

Instructions for Use

BEHIND-THE-EAR HEARING AIDS Super Power BTE

Supremia



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Congratulations on the purchase of your new Bernafon hearing aid. Your hearing care professional has adjusted your hearing aid to meet your needs. With a little practice, you will soon be on your way to better hearing.



Please read the entire contents of this booklet before using your hearing aid. It contains instructions on how to use and how to handle your hearing aid and batteries. It also contains important safety information.

Indications for Use

The hearing aid is intended to amplify sound to compensate for the loss of hearing.

It compensates for moderately severe to profound hearing losses as defined by the American Speech-Language-Hearing Association (ASHA).

Model Overview

The following Bernafon hearing aid models are covered within these instructions for use:

Supremia 7|3

- SR7 SP BTE, with wireless functionality
- SR3 SP BTE, with wireless functionality

General Warnings and Safety Information

Hearing aids and batteries can be dangerous if swallowed or improperly used. Improper use can result in severe injury, permanent hearing loss, or even fatality. Before you use your hearing aid, please read the following hazard warnings.

Hazard Warnings

Warnings for Hearing Aid Users

- ⚠ Never allow others to wear your hearing aid. It could permanently damage another person's hearing.

- ⚠ Avoid wearing your hearing aid while playing contact sports (e.g., rugby, football, etc.). A slap to your ear while wearing a hearing aid could be harmful.

- ⚠ Keep your hearing aid (if not equipped with a tamper-resistant battery door), parts, and batteries out of the reach of infants, children, and anyone who might swallow these items

- ⚠ Most hearing aids can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties.
- ⚠ Discard batteries safely. Keep discarded batteries out of sight of infants, small children, vulnerable persons, and pets.
- ⚠ Clean your hearing aid (including parts) on a regular basis, as recommended by your hearing care professional. Microorganisms from an unclean hearing aid may cause skin irritations.
- ⚠ Be careful of leaking battery liquid. Battery liquid is a hazardous substance.
- ⚠ Never try to recharge non-rechargeable batteries
- ⚠ Never change the battery, or adjust the controls of the hearing aid, in front of infants, small children, and vulnerable persons
- ⚠ 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).

⚠ 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

⚠ Remove your hearing aid before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. If your hearing aid is exposed to such a product, allow the product to dry before you put your hearing aid on.

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

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

Explosives

⚠ The power source in your hearing aid has insufficient energy to cause fire in normal conditions of use. The hearing aid has not been tested for compliance with international standards concerning explosive atmospheres. It is recommended not to use your hearing aid in areas where there is a danger of explosion.

Warnings to Hearing Care Professionals and Users

- ⚠ Take special care when fitting and using a hearing aid with maximum sound pressure capability in excess of a maximum of 132 dB SPL (IEC 60318-4). In this case, there may be a risk of damaging the hearing aid user's hearing.

- ⚠ Only connect hearing aids with Direct Audio Input (DAI) to electrically powered devices that comply with EN 60950-1, EN 60065 or equivalent safety standards. The external signal source determines the safety of hearing aids with DAI.

- ⚠ If using DAI connected equipment that is plugged into an electrical outlet (TV, computer), the DAI cord should be disconnected from the hearing aid during an electrical (lightning) storm

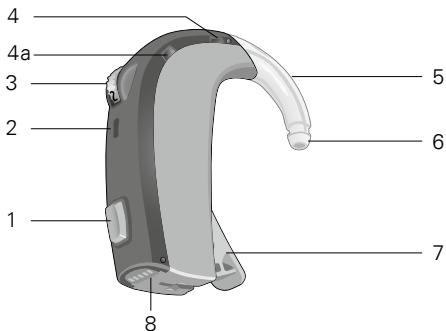
Safety Information

- Only use hearing aids as directed
- Hearing aids should be adjusted by a trained hearing care professional
- Misuse or improper adjustments can result in sudden and permanent hearing loss
- Hearing aids will not restore normal hearing or prevent hearing loss resulting from organic conditions
- Never put your hearing aid or batteries in your mouth
- Keep batteries away from medications. Batteries can easily be mistaken for pills.
- See a doctor immediately if a battery or hearing aid is swallowed
- Be aware that hearing aid use may cause excess ear wax to build up in the ear canal
- Excess ear wax may require removal by a trained medical professional
- See a doctor immediately if your hearing aid or earmold causes a discharge from the ear or allergic reaction

- See your hearing care professional if you experience discomfort or irritation of your ear
- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing aid.
- Do not expose your hearing aid to extreme heat by leaving it in the car, near a radiator, etc.
- Do not wear your hearing aid while swimming, snorkeling, or diving. Your hearing aid is not designed for such activities.
- Do not immerse your hearing aid in water or other liquids
- Remove your hearing aid before sleeping
- Keep your hearing aid in the case for protection when you are not wearing it

Hearing Aid Description

Super Power BTE Model



- | | | | |
|----|-------------------|---|---|
| 1 | Push button | 5 | Earhook |
| 2 | LED indicator | 6 | Sound outlet |
| 3 | Volume wheel | 7 | Battery door |
| 4 | Microphone | 8 | Direct Audio Input
(with optional DAI adapter) |
| 4a | Second microphone | | |

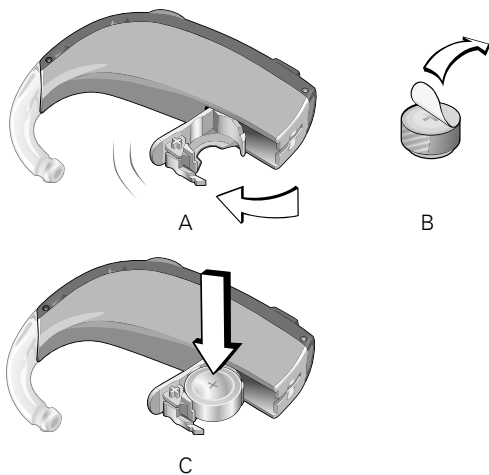
Battery Size

Your hearing aid uses a size 13 battery.

Step-by-Step Instructions for Using Your Hearing Aid

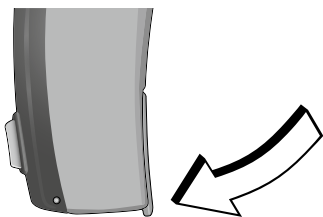
Step 1: Inserting the Battery

- 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)



Step 2: Turning the Hearing Aid ON

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



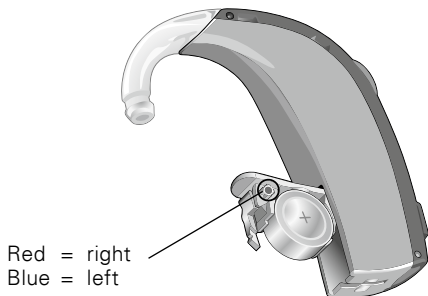
Click "ON"

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

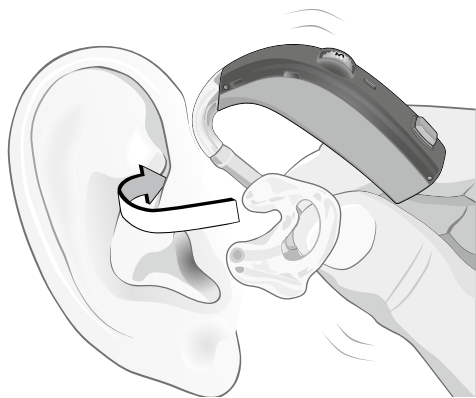
Step 3: Inserting Your Hearing Aid with an Earmold

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.



- When inserting the right earmold, hold it with the right hand. When inserting the left earmold, hold it with the left hand.
- Hold the earmold so that the canal part is pointing at the ear canal entrance and the frame of the earmold is pointing straight up
- Insert the canal part into the ear canal aiming slightly up and back, not straight into the ear. Then twist back slightly to press the frame of the earmold into the hollow part of the ear.



- Run your finger down the skin just in front of your ear. If you feel any plastic parts of the earmold, it is not inserted correctly. Gently push the plastic back and behind the top fold of your ear. The earmold should seal into all folds of the ear.
- Then tuck the hearing aid over/behind your ear, making sure that the tubing is not twisted

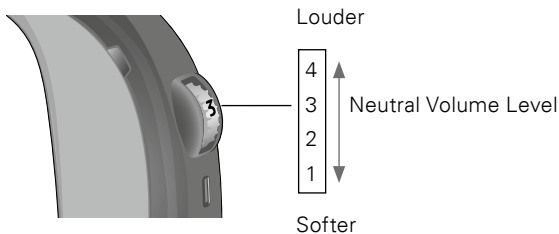


i It takes patience and practice to insert your earmold correctly. If you have difficulty, please consult your hearing care professional.

Step 4: Changing the Volume

To increase the volume, turn the volume wheel up toward the top of the hearing aid. To decrease the volume, turn the wheel down toward the battery drawer.

The volume wheel has level markings: 1, 2, 3, and 4.



Step 5: Changing the Programs

A short press (less than 2 seconds) on the push button will change the program. The number of beeps you hear will tell you which program you are in. Your hearing care professional may activate the LED indicator. If so, the LED will flash in a pattern that corresponds to the program.



Short press
to change programs

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.

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 (more than 2 seconds) on the push button will cause your hearing aid to mute.



Long press to mute

To un-mute the hearing aid, give the push button a push or turn the volume control wheel in any direction.

i Do not use the mute function to turn off the hearing aid. In this mode, the hearing aid is still drawing current from the battery.

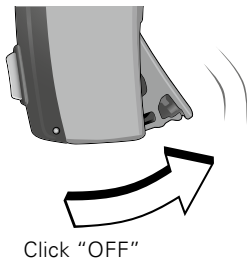
Step 7: Removing Your Hearing Aid

- Lift the hearing aid from your ear first
- Push the back of your ear with your thumb to loosen the frame of the earmold, then use your index finger to remove it
- Grasp the frame of the earmold and twist it forwards
- Gently pull the earmold straight out of the ear, holding on to the frame of the mold

i Do not remove the earmold by pulling on the hearing aid. This could disconnect the hearing aid from the earmold.

Step 8: Turning the Hearing Aid OFF

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



Step 9: Changing the Battery

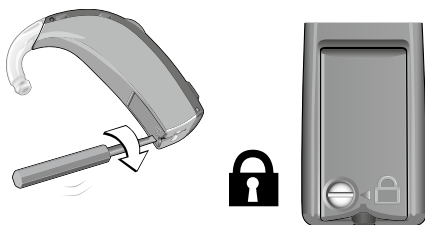
When the battery is running out, the hearing aid will beep at regular intervals. Your hearing care professional may activate the LED indicator. If so, it will flash with a solid continual repetition. You should be prepared to replace the battery. The time until the hearing aid stops working depends on the battery type and manufacturer. Mercury-free batteries may 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.

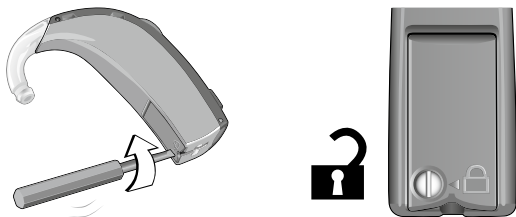
To lock the door, close the battery door completely. Use a small screwdriver to turn the lock so that the line is horizontal.

Locked



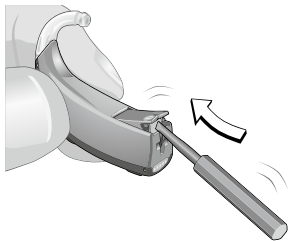
To unlock, turn the lock so that the line is vertical.

Unlocked



The battery door is designed only to be opened by using a tool. Use a small screwdriver to open the door by inserting it into the slit in the bottom of the hearing aid and pushing on the door to open.

Open Tamper-Resistant Battery Door



i Ensure the lock is in the unlocked position before attempting to open the battery door. Excessive force used to open the battery door when in the locked position can result in permanent damage and reduce the safety of the instrument. Please contact your hearing care professional if you suspect excessive force has been used or the door is damaged. Do not force the battery door beyond its fully opened position. Make sure to insert the battery correctly. The use of excessive force can deform the battery door, which will reduce its tamper-resistant effectiveness and locking ability.

Features of Your Hearing Aid

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

- Telecoil** helps you hear better when using a telephone or in buildings where inductive loop systems are installed.



This symbol or a similar sign should be displayed wherever a permanent loop has been installed.

- Auto Telephone** can be automatically activated eliminating the need to access a dedicated phone program with the push button.
- Direct Audio Input (DAI)** adapter allows your hearing aid to receive signals directly from external sources such as TV, personal stereos, etc.
- FM receiver** allows your hearing aid to receive signals directly from an external wireless FM transmitter.

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 or watch our instructional videos, available on our website www.bernafon.com in the section "Our Products".

General Care Instructions

Treat your hearing aid like any other delicate electronic device (check the safety guidelines on page 7) and make sure that the hearing aid does 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 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.

Daily Care Instructions

- Check your hearing aid for ear wax and wipe it clean with a cloth or tissue
- If necessary, use the cleaning tool to remove wax from the canal and vent openings on your earmold
- 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.

Specific Care Instructions

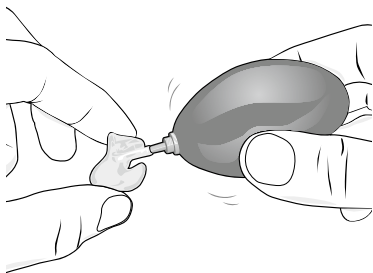
You should wash your earmold regularly. However, the hearing aid itself must never be washed or allowed to get wet!

- Handle your hearing aid over a soft surface to avoid damage in case you drop it
- Disconnect the earmold from the hearing aid by grasping the end of the hook firmly with one hand and grasping the tubing firmly with the other hand (A)

- Pull the tubing away from the earhook
- Gently clean the **earmold** in warm soapy water
- Rinse the earmold and allow it to dry completely
- Use an air puffer to remove any remaining moisture in the tubing (B)
- When re-attaching the earmold to the hearing aid, it is important to position it correctly



A



B

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 on your hearing aid 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)
- TV Adapter (for wireless connection to your television via the SoundGate)
- Phone Adapter (for wireless connection to your landline phone via the SoundGate)
- DAI and FM Adapters
- CROS microphone (transmits sounds from the unaidable ear to the hearing aid on the other ear)
- Tamper-resistant battery door (recommended when fitting infants, small children, and vulnerable persons)
- Cleaning and drying kit

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

Product Approval, Markings and Compliance

All Bernafon hearing aid models covered by these instructions for use comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the hearing aid, all relevant approval markings are found in this document.

Electromagnetic Interference

Your hearing aid has been thoroughly tested for electromagnetic interference. However, some products may emit electromagnetic energy causing unforeseen interference with hearing aids. Examples include induction cooking appliances, shop alarm systems, mobile phones, fax machines, personal computers, X-rays, CT scans, etc.

Even though your hearing aid is designed to comply with the most stringent international standards of electromagnetic compatibility, it may emit electromagnetic energy that can cause interference with other devices.

Your 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 electromagnetic emission from the radio system is well below international limits for human exposure. By comparison, the electromagnetic energy of the hearing aid is lower than that generated by household items such as halogen lamps, computer monitors, dishwashers etc.

Compliance with Requirements for Europe

All devices covered in these instructions for use are in conformance with the requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. This is certified by applying the following marking:



All devices with wireless functionality also comply with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. It operates as an inductive application in a harmonized frequency band according to the Commission Decision 2008/432/EC and may be used in all member states of the EU and EFTA. This is certified by applying the following marking:



Declaration of conformity is available at:
Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland

International Warranty

Your hearing aid has a limited warranty, covering defects in materials and workmanship.

This warranty covers the hearing aid itself, but not accessories such as batteries, tubing, earmolds, etc.

This warranty is void if a defect is the result of misuse or mistreatment. The warranty is also void if the hearing aid has been repaired by nonauthorized service personnel.

Please review the warranty with your hearing care professional.

i Changes or modifications not expressly approved by Bernafon AG could void the user's authority to operate the equipment.

Date: _____ Model: _____

Warranty period: _____


Model L: _____ Model R: _____

Serial no.: _____ Serial no.: _____

Battery size: _____ Battery size: _____

Hearing Centre

Information and Explanation of Symbols

 The CE conformity marking indicates conformance to all applicable European Directives



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.



This symbol indicates that it is important for the user to read and take into account the relevant information in these instructions for use

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.



This sign indicates important safety information that must be observed to minimize risks or to avoid hazardous situations



Important information for handling and product safety



The crossed-out wheeled bin indicates that the European Directive 2002/96/EC 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.

OPERATING CONDITIONS

- Temperature: +1° C to +40° C
 - Humidity: 5 % to 93 %, non-condensing
-

TRANSPORT AND STORAGE CONDITIONS

Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:

- Temperature: -25° C to +60° C
 - Humidity: 5 % to 93 %, non-condensing
-

Service

If none of the actions listed on the previous pages solve the problem, contact your hearing care professional.

Do not attempt to repair your hearing aid yourself.

Place stamp with dispenser name and address here:

< >
8,15 mm

Placeholder
for FSC logo
FSC
MIX
Paper
FSC® C043970

^
9,0 mm
v

< 15 mm >

^
19 mm
v

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IP58



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bernafon[®]
Your hearing • Our passion