

MDHearingAid[®] >>> *FIT*

THE DOCTOR'S CHOICE FOR AFFORDABLE HEARING AIDS[®]



User Manual

Congratulations!

As the owner of the **MDHearingAid® *FIT*** Hearing Aid, you may once again enjoy the sounds of your environment and conversations with your family and friends. In order to get the most out of your **MDHearingAid *FIT***, please read this User Manual in its entirety. Your satisfaction with hearing aids depends on both the type and degree of your hearing loss as well as your expectations. No hearing aid can restore normal hearing, and not everyone will benefit equally.

Free One-on-One Phone Consultations are available to help you get the best results from your MDHearingAid. Our Hearing Instrument Specialists are ready to provide assistance with any assembly or product performance questions.

312-219-8422

Mon.-Fri. 8:30 am - 4:30 pm (CST)

support@mdhearingaid.com

24 hours a day, 7 days a week

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The MDHearingAid[®] Story

The MDHearingAid *FIT* was developed by Dr. Cherukuri, a board-certified Ear, Nose, and Throat physician in Chicago, IL. He encountered patients in his practice who would benefit from hearing aids, but many simply couldn't afford the thousands of dollars needed to pay for them. As a physician, he knew the effects of untreated hearing loss: depression, social isolation, anxiety, and other symptoms consistent with Alzheimer's disease.

Dr. Cherukuri set out to find a solution that could help the most common types of hearing loss at a reasonable price. He was looking for a "one-size-fits-most" hearing aid, similar to reading glasses purchased from a drug store.

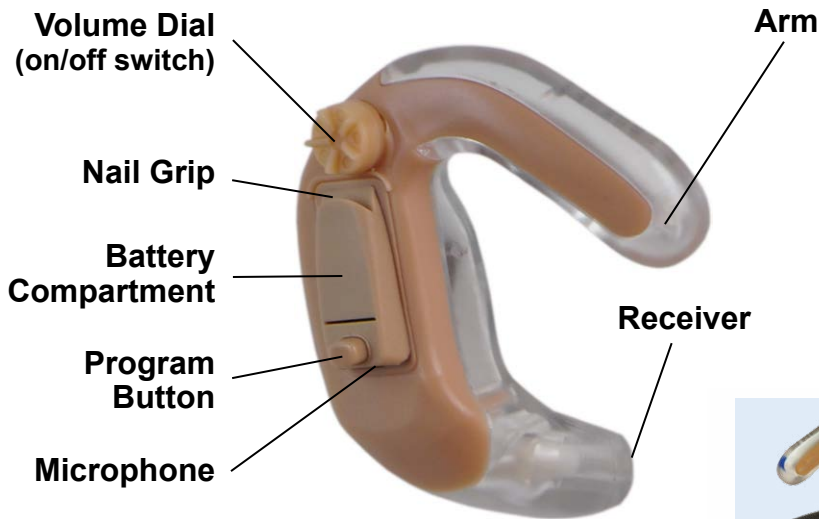
He evaluated numerous hearing aids and sound amplifiers, including those seen on television. He found almost all of those devices only amplified low frequencies (below 1000 Hz); however, the majority of hearing loss is in the higher frequencies (1000-4000 Hz), those most related to the human voice.

Dr. Cherukuri worked with world-class Doctors of Audiology and Audiologists to create the **MDHearingAid *FIT***. Built to exacting specifications, the **MDHearingAid *FIT*** includes advanced technologies found in hearing aids costing thousands of dollars more such as:

- Advanced feedback cancellation to reduce and eliminate "whistling"
- Advanced compression technology to magnify soft sounds and dampen loud sounds
- Specialized noise reduction to reduce noises embedded in speech and maximize sound quality
- Digital amplification to accurately reproduce speech and sounds to enhance listening comfort

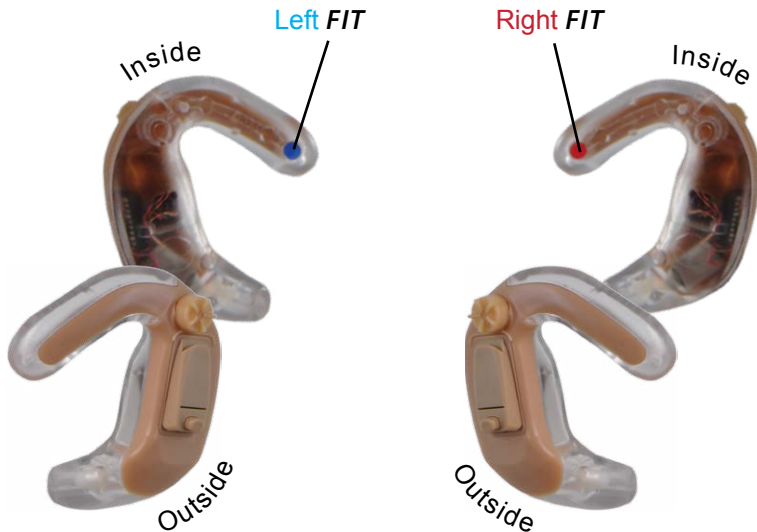
The **MDHearingAid *FIT*** has a patented In-the-Ear design (ITE) that does not enter the ear canal, a first in the hearing aid industry. It has also been rigorously tested by leaders in the hearing loss field (Otolaryngologists and Audiologists) who have unanimously agreed that the sound quality and output are incredibly accurate.

MDHearingAid *FIT* Diagram



Packaged with (optional)
Comply™ Premium Foam Tip attached

MDHearingAid *FIT* Package Contents



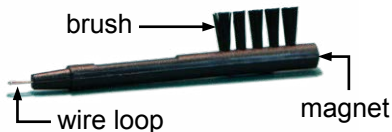
For **Left** ear, use *FIT*
with **Blue** dot on inside.

For **Right** ear, use *FIT*
with **Red** dot on inside.

Package Contents Continued:

Cleaning Tool

Use Brush for removing wax around Microphone, Tip, and Receiver. Use wire loop to remove wax in Tips and Receiver. Use the magnet to pick up battery.



Supply of Size 10 Batteries

(yellow tab)



Please note: Wait one (1) minute
AFTER removing yellow tab for
battery to become fully operational.

Comply™ Premium Foam Tips*

offer added comfort and a more secure fit. We recommend them for users requiring more gain (volume).



Travel Pouch

Protects and holds your *FIT* hearing aids when not in use.

Contents Below Platform:

Comply™ Soft Wraps*

Adhesive foam strips and
Instruction Card.



Oto-Ease

Ear lubricant. Can be used when
slipping hearing aid into the ear.



*Comply™ is a registered trademark of
Hearing Components.

Four Easy Steps for using Your MDHearingAid *FIT*

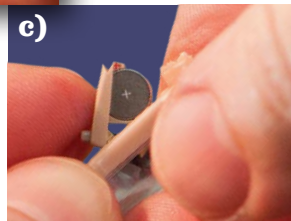
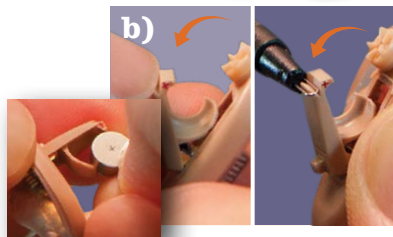
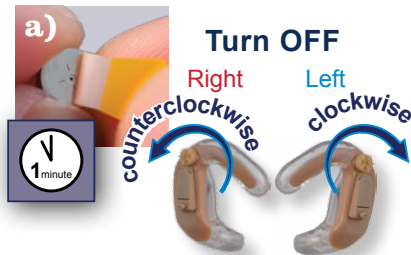
Step 1: Insert Battery

a) Remove the yellow tab from battery and let stand for one (1) minute to activate. Next, verify the Hearing Aid is turned OFF by turning the Volume Dial away from the Arm until you feel a click or until Volume Dial no longer turns.

b) Pull the Nail Grip downward to open the Battery Compartment. With the red + side of Battery Compartment facing up, insert the Battery.

c) Push the Battery Compartment closed.

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



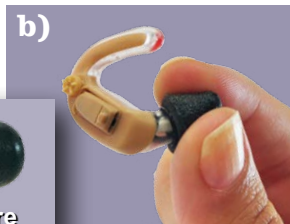
Step 2: Using Optional Comply™ Premium Foam Tips

Some *FIT* users find using a Tip provides improved comfort and performance. **The Tip comes attached** so you can give it a try.

a) Push the Tip until you feel the end of the Receiver through the opening of the Tip.

b) Gently pinch the Tip between your index finger and thumb to compress the foam.

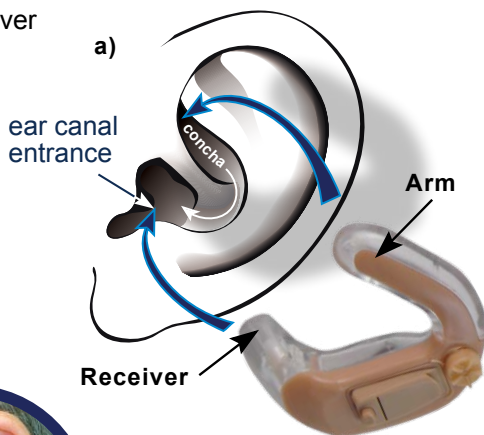
c) Place compressed Tip in ear canal entrance (NOT inside of ear canal), with the volume dial facing outward, and proceed to Step 3b.



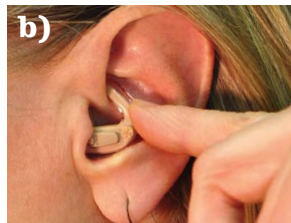
Step 3: Place MDHearingAid *FIT* Into Your Ear

a) If not using a Tip, place Receiver in the entrance to your ear canal NOT inside your ear canal.

b) Tuck Arm into the upper bowl (concha) of your ear.



MDHearingAid *FIT*
in final position

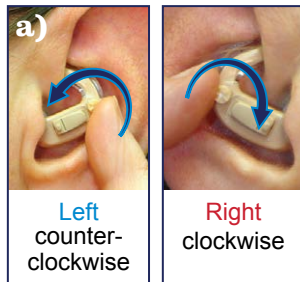


Step 4: Turn the MDHearingAid *FIT* On

The MDHearingAid *FIT* uses a Volume Dial with a built in on/off switch (like a radio).

- a) To turn hearing aid ON, rotate Volume Dial towards the Arm, past the click.
- b) To turn hearing aid OFF, rotate Volume Dial away from the Arm, past the click or until Volume Dial no longer turns.

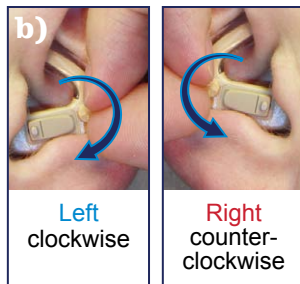
Turn ON



IMPORTANT: When the Hearing Aid 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.

Alternative On/Off Control: Once the desired volume is reached, you may open and close the Battery Compartment door to turn aid ON and OFF.

Turn OFF



Selecting a Sound Processing Program

The MDHearingAid *FIT* has four (4) Sound Processing Programs to address the most common types of hearing loss in the most common environments. Experiment with the different programs in different settings to hear which Program is best for you.

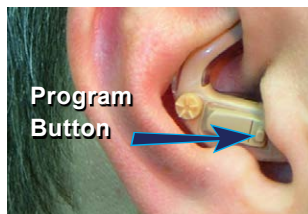
- When you first receive your MDHearingAid *FIT*, it starts on Program 1.
- To access the other Programs, press the Program Button and you will hear a number of audible beeps corresponding to the Program number. *The beeps may be faint depending on volume setting and background noise.*

1 Beep = Program 1

2 Beeps = Program 2

3 Beeps = Program 3

4 Beeps = Program 4



Please note: When the FIT is turned off, the last Program used is saved in memory and that program will resume when FIT is turned on again.

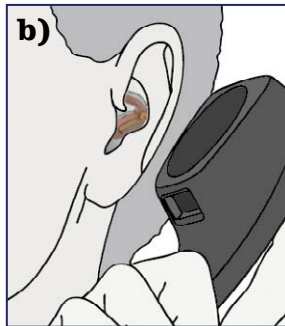
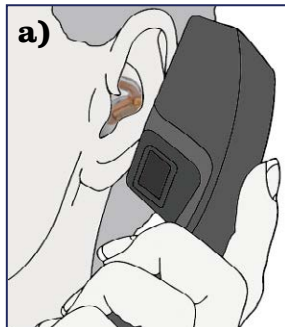
| Program | Best For | Description | Indicator |
|-------------------------------|--|--|------------------|
| 1. Normal | Male and female voices (low & high pitches). At home: watching TV and time with family | Increases sound in ALL frequencies | 1 Beep |
| 2. Low-cut | Voices of women and children. In social settings: time with friends | Emphasizes high frequencies above 1000 Hz | 2 Beeps |
| 3. Medium-cut | Very high pitches: nature sounds and high octave music | Emphasizes high frequencies above 1500 Hz | 3 Beeps |
| 4. Max Noise Reduction | Noisy situations: parties, restaurants, construction, traffic, or large crowds | Extended frequency layered noise reduction | 4 Beeps |

Using the Telephone

The MDHearingAid *FIT* is designed for natural use of the telephone. Some people find slightly increasing the volume of their hearing aids yields the best results when using the telephone.

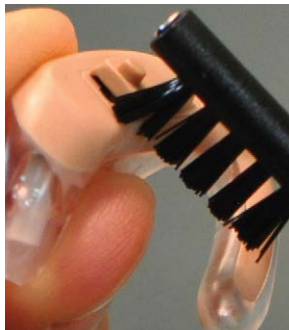
- a) Center your telephone's receiver (or cell phone's speaker) over your ear and the Hearing Aid.
- b) Alternately, slightly angle your phone's receiver forward.

Please note: The Speaker function on most telephones will also work well.



Care and Cleaning

- Keep your ears clean to maximize the benefit of your MDHearingAid *FIT*. Earwax can clog the Receiver. For best results, it may be beneficial to clean your ears with an over-the-counter ear wash kit or visit your physician.
- Use the Cleaning Tool's brush and wire loop to gently clean away wax and other debris.
- Wipe your *FIT* daily with a tissue or soft cloth. Do not let your *FIT* get wet. Do not expose to moisture or heat, like hair spray or hair dryers.
- Store your *FIT* in a cool dry place when not in use, with the Battery Compartment open. Remove battery for extended periods of non-use.
- Avoid physical shock to the *FIT*, such as dropping it on the floor.



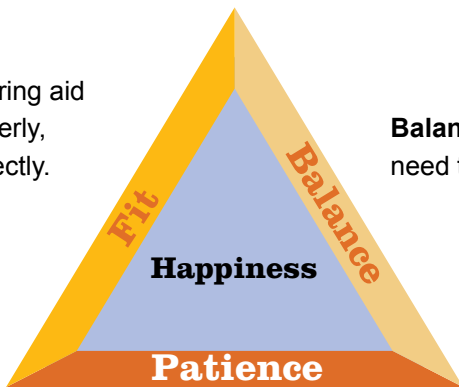
Getting the Most from Your Hearing Aids

Your satisfaction with hearing aids depends on the type and degree of your hearing loss as well as your expectations. No hearing aids, including those costing thousands of dollars, will restore the normal hearing of youth.

However, you can maximize your return on your investment by understanding the **3 Keys to Hearing Aid Happiness**:

Fit: The hearing aid must fit properly, to work correctly.

Balance: Both ears need to hear.



Patience: Using hearing aids takes practice and patience.

Key #1 — Patience

New hearing aids can be a big adjustment. Your brain has to re-learn how to hear and listen. After many years of not hearing well, it takes time and practice to redevelop these skills. **Medical studies show that your brain requires approximately 21 days to adjust to your new Hearing Aids.** During this time:

- You may initially notice lots of background sounds. These sounds have always been a part of your environment. In time, your brain will recall how to process these sounds by prioritizing foreground over background sounds.
- You may find that a quiet environment is more comfortable in the beginning of the adjustment period.
- Your voice may sound too loud. This effect is very common for new hearing aid users, but most people get used to it over time.
- Your voice may also sound 'plugged up' or like you're talking in a barrel. The sensation usually goes away in the first few weeks. For a more natural sound, remove the Comply™ Premium Foam Tip.
- In noisy environments, you may find it easier to understand speech by facing the person speaking. Reading lips and observing facial expressions and body language reinforce the sound communication.

Key #2 — Balance

We are born with two ears for balance. It is best to maintain balance while treating hearing loss. If you have hearing loss in both ears, medical studies have shown that **you will get far greater satisfaction and the BEST results by wearing two Hearing Aids**, for the following reasons:

- You will have a significantly better understanding of speech and conversation, since the brain is receiving sound from both ears.
- You will find there will be less overall background noise amplification.
- You will have better hearing and understanding in noisy situations.
- You will have better localization of the direction of sounds.
- Your listening will be more pleasing, require less effort, and be less frustrating.

Using Hearing Aids takes practice and patience. Some people adjust very quickly and most adapt within a few weeks. Please do not give up prematurely. A whole new world of sound awaits you.

Key #3 — Fit

Hearing aids, no matter how expensive, will not work unless they are fitted correctly. **Without a proper fit, it is impossible to reap the full benefit of your investment.**

- Your MDHearingAid *FIT* can be used with or without the Comply™ Premium Foam Tip. Removing the Tip will allow low frequencies to enter the ear canal for a more natural sound.
- To achieve greater volume without whistling/feedback, use the *FIT* with the attached Comply™ Premium Foam Tip.
- Should you still experience whistling/feedback while using Comply™ Premium Foam Tips, consult the Troubleshooting section on page 24.
Or contact our Hearing Instrument Specialists who have additional Tip options: support@mdhearingaid.com.

Battery Information

Low Battery Warnings:

When the battery voltage nears the end of its life, the **MDHearingAid FIT** will provide Low Battery Warning signals.

The **Initial Warning** will be three sets of double beeps. It is recommended that the battery be replaced as soon as possible.

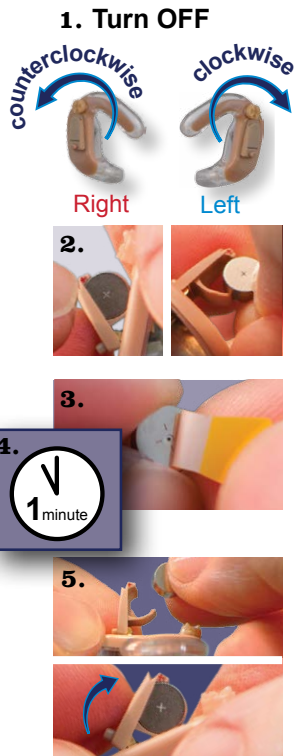
When the battery is too weak for further operation, the **Final Warning** will be six sets of double beeps (resembling a motor boat sound). The hearing aid will then shut down all audio output until a fresh battery is installed. Follow the Battery Replacement Procedure on the next page.

***Please note:** Due to variations among battery manufacturers certain batteries, when new, will give a false **Low Battery Warning**. For best results, use **Battery Replacement Procedure** on the next page.*

Battery Replacement Procedure:

Battery Type: The MDHearingAid *FIT* uses a size 10, yellow tab, zinc-air battery.

1. Turn Hearing Aid OFF: rotate Volume Dial away from the Arm of the *FIT* until you feel a click.
2. Using Nail Grip open Battery Compartment with red **+** facing up. Pinch battery with thumb and forefinger, gently remove battery and discard.
3. Remove yellow tab from new battery.
4. **Wait AT LEAST one (1) full minute** for complete battery aeration and activation.
5. Insert battery, with **+** side up, and close Battery Compartment.



Battery Tips:

- Extend battery life by turning the Hearing Aid OFF and leaving the Battery Compartment open when not in use. (To maintain your volume setting, you may open Battery Compartment to turn off aid.)
- New zinc-air batteries require "time to breathe." After removing the yellow tab, give new battery at least one (1) minute to fully power up BEFORE inserting into Battery Compartment.
- Use wire loop on Cleaning Tool to assist with opening the Battery Compartment. Use the magnet on Cleaning Tool for picking up battery.
- Do not use batteries that are expired, unsealed, or showing signs of corrosion.
- Do not leave exhausted batteries in the Hearing Aid. They may leak and damage the Hearing Aid.
- Do not store batteries in a manner where they are touching other batteries. This may cause discharge among the batteries even if the yellow tab is attached.

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.**

Troubleshooting

The sound is distorted, intermittent, weak, or absent.

- Make sure the Hearing Aid is ON.
- Lower the volume.
- Reposition the *FIT* in your ear.
- Turn Hearing Aid OFF completely. Open then close Battery Compartment, wait 45 seconds, and turn Hearing Aid back ON.
- Check the Tip and *FIT* Receiver for wax or debris. Use wire loop on Cleaning Tool to remove any excess wax.
- Make sure battery is inserted correctly and Battery Compartment is completely closed.
- Replace battery with a fresh one following the Battery Replacement Procedure (page 21).
- Check the battery contacts for corrosion.
- Rotate the Volume Dial back and forth, in case dust or lint has collected in the controls.
- If the Hearing Aid was in a humid environment or subject to sweat, moisture may clog the aid and distort sounds. Consider using a hearing aid dehumidifier overnight.

Instrument makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified. Most hearing aids (even ones costing thousands of dollars) will whistle when not properly fitted.
- Try lowering the volume.
- If the *FIT* whistles despite being properly seated in your ear with a Comply™ Premium Foam Tip, contact customer service for additional Ear Dome options.
- Clean any wax from the *FIT* that may be interfering with the Hearing Aid.
- Confirm that the Hearing Aid is working properly by removing the aid and covering the end of the *FIT* Receiver or attached Tip with your finger. The whistling should stop.

- Occasionally, whistling may occur when you have a blockage of wax in your ear canal or have a cold or other condition. In these cases, the *FIT* may be fine and the whistling will disappear when the condition is corrected.
- Check for cracks in the *FIT* case. Cracks may become another area for sound to enter and cause feedback.

For optimal performance, the Tip and *FIT* Receiver opening should be cleaned daily.

Instrument is uncomfortable in your ear.

- The *FIT* is designed to sit naturally in the bowl of the ear. Your new *FIT* may be uncomfortable at first. Try wearing the *FIT* for an hour a day to start and work up to wearing it all day by week 3.
- Make sure the *FIT* is seated properly (Page 10). An improperly positioned Hearing Aid will exert pressure on the wrong parts of the ear.
- The attached Comply™ Foam Tip can be removed, changing the way the *FIT* sits in your ear.
- If it is difficult to insert the *FIT* into your ear, place a small drop of Oto-Ease lubricant on your finger. Gently rub your finger in your ear bowl to spread. This will help the hearing aid slip on more easily.

- The included Comply™ Soft Wraps can also be used to make wearing your *FIT* more comfortable.

The strips can be applied:

1. around the Arm of the aid.
2. along the outer edge of the *FIT*.
3. next to the Volume Dial, after being trimmed.
4. to the end of the Receiver as an alternate to the Comply™ Premium Foam TIP. (Do not cover the Receiver opening.)



Product Protection Plan

The MDHearing™ Product Protection Plan offers you 100% protection from ALL types of accidental damage, including damage not covered by our standard 90-Day Warranty (water or pet damage, corrosion, etc.)



Coverage must be purchased within your initial warranty period and covers aid for one (1) year from the date of purchase.

Tip Replacement

For **OPTIMAL PERFORMANCE**, **Comply™ Premium Foam Tips** should be replaced every 3 months. Regular replacement keeps your hearing aid fitting and sounding its best.

Visit www.mdhearingaid.com/accessories to order replacement Tips, Comply™ Soft Wraps, and your MDHearing™ Product Protection Plans.

Warranty and Repair

The MDHearingAid *FIT* 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 the Hearing Aid, 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 Customer Service for a Return Merchandise Authorization (RMA) number, repair costs, and instructions.

For fastest service e-mail:
support@mdhearingaid.com

Or, call Customer Service at:
312-219-8422. Office hours:
Monday to Friday,
8:30 am to 4:30 pm (CST).

Repair Facility address:
MDHearingAid, Inc.
Repairs Department
18447 W. 8 Mile Road
Detroit, MI 48219-1520

Please note: You must
contact customer service
before returning aid.

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearingAid, 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, **312-219-8422** 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 address:

MDHearingAid, Inc.
Returns Department
18447 W. 8 Mile Road
Detroit, MI 48219-1520

Please DO NOT mail to this address without contacting customer service first.

Warnings 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, then consult a physician.

- 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 MDHearingAid *FIT* and Consult a Physician if:

- Hearing in one or both ears worsens.
- Your ear becomes occluded with excessive ear wax.
- Hearing does not improve while using the **MDHearingAid *FIT***.
- You develop an infection of your ear or ear canal.
- Skin irritation develops in or around your 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 aid(s) 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, otologist 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 your hearing loss has been medically evaluated and 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 suited 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:

Technical Specifications

| | |
|-----------------------------|---------------|
| MAX OSPL90 | 108 dBSPL |
| HF Average OSPL90 | 105 dBSPL |
| HFA Full-on-gain | 35 dBSPL |
| THD@ | 500 Hz. 2.0% |
| | .800 Hz 1.3% |
| | .1600 Hz 0.6% |
| EQUIV INPUT NOISE | 25 dB |

www.MDHearingAid.com

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