

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.



A vertical photograph on the left side of the page shows the back and side of a person walking. They are wearing a blue and white checkered button-down shirt and white pants. They are holding a small black electronic device in their right hand. The background is a blurred city street with yellow buildings.

CONGRATULATIONS!

Enjoy the sounds around you and conversations with your family and friends again. Please read this User Manual in its entirety. Your satisfaction with hearing aids will depend on the type and degree of your hearing loss and your expectations. While no hearing aid will restore normal hearing, we are here to help you make the most of your investment. Frequent use of your aids will allow you to enjoy the full benefits of better hearing in your life.

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



TABLE OF CONTENTS



Package Contents	7	Telecoil (Program 4)	24
AIR Diagram	9	Using the Telephone	25
Quick Start Guide	12	Troubleshooting	27
1. Insert Battery and	13	Protection Plan and	32
Battery Information		Replacement Parts	
2. Place AIR On Ear	15	Warranty and Repair	33
3. Turn AIR On	16	Return Policy	35
Replacing Tips and Tubing . .	17	Warning to Hearing	37
Replacing <i>ComfortTIP</i> ™	18	Aid Dispensers	
Replacing Thin Tubing	19	Important Notice for	39
Using High Volume Kit	20	Prospective Users	
Care and Cleaning	21	Notice of Cancellation	41
Program Selection	23	Technical Specifications	42

PACKAGE CONTENTS*

A) MDHearingAidAIR

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

B) High Volume Kit

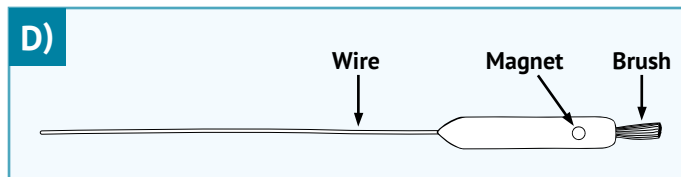
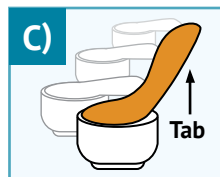
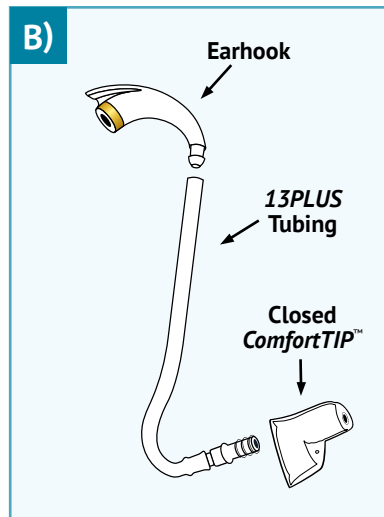
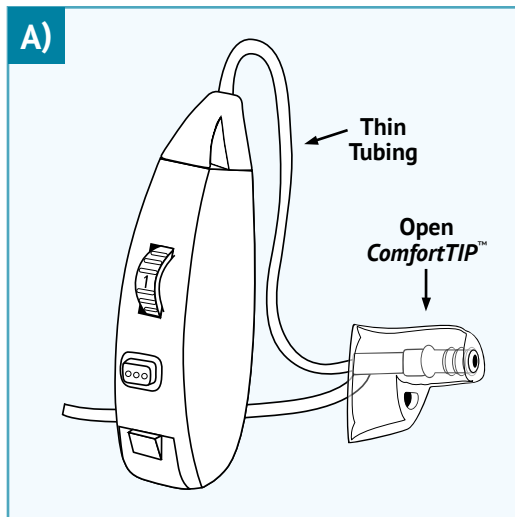
with Earhook, *13PLUS* Tubing, and Closed *ComfortTIP™*. Requires customization; see page 20.

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.

AIR DIAGRAM



“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.

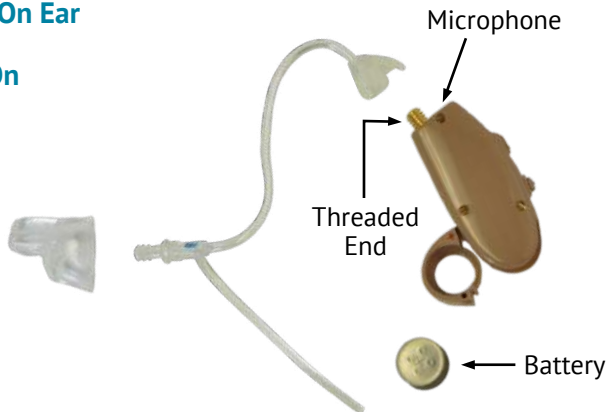
QUICK START GUIDE

Three Easy Steps for Using Your MDHearingAidAIR

Step 1: Insert Battery

Step 2: Place AIR On Ear

Step 3: Turn AIR On



AIR comes assembled for your convenience.

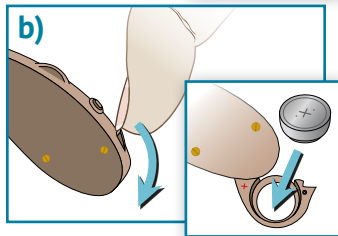
STEP 1: INSERT BATTERY

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

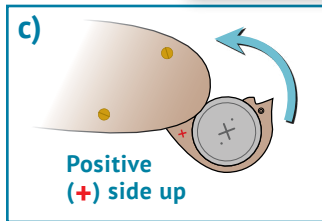
a) Remove orange adhesive tab to activate battery. **Wait 1 FULL minute for battery to become fully operational.** Verify **AIR** is turned off by turning Volume Dial downward past 0 until you feel a click.



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:

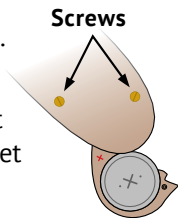
Initial Warning = three (3) sets of double beeps

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 collect at 202-625-3333**.

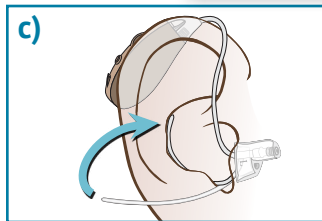
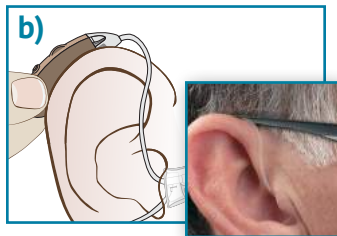
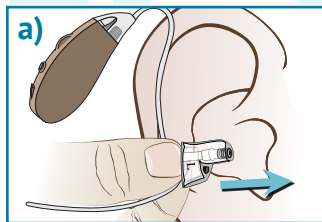
STEP 2: PLACE *AIR* ON YOUR EAR

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 outer bowl of ear. It may be trimmed to suit the size of your ear.

*The MDHearingAidAIR
in final position*



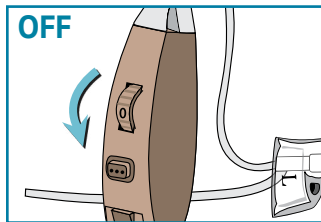
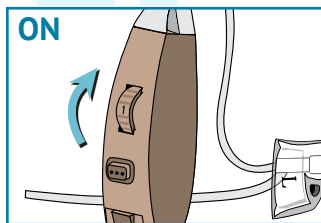
STEP 3: TURN *AIR* ON

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 (Program 1 is the default setting).
- To turn **AIR OFF**, turn Volume Dial downward, past 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

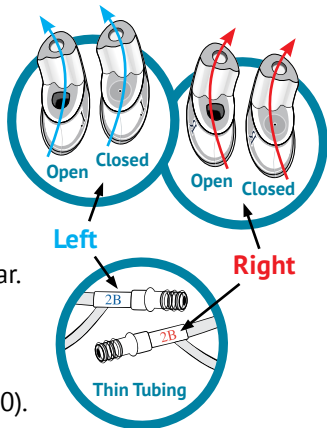
Select *ComfortTIP™*:

ComfortTIPS™ are *right* and *left* ear specific.


- Open: Allows natural sound and better air flow.
- Closed: Allows highest volume without feedback.

Select Tubing:

- Right Thin Tubing (*red label*): Use for fitting right ear.
- Left Thin Tubing (*blue label*): Use for fitting left ear.
- *13PLUS* Tubing: Use this wider tube if you require higher volume or a custom tube length (see page 20).



TO INCREASE OUTPUT

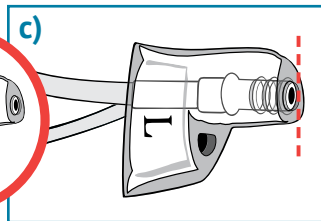
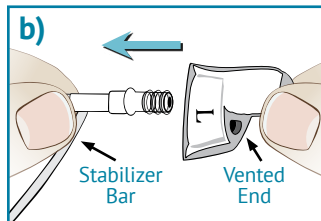
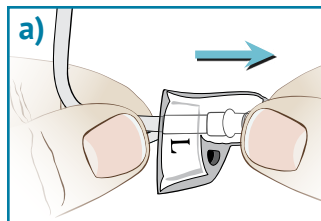
		INITIAL ASSEMBLY			
Type of <i>ComfortTIP™</i>		Open	Closed	Open	Closed
Type of Tubing		Thin	Thin	13PLUS	13PLUS

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

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 *ComfortTIP*™ over the ridges on end of Tubing.
- c) The end of the Tubing should be visible through the opening of the *ComfortTIP*™.

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

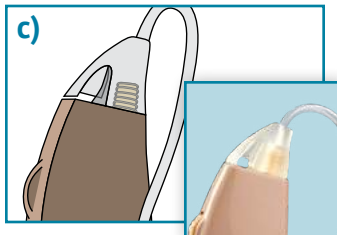
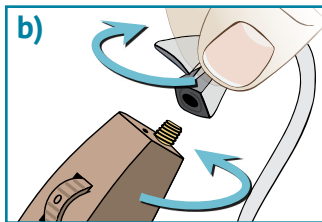
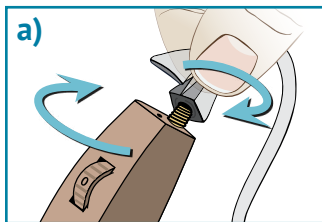


*Should a *ComfortTIP*™ not be right for you, call customer service. We have additional options and the expertise to help you.

Replacing Thin Tubing

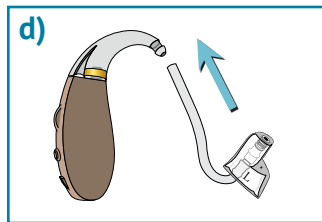
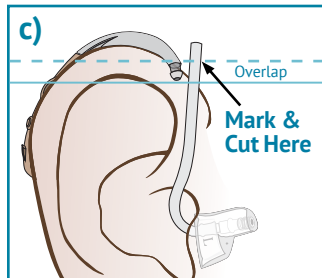
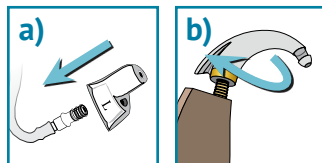
- a) Remove Tubing: Turn Tubing Base counter-clockwise (like a bottle cap). Or hold Tubing Base firm and twist **AIR** Body clockwise to detach.
- b) Attach new Tubing: Gently turn Tubing Base clockwise onto **AIR** Body. Or twist **AIR** Body counter-clockwise into Tubing Base.
- c) Make sure Tubing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

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



Using High Volume Kit

- a) Attach *ComfortTIP™* to *13PLUS* Tube.
- b) Twist Earhook clockwise onto **AIR** Body.
- c) Insert *ComfortTIP™* with *13PLUS* Tube attached into ear canal. Place **AIR** 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.

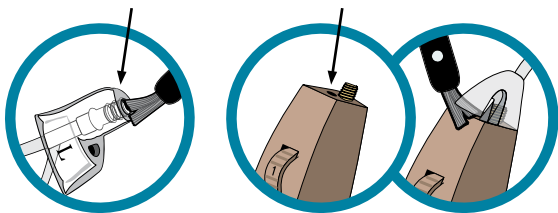


*The High Volume Kit
assembled*



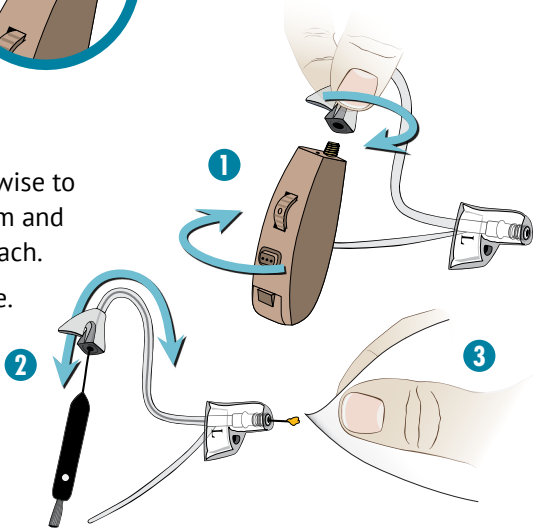
CARE AND CLEANING

Brush 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:

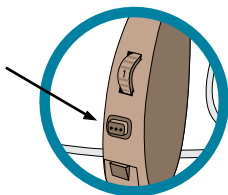
- Avoid physical shock, such as dropping on the floor.
- Store in a cool dry place with Battery Compartment open.
- For prolonged periods of non-use, remove battery to prevent corrosion.
- Do not let your **AIR** get wet.
- Do not use hair spray or a hair dryer while wearing your **AIR**.
- Do not expose 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.	1 Beep
2. Social	Small group meetings, church, time with friends.	2 Beeps
3. Noisy	Large crowds, restaurants, traffic, nature sounds, or high octave music.	3 Beeps
4. Telecoil 	Looped environments and compatible telephones (page 24).	4 Beeps

*Program 1 is the default setting. *When the **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.

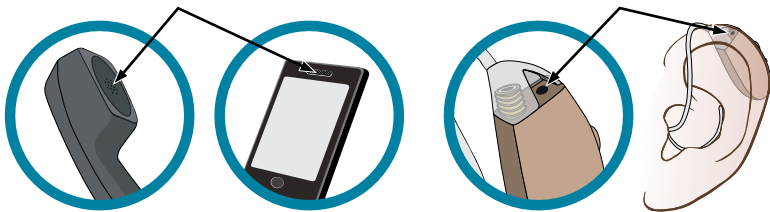


Telecoil Compatible Telephones

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

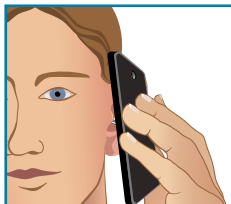
When using the Telecoil (Program 4) with a compatible phone, place the phone's audio output near the MDHearingAid*AIR's* microphone.



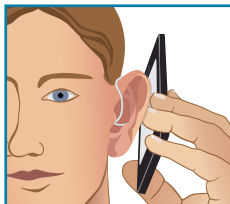
Slowly move the telephone along the *AIR* Body. There will be a spot where the sound becomes louder and more clear. This is the location of *AIR's* telecoil; continue to use the phone in this position. To return to normal listening, push the Program Button until the desired Program is reached.



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

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

TROUBLESHOOTING

ACTION STEPS:	ISSUE:			
		Intermittent or distorted sound	Feedback: Whistling/squealing	Weak or no sound
	Turn AIR 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. Clean Tubing/Tip. Replace Tubing/Tip if they appear worn.

For optimal performance, *ComfortTIP*™ and Tubing should be replaced every 3 months. Replacements and additional cleaning accessories can be ordered at: www.mdhearingaid.com.

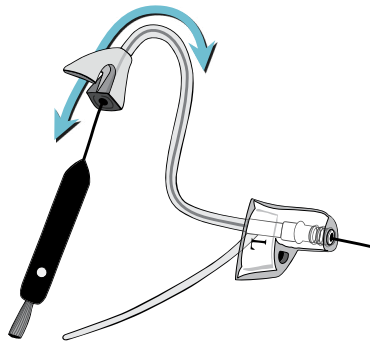
2. Instrument makes a whistling sound.

- 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 *ComfortTIP™* into ear canal so it fits better.
- Lower the volume.
- If whistling occurs when you raise the volume, try using a Closed *ComfortTIP™*.
- If whistling occurs after trying a Closed *ComfortTIP™*, you might require more gain (volume) and should try the High Volume Kit (see page 20).
- 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 **MDHearingAidAIR** 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 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: **312-366-3899** or **support@mdhearingaid.com**.



Tube Cleaning Tips: Remove Tubing from **AIR** Body. Thread Cleaning Tool Wire through Tubing 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 & 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 1 year from the date of purchase.
- Coverage must be purchased within your initial 90-Day Warranty period.



Tubing and *ComfortTIP*™ Replacement

For **OPTIMAL PERFORMANCE**, Tubing and *ComfortTIP*™ should be **replaced every 3 months**. Regular replacement keeps your *AIRs* sounding and feeling like new.

Visit www.mdhearingaid.com to order replacement Tubing, *ComfortTIPS*™, batteries, and MDSHield™ Protection Plans.

WARRANTY AND REPAIR

The **MDHearingAidAIR** 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.*

If you require **Warranty or Repair Service**, please contact us for a Return Merchandise Authorization (RMA) number, repair costs, 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:
MDHearingAid, Inc.
Repairs Department
24151 Telegraph Rd, Ste 100
Southfield, MI 48033

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

Repair Packaging Guidelines

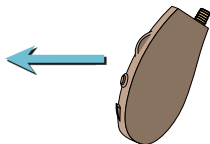
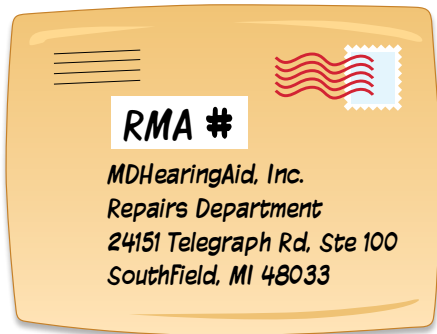
Please use the following guidelines when mailing to our repair facility.

Send:

- 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 **MDHearingAidAIR**, 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:

MDHearingAid, Inc.

Returns Department

24151 Telegraph Rd, Ste 100

Southfield, MI 48033

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 **MDHearingAidAIR** 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 CANCELLED. 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, 917 W. WASHINGTON BLVD, SUITE 202, CHICAGO, IL 60607 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE INITIAL TRANSACTION. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(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



MDHearingAid.com

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