

Instructions for Use

BEHIND-THE-EAR HEARING AIDS Pico RITE

Nevara, Saphira, Juna



bernafon[®]
Your hearing • Our passion

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The following Bernafon hearing aid models are covered within this booklet:

Juna 9|7

- JU9 PR, with wireless functionality
- JU7 PR, with wireless functionality

Saphira 5|3

- SA5 PR, with wireless functionality
- SA3 PR, with wireless functionality

Nevara 1

- NE1 PR, with wireless functionality



This booklet guides you on how to use and maintain your new hearing aid. Please read the booklet carefully including the warning section. This will help you to achieve the full benefit of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have additional questions, please contact your hearing care professional.

Indication for Use / Intended Purpose

The hearing aids are intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing. The hearing aids are intended to be used by children (> 36 months) and adults.





IMPORTANT NOTICE

The hearing aid amplification is uniquely adjusted and optimized to your personal hearing capabilities during the fitting performed by your hearing care professional.

Hearing Aid Description








There are several earpieces that can be attached to the speaker unit on your hearing aids. Please identify your earpiece. This will make it easier for you to navigate through this booklet.

A Pico RITE can come with a 60-Speaker, an 85-Speaker, a 100-Speaker, or a 105-Speaker and different earpieces.

A dome or a Custom Mold can be attached to the 60-Speaker	A dome or a Custom Mold can be attached to the 85-Speaker	A dome or a Power Mold can be attached to the 100-Speaker	A Power Mold can be attached to the 105-Speaker
			

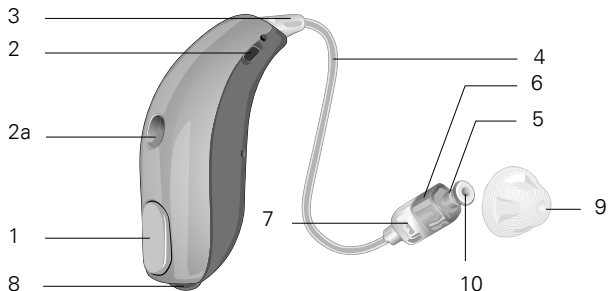
Instant Fitting

Custom Fitting

Instant Fitting				Custom Fitting		
Open Dome 	Bass Dome Double Vent 	Bass Dome Single Vent 	Power Dome 	Micro Mold 	Lite Tip 	Power Mold 

Pico RITE Model

Option A: with speaker unit and dome

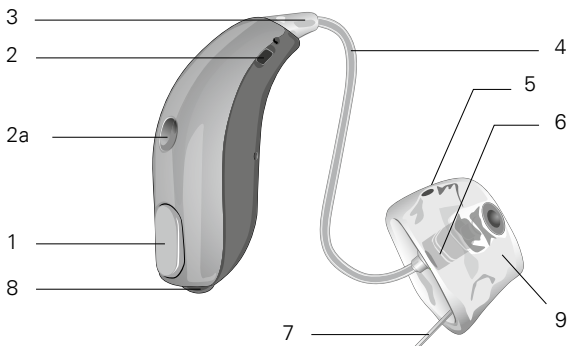


- 1 Push button
- 2 Microphone
- 2a Second microphone
- 3 Connector plug
- 4 Wire
- 5 Left/right indicator
- 6 Speaker
(85-Speaker shown)

- 7 Speaker unit size marking
- 8 Battery door
- 9 Dome
(Open Dome shown)
- 10 Wax filter

Pico RITE Model

Option B: with speaker unit and custom mold



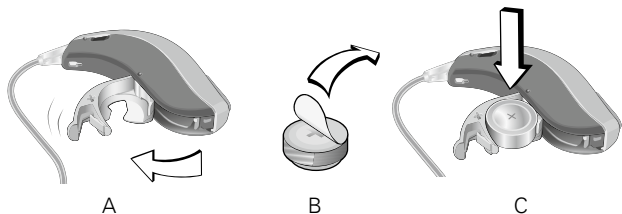
- 1 Push button
- 2 Microphone
- 2a Second microphone
- 3 Connector plug
- 8 Battery door

- 4 Wire
- 5 Left/right indicator
- 6 Speaker
(85-Speaker shown)
- 7 Pull out cord
- 9 Custom mold
(Lite Tip shown)

Step-by-Step Instructions for Using Your Hearing Aid

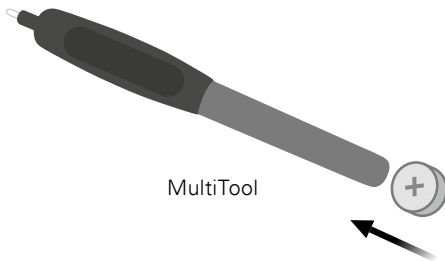
Step 1: Inserting the Battery

- Gently swing the battery door fully open, but do not force it (A)
- Remove the sticker from the new battery (B)
- Place the battery into the empty compartment. The + sign on the battery should face up. (C)



For maximum power, allow the battery to be aired for 30 seconds before placing it into the empty compartment.

The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries. The MultiTool is provided by your hearing care professional.

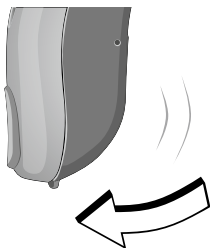


IMPORTANT NOTICE

Your MultiTool has a built-in magnet. Keep the MultiTool 30 cm away from credit cards and other magnetically sensitive devices.

Step 2: Turning the Hearing Aid ON

Close the battery door completely. You should notice a click. The hearing aid is now ON.



Click "ON"



Never use excessive force to open or close the battery door.

Step 3: Inserting Your Hearing Aid

Your hearing aid has been programmed individually for your right or left ear.

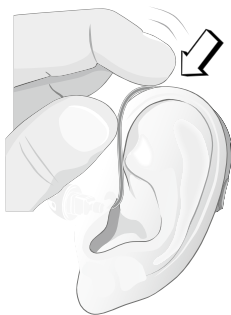
You will see a color marking inside the battery door. This can help you to distinguish between the left and right hearing aid.



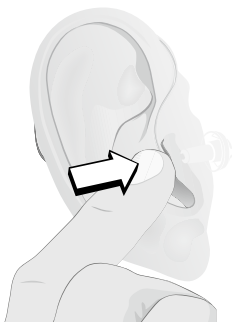
Red = right
Blue = left

- Make sure the dome is pushed firmly onto the speaker
- Position the hearing aid behind your ear (A)
- Grasp the speaker between your thumb and index finger. The dome or custom mold should point towards the ear canal opening.
- Gently push the speaker into your ear canal, until the wire sits flush against the side of your head (B)
- If you have an ear grip attached to the speaker, push the ear grip into the bowl of your ear. If the ear grip is sticking out, it has not been positioned correctly. Try adjusting it again. (C)

When looking in the mirror, the speaker should be difficult to see.



A



B



C



Never insert the speaker in the ear canal without the dome attached. Do not force the speaker too deeply into your ear canal. Do not apply any lubrication to the earpiece as this may damage the speaker.

IMPORTANT NOTICE

If the dome is not on the speaker when removed from the ear, the dome might still be in the ear canal. Consult your hearing care professional for further instructions.

Step 4: Changing the Volume

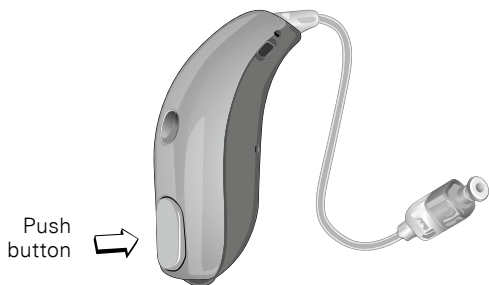
If you want to change the volume yourself, your hearing care professional can program the push button to be used as a volume control (VC):

Two Pico RITE hearing aids

	Left	Right
Short push (less than 1 sec.)	<input type="checkbox"/> volume down	<input type="checkbox"/> volume up

One Pico RITE hearing aid

Short push (less than 1 sec.)	<input type="checkbox"/> volume down
Medium push (about 1 sec.)	<input type="checkbox"/> volume up



The hearing aid will click to confirm that the volume has been changed and then will beep when you reach the programmed maximum or minimum. You may hear a beep, when you return to the preset loudness level in your hearing aid. Please ask your hearing care professional for further information.



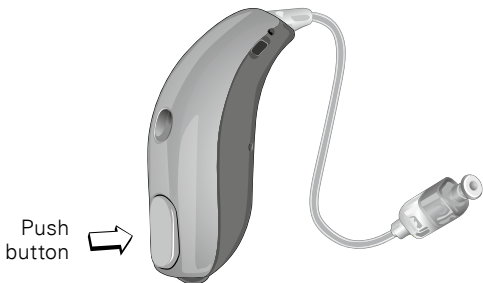
Your hearing aid automatically returns to a preset loudness level when it starts, the battery is low, or when the program is changed. If you find that the volume is not adequate, your hearing care professional may need to adjust your hearing aid settings.

Step 5: Changing the Programs

If you wear two hearing aids, a medium press (about 1 second) on the push button will change the program.

If you wear one hearing aid, a long press (about 2 seconds) on the push button will change the program.











It will take 1 – 2 seconds until you hear the program change. The number of beeps you hear will tell you which program you are in.



Up to 4 listening programs can be configured by your hearing care professional depending on your hearing aid. Please ask your hearing care professional about the programs that are available with your hearing aid.

Available Programs

(to be filled in by your hearing care professional)

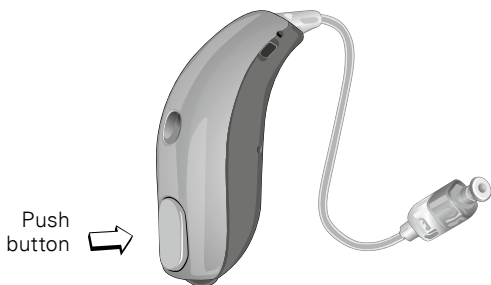
Program	Beeps	Function
1	1 	_____
2	2  	_____
3	3   	_____
4	4    	_____

Step 6: Muting Your Hearing Aid

Your hearing aid may have the mute function. Please ask your hearing care professional if this function is available with your hearing aid.

A long press (about 2 seconds) on the push button will cause your hearing aid to mute.

To un-mute the hearing aid, give any control on the hearing aid a push.



*

If you wear one hearing aid (monaural fitting), it is not possible to mute it.

IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aid still draws from the battery in this mode.

Step 7: Removing Your Hearing Aid

- Grasp the wire of the speaker unit between your thumb and index finger. Do not pull on the ear grip.
- Gently pull the speaker out of your ear



Do not remove by pulling on the hearing aid, as the speaker may be damaged at the connector.

Step 8: Turning the Hearing Aid OFF

Open the battery door slightly until a click is felt. The hearing aid is now OFF.



Click "OFF"

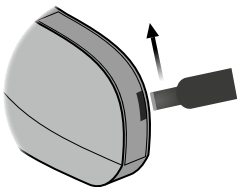
Step 9: Changing the Battery

When the battery is running out, the hearing aid will beep at regular intervals. You should be prepared to replace the battery. The time until the hearing aid stops working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

Tamper-Resistant Battery Door (optional)

To keep the battery out of reach of small children, specifically those 0 – 36 months and people with learning difficulties, a tamper-resistant battery door should be used.

Use a small screwdriver to open the battery door. Insert the screwdriver into the slit on the back of the hearing instrument. Close the door using your fingers. Make sure the door is completely closed.



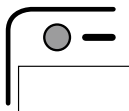
IMPORTANT NOTICE

Avoid excessive force to open the battery door when in the locked position. Do not force the battery door beyond its fully opened position. Make sure to insert the battery correctly. Please contact your hearing care professional if you suspect the tamper-resistant effectiveness and locking ability is damaged.

Features of Your Hearing Aid

The following feature may be activated in your hearing aid. Please consult your hearing care professional to find out how your hearing aid is configured.

- Auto Telephone** can automatically activate a phone program in the hearing aid, if your telephone has a dedicated magnet.



The magnet needs to be placed on your telephone next to the sound outlet

Caring for Your Hearing Aid

Healthy ears produce a waxy substance that can clog your hearing aid. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance of your hearing aid.

For further information on the care of your hearing aid, please consult your hearing care professional.

General Care Instructions

Treat your hearing aid like any other delicate electronic device (check the safety guidelines on page 42) and make sure that the hearing aid and the speaker do not come in contact with moisture or water.

- Always clean and dry your hands thoroughly before handling the hearing aid
- Do not use your hearing aid without a dome or mold

Should your hearing aid come in contact with water and stop working, please follow these guidelines:

- Gently wipe off any water on the outside of the hearing aid
- Open the battery door and remove the battery
- Gently wipe off any water in the battery door
- Let the hearing aid dry with the battery door open for approximately 30 minutes
- Insert a new fresh battery and close the battery door. Your hearing aid should work normally again.

IMPORTANT NOTICE

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

Daily Care Instructions

- Check your hearing aid for ear wax and wipe it clean with a cloth or tissue
- Clean your custom mold after every use by wiping it with a clean dry cloth
- Open the battery door fully to allow air to circulate
- A dry storage kit is recommended to remove any moisture that may have accumulated in the hearing aid. Always remove zinc-air batteries before drying your hearing aid with a drying kit. Drying out zinc-air batteries shortens their lifetime.

IMPORTANT NOTICE

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

Specific Care Instructions

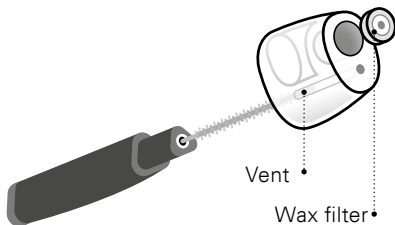
A: How to Clean Your Custom Mold or Power Mold

In most cases, there is a hole through the mold (below the speaker unit). This is the vent. The vent should never be clogged with earwax.

Use the brush of the MultiTool to clean the vent in your ear piece.

- Press the brush through the hole
- Twist the brush slightly to clean the vent

The MultiTool is provided by your hearing care professional.



B: How to Exchange the Wax Protection Filter on your Custom Mold or Power Mold

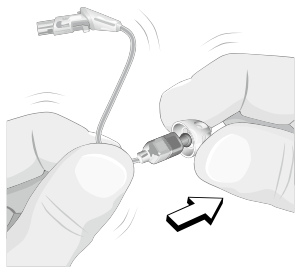
The wax filter in the ear piece should be replaced when clogged or when the hearing aid does not sound normal. Use the wax filter delivered by your hearing care professional.

C: How to Exchange the Dome

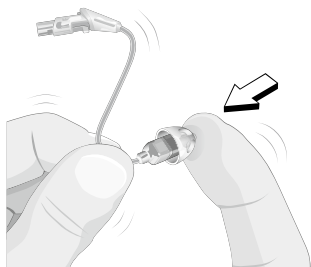
Inspect your hearing aid's dome for yellowing, hardening and cracks. In the case of these changes, consider replacing your dome or contacting your hearing care professional. Spare domes may be obtained from your hearing care professional.

Clean your hands thoroughly before replacing the dome. Never change the dome with wet or dirty fingers.

- Hold the end of the dome between your fingers and pull it off (A)
- Push a new dome as far as possible onto the speaker (B)



A



B



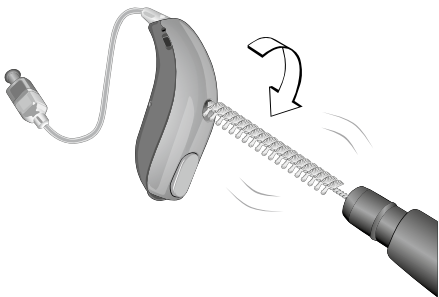
Never remount a used dome on the speaker.
A remounted dome is more likely to fall off in the ear canal.

D: How to Exchange the Wax Protection Filter on Your Speaker Unit

The wax filter in the speaker unit should be replaced when clogged or when the hearing aid does not sound normal. Use the wax filter delivered by your hearing care professional.

E: How to Clean the Microphone Openings

Make sure that the microphone openings are not clogged by dust or dirt. Carefully brush away visible signs of debris from the openings. Brush only on the surface and make sure the hairs of the brush are not pressed into the openings. Be careful not to push debris into the microphone openings, as this can affect the performance of the hearing aid.



Common Problems and Solutions

Hearing aid whistles or squeals

Check that the earpiece is inserted correctly. If this is the case and the hearing aid still whistles or squeals, please consult your hearing care professional.

No volume, level too soft or humming noise

Check if the volume level is too soft and adjust by increasing the volume level with the control on your hearing aid. If you have no volume at all, check whether the hearing aid is in mute position. If the problem still occurs, check that the battery door is closed completely. Also check if the battery is inserted correctly. If the problem still remains, change the battery. If the problem still persists, contact your hearing care professional.

Whirring noise, fading, weak or motor-boating sounds

Open and close the battery door several times or clean the battery contacts carefully with a dry cotton swab. If the problem still occurs, change the battery. If the problem still remains, contact your hearing care professional.

Hearing aid switches from ON to OFF periodically

Your battery is running down. Please change the battery.

Hearing aid beeps without any action from you

Your battery is running down. Please change the battery.

Other problems with your hearing aid

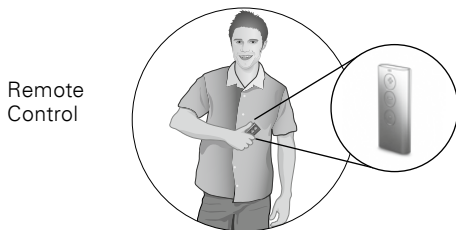
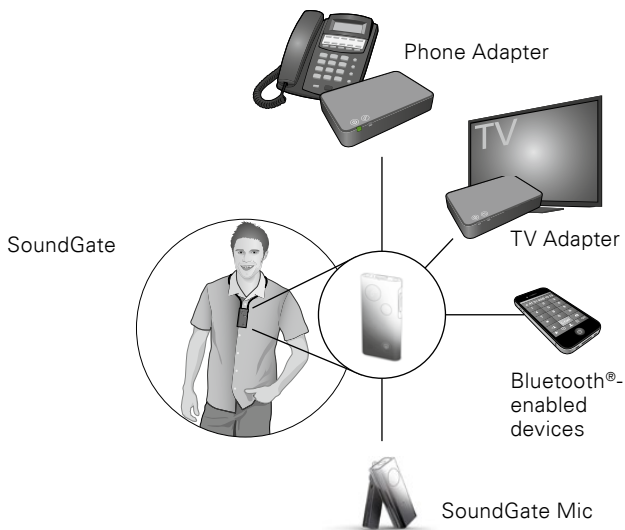
If other problems occur with your hearing aid which are not listed, contact your hearing care professional.

Accessories

Bernafon offers a wide range of optional accessories that may be purchased to enhance your hearing aid. Depending on the hearing aid family and local regulations, the following accessories are available:

- Remote control
- SoundGate communication device (for wireless connection to mobile phones, music players, etc.)
- SoundGate Mic (for wireless external microphone connection via the SoundGate)
- TV Adapter (for wireless connection to your television via the SoundGate)
- Phone Adapter (for wireless connection to your landline phone via the SoundGate)
- Tamper-resistant battery door (recommended when fitting infants, small children, and vulnerable persons)

For further information on accessories, please contact your hearing care professional.



Warnings

You should familiarize yourself fully with the following general warnings and the entire contents of this booklet before using your hearing aid to ensure personal safety and correct use. Consult your hearing care professional if you experience unexpected operations or events with your hearing aid.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Usage of Hearing Aids

- Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing aid as incorrect usage could cause permanent damage to their hearing

Choking Hazards and Risk of Swallowing Batteries or Other Small Parts

- Hearing aids, their parts, and batteries should be kept out of reach of children and anyone who might swallow these items, or otherwise cause injury to themselves
- Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills.
- Most hearing aids can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children, and people with learning difficulties. Ask your hearing care professional if a tamper-resistant battery drawer is available for your hearing aid.

If a battery or other small parts are swallowed, see a doctor immediately.

Battery Use

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

Dysfunction

- Be aware of the possibility that your hearing aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g., when you are in traffic). The hearing aids may stop functioning, for instance if the batteries have expired or if the speaker is blocked by moisture or ear wax.

Active Implants

- Caution must be taken with active implants
- If your hearing aid has a wireless transmission, keep the hearing aid at least 15 cm away from the implant, e.g. do not carry it in a breast pocket. In general, please follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers on use with mobile phones.

- Your Autophone magnet or MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, e.g. do not carry it in a breast pocket. In general, please follow the guidelines recommended by the manufacturer of implantable defibrillators and pacemakers on use with magnets.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance

Explosives

- The power source in your hearing aid has insufficient energy to cause fire in normal usage conditions. The hearing aid has not been tested for compliance with international standards concerning explosive environments. We recommended not to use your hearing aid in areas where there is a danger of explosions.

X-ray, CT, MR, PET Scanning and Electrotherapy

- Remove your hearing aid for example during X-ray, CT / MR / PET scanning electrotherapy or surgery as your hearing aid may be damaged when exposed to strong fields

Avoiding Heat and Chemicals

- Your hearing aid must never be exposed to extreme heat e.g., left inside a parked car in the sun
- Your hearing aid must not be dried in microwave ovens or other ovens
- The chemicals in cosmetics, hairspray, perfume, after shave lotion, suntan lotion and insect repellent can damage your hearing aid. Always remove your hearing aid before applying such products and allow time to dry before putting it on.

Power Instrument

- Special care should be exercised in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 60318-4), as there may be risk of impairing the remaining hearing of the hearing instrument user

For information of whether your instrument is a power instrument, please ask your hearing care professional.

Possible Side Effects

- Hearing aids, moulds or domes may cause an accelerated accumulation of ear wax
- The otherwise non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects

Please seek consultation with a physician if these conditions occur.

Interference

- Your hearing aid has been thoroughly tested for interference, according to the most stringent international standards. However, interference with your hearing aid and other devices may occur, (e.g., some mobile telephones, citizens band systems, and shop alarm systems). If this occurs, increase the distance between the hearing aid and the device.

Connection to External Equipment

- The safety of the use of the hearing aid with an auxiliary input cable is determined by the external signal source. When the input cable is connected to equipment plugged into a wall outlet, this equipment must comply with IEC 60601, IEC 60065 or equivalent safety standards.

Safety Information

- Hearing aids should be adjusted by a trained hearing care professional
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing aid.
- Remove your hearing aid before sleeping
- Keep your hearing aid in the case for protection when you are not wearing it
- Be aware of the possibility that the directional microphone in your hearing aid may reduce the volume of some warning sounds coming from behind you

International Warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer from the date of delivery.

This limited warranty covers manufacturing and material defects in the hearing aid itself, but not accessories such as batteries, tubing, ear wax filters etc. Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

Date: _____ Model: _____

Warranty period: _____

Model L: _____ Model R: _____

Serial no.: _____ Serial no.: _____

Battery size: _____ Battery size: _____

Hearing Centre



Do not attempt to repair your hearing aid yourself.

Mobile Phone

Some hearing aid users have reported a buzzing sound in their hearing aid when they are using mobile phones, indicating that the mobile phone and hearing aid may not be compatible.

The ANSI C63.19 standard determines the prediction of compatibility between a specific hearing aid and a mobile phone by adding the numerical value of the rating for the hearing aid immunity to the numerical value of the rating for the mobile phone emissions. A sum of 4 would indicate that the combination of wireless device and hearing aid is usable; a combined rating that equals 5 would provide normal use; a combined rating of 6 or greater would indicate excellent performance.

Whereas all hearing aids have acoustic coupling, only the larger instruments have the physical space for telecoil (inductive) coupling. These two types of coupling have different rating scales (M1 – M4 for acoustic coupling and T1 – T4 for telecoil coupling, respectively) and both ratings are therefore relevant when predicting the compatibility of a particular instrument.

For a hearing aid with both acoustic coupling and telecoil coupling with a rating of M4/T2 and with a telephone rating of M3/T3, the combined rating is 7 (M4 + M3) for the acoustic coupling and 5 (T2 + T3) for the telecoil coupling. According to the guideline given above, both types of coupling will thereby be acceptable, with the acoustic coupling indicating excellent performance and the telecoil coupling indicating normal use. The above equipment performance measurements, categories and system classifications are based upon the best information available, but it cannot be guaranteed that all users will be satisfied.

The immunity of all Bernafon hearing instrument models covered by these instructions for use is at least M2.

IMPORTANT NOTICE

The performance of individual hearing instruments may vary with individual cell phones. Therefore, please try this hearing instrument with your mobile phone or, if you are purchasing a new phone, be sure to try it with your hearing instrument prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones".

Technical Information

The hearing aid contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is $< -42 \text{ dB}\mu\text{A/m @ 10 m}$.

The emission power from the radio system is well below international emission limits for human exposure. For comparison, the radiation of the hearing aid is lower than unintended electromagnetic radiation from for example halogen lamps, computer monitors, dishwashers, etc. The hearing aid complies with international standards concerning Electromagnetic Compatibility.

Due to the limited space available on the hearing aid all relevant approval markings are found in this document.

Juna hearing aid models: JU9 PR, JU7 PR;
Saphira hearing aid models: SA5 PR, SA3 PR;
Nevara hearing aid models: NE1 PR

Contains FCC ID: U6XF2RITE3

Contains IC: 7031A-F2RITE3

The device complies with Part 15 of the FCC rules and with Industry Canada's licence-exempt RSSs.

Operation is subject to the following two conditions:

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

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment 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 equipment 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.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the manufacturer or an experienced radio/TV technician for help.

Hereby, Bernafon AG declares that the hearing aids covered in this booklet are in compliance with Directives 93/42/EEC, 1999/5/EC and 2011/65/EU.

The full text of the declaration of conformity is available at:

Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland

CE 0543



Waste from electronic equipment must be handled according to local regulations.



IP58



Information and Explanation of Symbols

CE The CE marking indicates compliance to all applicable European Directives. The 4-digit numbers after the CE marking correspond to the identification number of notified bodies.



This symbol indicates that the products described in these instructions for use adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.

IP58 This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2000.
IP5X indicates dust protection.
IPX8 indicates the protection against the effects of continuous immersion in water.



The crossed-out wheeled bin indicates the European Directive 2012/19/EU on waste of electronic equipment applies. Please recycle your hearing aid and batteries according to your local regulations or return them to your hearing care professional for disposal.



This symbol indicates to follow the instructions for use in this booklet



EMC and Radio communications compliance label Australia and New Zealand



Manufacturer





Keep dry

REF

Catalogue number

SN

Serial number

	Temperature	Humidity
		
Operating Conditions	+1°C – +40°C	5% – 93% Non condensing
Storage and transportation conditions	-25°C – +60°C	

< >
8,15 mm

Placeholder
for FSC logo
FSC
MIX
Paper
FSC® C043870

^
19 mm
v

^
9,0 mm
v
< 15 mm >

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