canal	✓	✓	✓
	Clean tubing/tip	✓	✓	✓
	Change tubing/tip	✓	✓	✓

For more detailed troubleshooting tips, see the following pages.

Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Replace the battery with a fresh one (see page 7).
- Remove tubing from *CORE* body (see page 18) and increase to the maximum volume. If it whistles, your *CORE* is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 14) and ear canal. Replace tubing/tip if they appear worn.

For optimal performance, tubing and tips should be **replaced every three (3) months**. To order replacements and additional cleaning accessories, visit **www.MDHearingAid.com** or call **800-918-3914**.

Device 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 your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when raising the volume, you might need more gain and should try the closed *ComfortTIP*. (see page 17).
- Wax or debris can cause whistling. Clean tubing/tip and ear canal, and replace tubing/tip if they appear worn.

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

Device has a weak or no sound.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the battery compartment is closed all the way and *CORE* is on.
- Replace the battery with a fresh one (see page 7).
- Remove tubing from *CORE* body (see page 18) and increase to the maximum volume. If it whistles, your *CORE* is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 14) and ear canal. Replace tubing/tip if they appear worn.

If you are still having difficulty, please contact us at 800-918-3914 or support@MDHearingAid.com.

Warranty and Replacements

The MDHearingAid® *CORE* 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 *CORE*, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty. (For added coverage, see page 16 for the MDShield™ Protection Plan.)

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

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

Or, call: **800-918-3914**
Office hours: Monday – Friday,
7:30AM – 4:45PM (CST).

Mailing Guidelines

Do:

- Mail via **USPS**
- Send **ONLY** the **AIR** body
- Use a **small padded envelope**
- Write **RMA number** on the **OUTSIDE** of envelope

DON'T send:

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



Replacement Facility:



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

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearingAid® *CORE*, you have 45 days to return it for a full refund. We are unable to honor return requests after 45 days from the date of delivery as reported by shipment tracking.

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: 800-918-3914**, Mon. – Fri., 7:30AM – 4:45PM (CST).

Days from Invoice	Amount Refunded	
	with RMA	without RMA
1-45	100%	80%
46+	No Refund	No Refund

Return Facility:

RMA #
 MDHearingAid
 650 W Lake St #120
 Chicago, IL 60661

You must contact customer service for an RMA number before mailing to this address. Please use USPS to send your package.

General Warnings

Hazard Warnings

- Prevent other people from using your hearing aids as these were individually adjusted to your hearing and may result in permanent hearing damage in the event of misuse by another person.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Not doing so could lead to infection.
- 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.

- Hearing aids may fail suddenly without prior warning (e.g. in case of a defect or an empty battery), particularly in situations where you're required to hear acoustic warning signals, e.g. in traffic.

X-ray, MRT, CT, PET Scanning, Electro-therapy

- Hearing aids must not be exposed to strong electrical fields that may be

generated during X-rays, CT scans, PET scans or MRTs, during electrotherapy or during surgeries. Please remove your hearing aids in these types of situations to prevent any damage to them.

Explosion Hazard

- Do not use your hearing aids in explosion hazard areas.

Batteries

- Do not recharge batteries that are not intended for recharging.
- Ensure proper and careful disposal of batteries. Dispose of used batteries as you would other electronic waste that

potentially contains rare earth metals.

- Leaking batteries result in the creation of harmful substances. Please be very careful and avoid skin contact with these substances. If there is leakage on skin or in ear, seek medical assistance immediately. If there is leakage on the hearing aid, return it to manufacturer for evaluation.

Microphone Mode

- Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning sounds coming from behind, e.g. cars, are partially or entirely suppressed.

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® *CORE* and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve.
- 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 Users

Good health practice requires that a person with hearing loss has 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.

FCC Regulations

Per FCC 15.19(a)(3) and (a)(4), this device complies with part 15 of the FCC Rules. Operation is subject to the following 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.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could

void the user's authority to operate the equipment.

Radio Equipment Directive Information:

The equipment operates in the ISM 2.4 GHz band (2.40 – 2.4835 GHz), using the Bluetooth™ SMART protocol, and the maximum RF Power transmitted in that band is -10.1 dBm EIRP.

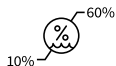
Manufactured for MDHearingAid® by SC Industries.

FCC ID: POMIINHAB3A0

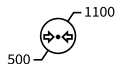
Transport and Storage Conditions



During transport or storage for a long period of time, the temperature should not exceed the limit values of 14° to 158° Fahrenheit (-10° to 70° Celsius).



During transport or storage for a long period of time, the relative humidity should not exceed the limit values of 10% to 60%.



The air pressure range between 500 and 1100 hPa is appropriate or the hearing aid performance could be affected.

Bluetooth Use/Airplane Mode

Your hearing aids use Bluetooth. Airplane mode must be activated when you are in an area where Bluetooth use is not permitted. Airplane mode is enabled by closing the battery door whilst holding the push-button in the down position.

Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. 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, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(Date)

Technical Specifications

MAX OSPL90 124 dBSPL

HF Average OSPL90 119 dBSPL

HFA Full-on-gain 40 dBSPL

THD@ 500 Hz 3%

..... 800 Hz 1%

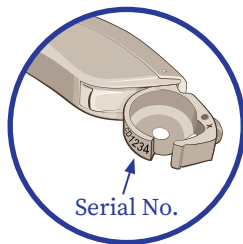
..... 1600 Hz 0%

EQUIV INPUT NOISE 24 dB

BATTERY CURRENT DRAIN 0.90 mA

Your serial number:

(You can find your CORE serial number on the inside of the battery door.)





MDHearingAid.com

v03.21