MedRx

INSTALLATION MANUAL

Air, Bone, Speech and Masking Audiometry

AVANT AUDIOMETERS

www.medrx-int.com

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Getting to Know Your Audiometer

Intended Use Statement:
The MedRx Avant series of audiometers are electronic instruments intended to diagnose hearing loss in adults and children. Audiograms are created and used to set the correct gain levels of the hearing aid for various frequencies. These devices should be operated by trained professionals with education and/or training in the field of audiometry.

Indication For Use Statement:
This device is an audiometer. For use by professionals with education and/or training in the field of audiometry to conduct diagnostic hearing evaluations, evaluate basic hearing function and aid in the diagnosis of otologic disorders in adults and children.

The AVANT Audiometer represents a new era of ultra-compact diagnostic audiometry for your office. Compact yet rugged, this PC-Based system is USB powered and supports ANSI and IEC audiometric tests. The following sections of this manual will familiarize you with the physical features and accessories of the Audiometer system.

Computer Requirements

MedRx Minimum Computer Specs:
Windows®-PC compatible computer
Intel™ i5 Dual Core, 2.0 GHz or better
4 GB RAM
20 GB free hard drive space
Available 2.0 USB port
Windows 7, 8 or 10 Professional (32 or 64-bit)
MedRx Recommended Computer Specs:
Windows®-PC Computer
Intel™ i5 Dual Core, 3.2 GHz or better
8 GB RAM or more • 50 GB or more free hard drive space
Available 2.0 USB port
Graphics Adapter with 2GB Dedicated Video Memory
DVD-ROM Drive
High Speed Internet Connection
Windows 10 Professional 64-bit

Avant A2D+

Bottom View –
With Connectors

AVANT™ A2D+ is truly plug and play. The new design also provides dual air conduction ports, allowing two separate transducers to be plugged in simultaneously. No more inconvenient plugging and unplugging of transducers.

Avant Stealth

See Instructions to Install Free Field Speaker Wires Below

Bottom View –
With Connectors

A unique feature of the AVANT Stealth+ is there are two sets of air conduction transducer connections, AC 1 and AC 2 and two Operator Microphone connections.

* High frequency transducers, such as HDA 300, can be plugged into either AC 1 or AC 2 output.
* Either amplified or non-amplified speakers can be used. Amplified speakers are connected to the Free Field (Line Out) output. Non-amplified speakers are connected to the Free Field Loudspeaker outputs.

⚠**Notice!** The Red & Blue adapters are included and must be removed to attach 18 gage (1.0mm) Free Field speaker wires and then reinstalled. DC Power supply must be used when using passive Free Field speakers.

To Install Free Field Speaker Wires:
Unplug both the Red & Blue connectors. *(see above)*

Place a small flat head screw driver on the small orange tabs and push down while inserting a speaker wire into the opening then remove the screw driver. Be sure the wire is secure.

Repeat until all the speaker wires are secured, then plug both connectors into the device as indicated above.

Make sure that the correct transducers are set in the software by right clicking any transducer button on the audiometry screen and left-clicking to change the transducer.

Transducers and Accessories

Use the accessories provided with your Audiometer. Use of unapproved accessories is not recommended.

IP30 Insert Earphones

Supra-Aural Headphones

Bone Conductor

Talkback Microphone

Patient Response Switch

Operator Mic and Monitor (may vary)

USB Cable

3A Insert Earphones (Optional)

HDA 300 High Frequency

Power Supply
Stealth Option Only

Free Field Speakers
Stealth Option Only

NOTE: The Avant Audiometer supports IP30 Insert earphones, 3A Insert earphones, TDH-39 or DD450 earphones and HDA 300 extended high frequency earphones. The standard configuration includes either IP30 Insert Earphones or TDH-39 or DD450 earphones.

** HDA 300 earphones must be ordered with the Stealth High Frequency Option Upgrade.*

Software Installation

1. Insert the MedRx USB Flash Drive into USB port:
   - Launch ***My Computer***
   - Locate USB Drive

(E:) may vary depending on the USB port selected. Consult your computer's documentation.

2. Double Click on ***Setup*** to launch:

   NOTE: If requested, Accept Permission to Install Software.

3. On the Setup screen, choose ***Install AVANT Audiometer***.

   NOTE: No MedRx driver installation is required with the AVANT Audiometers.

   Also, the Electronic Copy of this Manual is located under ***Manual.***

4. This is the Welcome screen.
   - To continue, Click ***Next.***

5. Read the Software License Agreement. This important document defines the acceptable usage of the Audiometer software.

   - After reading the Agreement,
   - select "***I accept …***"
   - Click ***Next.***

6. This screen sets the language and location choice. Make a selection and Click ***Next.***

7. This screen indicates the location of the program files. The default location is recommended for most users. If necessary, this location can be changed.
   - To continue with the default settings, Click ***Next.***
     NOTE: To change the location of the files (advanced users or system administrators only, Click ***Change***).

8. Installation of Program is ready to start.
   - To continue, Click ***Install.***
   - To make changes, Click ***Back.***

9. Installation is in process.

10. When the installation is complete,
    - Click ***Finish.***

Connecting Device

Your AVANT AUDIOMETER is USB powered.

Connect the USB cable from the AVANT Audiometers to your computer as shown below.

Wait for the system to copy and install <u>default</u> Windows drivers.

When this screen appears and all devices are "Ready to use", Click ***Close.***

Next you need to confirm or set the Default Windows sound card settings. This will route all non-AVANT™ Windows sounds to the internal sound card of your computer. These sounds include event notifications such as new e-mail and error warnings as well as audio and video playback.

1. Launch the ***AVANT Audiometer*** software.
2. Open the ***Advanced Options*** from File menu as shown.

3. Open **Audio tab**.

   When the audio properties are configured properly, during driver installation, the Audio Tab will appear like the image on the left. If not, use the pull-down lists to adjust the settings to match the image.

   NOTE: Your specific Avant Audiometer will appear in both Output and Input Device Tab.

4. Click ***Audio Properties.***

5. In Windows Sound control panel, make sure the MedRx Audio Device is not set as default. If it is default, change this by clicking on your system (non-MedRx) audio device and then choose ***Set Default***.

   NOTE: The internal sound card on your computer will likely **not** have the same name as this screen shot. Consult your computer's documentation for the name of the internal sound card and set this control accordingly.

6. Click ***OK***.

Loading Calibration Files

Each AVANT Audiometer is calibrated in compliance with the ANSI S3.6 standard. This calibration procedure results in a series of files that the Audiometer software reads to keep the hardware in calibration. These files are supplied on a USB Stick.

The final step before using your AVANT AUDIOMETER is to evaluate hearing is to load these device specific calibration files onto the computer used to operate the Audiometer device.

1. With the MedRx USB Flash Drive connected, open the AVANT Audiometer software and Click:
   - ***Function.***
   - ***Calibrate.***
   - ***Load Calibration.***

2. After a few seconds, this message will appear.

   - Click **Load.**

3. When the files are finished being loaded, this message will appear:

   - Click **YES** to complete loading the calibration.

EMC Precautions

The Avant Audiometer needs special precautions regarding EMC and needs to be installed and put into service according to the following EMC information.

List of all cables and maximum lengths of cables, transducers and accessories:

Transducer / Accessories	Maximum Cable length
USB Cable	3 meters
Insert Earphones	2 meters
All Headsets	2 meters
All Microphones	2 meters

Warnings!

- The use of accessories, transducers and cables other than those specified, with the exception of transducers and cables sold by the manufacturer of the Avant Audiometer as replacement parts for internal components, may result in increased emissions or decreased immunity of the Avant Audiometer.
- The Avant Audiometer should not be used adjacent to or stacked with other equipment and if adjacent or stacked use is necessary, the Avant Audiometer should be observed to verify normal operation in the configuration in which it will be used.
- The Avant Audiometer may be interfered with by other equipment, even if that other equipment complies with CISPR emission requirements.
- The Avant Audiometer does not have life supporting function
- Portable and mobile RF communications equipment can affect the Avant Audiometer.

Guidance and manufacturer's declaration – electromagnetic emissions		
The Avant Audiometer is intended for use in electromagnetic environment specific below. The customer or the user of the Avant Audiometer should assure that it is used in such an environment.		
Emission test	**Compliance**	**Electromagnetic environment - guidance**
RF emissions CISPR 11	Group 1	The Avant Audiometer uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class A	The Avant Audiometer is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Non applicable	
Voltage fluctuations / flicker emissions IEC 61000-3-3	Non applicable	

Guidance and manufacturer's declaration – electromagnetic immunity			
The Avant Audiometer is intended for use in electromagnetic environment specific below. The customer or the user of the Avant Audiometer should assure that it is used in such an environment.			
Immunity test	**IEC 60601 test level**	**Compliance level**	**Electromagnetic environment - guidance**
Electrostatic discharge (ESD) IEC 61000-4-2	+/- 8 kV contact discharge +/- 2, 4, 8 &15kV air discharge	+/- 8 kV contact discharge +/- 2, 4, 8 &15kV air discharge	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.

Electrical fast transient / burst IEC 61000-4-4	+/- 2 kV for power supply lines +/- 1 kV for input / output lines	+/- 2 kV for power supply lines +/- 1 kV for input / output lines	Mains power quality should be that of a typical commercial or hospital environment.
Power frequency (50/60 Hz) Magnetic field IEC 61000-4-8	NA	NA	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

Guidance and manufacturer's declaration – electromagnetic immunity

The Avant Audiometer is intended for use in electromagnetic environment specific below. The customer or the user of the Avant Audiometer should assure that it is used in such an environment.

Immunity test	IEC 60601- test level	Compliance level	Electromagnetic environment - guidance
			Portable and mobile RF communications equipment should be used no closer to any part of the Avant Audiometer, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. **Recommended separation distance:**
Conducted RF IEC 61000-4-6	0.15 - 80 MHz 3 Vrms & 6Vrms in ISM Band 1 kHz AC Mains	0.15 - 80 MHz 3 Vrms & 6Vrms in ISM Band 1 kHz AC Mains	$d = 1{,}17 \times \sqrt{P}$
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2,5 GHz	3 V/m	$d = 1{,}17 \times \sqrt{P}$ 80 to 800 MHz $d = 2{,}33 \times \sqrt{P}$ 800 MHz to 2,5 GHz
			Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey [a], should be less than the compliance level in each frequency range [b]. Interference may occur in the vicinity of equipment marked with the following symbol:

NOTE 1 At 80 MHz and 800 MHz, the higher frequency ranges applies.
NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Avant Audiometer is used exceeds the applicable RF compliance level above, the Avant Audiometer should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the Avant Audiometer.

b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

Recommended separation distances between Portable and mobile RF communications equipment and the Avant Audiometer

The Avant Audiometer is intended to use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Avant Audiometer can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Avant Audiometer as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter meters		
	150 kHz to 80 MHz d = 1,17 $\times\sqrt{P}$	80 MHz to 800 MHz d = 1,17 $\times\sqrt{P}$	800 MHz to 2,5 GHz d = 2,33 $\times\sqrt{P}$
0,01	0,12	0,12	0,233
0,1	0,37	0,37	0,74
1	1,17	1,17	2,33
10	3,7	3,7	7,40
100	11,7	11,7	23,3

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.
NOTE 1 At 80 MHz and 800 MHz the separation distance for the higher frequency range applies.
NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

Safety

- Regarding electrical safety, this device is designed to be used only by professionals in the hearing healthcare industry.
- It is Class II Medical Electrical (ME) equipment that is part of an ME system. This device provides Type B protection (Type B equipment, Type B applied part)
- This device is not protected from ingress of water.
- Power is supplied by the USB cable connected to a computer.
- A USB Optical Isolator, with a minimum of 1500V AC isolation, should be placed in-line between the computer's USB connection and the MedRx device. The Optical Isolator should be powered by a power supply that conforms to IEC 60601-1. The computer, Optical Isolator's power supply and the speaker's power supply should be connected to the Medical Grade isolation transformer that conforms to IEC 60601-1. Follow the manufacturer's instructions for installation and use. All connected equipment provides 2 MOPP per IEC 60601-1.
- This device is to be operated on non-conductive surfaces only.
- The computer used with this device should conform to the requirements of IEC 60601-1.
- A MULTIPLE PORTABLE SOCKET-OUTLET or extension cord shall not be connected to the system.
- The device warm-up time is less than 2 minutes.
- Do not connect items that are not specified as part of the system.
- The use environment should be between 10°C and 35°C

, humidity within 30% to 90%

and an atmospheric pressure range from 80 kPa to 104 kPa.
- Storage temperature range at least from -20°C to 50°C and humidity level from 10% to 90%.
- All components with patient contact are made of bio-compatible materials.
- This device does not produce any adverse physiological effects.
- Install the device as directed by this manual to achieve optimal use. Clean accessories per the cleaning instructions prior to use. No Sterilization is required for components of this device. However, new foam inserts are needed for each patient where applicable and cleaning of the device and accessories should follow the procedure outlined below.
- The device is not intended to be operated in an environment with anesthetics, oxygen or NO. It is not an AP or APG device. This ME System is not intended for use with flammable anesthetics.
- This device uses Type B application parts temporarily placed on the patient during testing. They are nonconductive and can be immediately withdrawn from the patient at any time.
- The device is intended for continuous operation.
- The computer and the MedRx device or accessories may be located in the patient environment if required.
- The colored lights are as designated by ANSI S 3.6 and IEC 60645-1. They signify that either the left (blue) channel is active or the right (red) channel is active, or no channel is active (green). The colors do not signify any dangerous or faulty condition.
- Contact the local MedRx distributor for safe and proper disposal of this equipment. Proper disposal may require that it be sent to collection facilities for recovery and recycling.
- All repairs should be sent to MedRx for evaluation and / or repair. However, necessary diagrams and repair instruction will upon request be provided to authorized repair personnel.
- There are no known contraindications for the use of this equipment.
- The Instructions for Use (the Installation and Software Training manuals) are supplied as an electronic copy on a USB flash drive. Paper copies of the manuals may be also requested from the company, and will be sent within one business day of the request.

Symbols that may be used:

Read the instruction manuals for safe usage of the device (operating instructions)

SN

or SN Indicates that the device serial number will follow.

Read the instruction manuals for safe usage of the device (operating instructions)

35C
10C

Temperature limitation

Type B applied part. (Type B equipment)

Class II equipment

Manufacturer (MedRx)

Microphone

Start (of action)

Start (of action)

Stop (of action)

Non-ionizing electromagnetic radiation

EC REP

Authorized Representative in Europe

Special Disposal Required

Percentile Setup

90%
30%

Humidity Limitation

Calibration

Loudspeaker (Speaker)

Caution, General warning sign

Headphones

Handheld microphone (Talkback Microphone)

Recording

2

CAUTION
For Single Patient Use Only

Recommended Procedures for Cleaning and Disinfection

1. Foam ear tips are single use components, and should not be re-used by another patient.
2. It is recommended that 70% Isopropyl Alcohol should be applied to a soft clean cloth or tissue, not directly on the component to be cleaned. The cloth should never be wet, just damp. A mild soapy water solution is an alternative cleaning liquid.
3. To ensure that cross contamination does not occur, use clean cloth or sealed Alcohol swabs for each device to be cleaned.
4. Wipe the surfaces of the Operator headset and headphone pads with the 70% Isopropyl Alcohol. Clean other transducers in the same way. Do not let 70% Isopropyl Alcohol or water enter the microphone sound inlet.
5. The white device housing may also be wiped with 70% Isopropyl Alcohol. The speaker controls, headphone ear pads, head band and other components may be cleaned in a similar way.
6. Let all components that have been cleaned, thoroughly dry before use.
7. Cleaning of the computer should be performed using the methods suggested in the computer's manual.

Technical Information

The Avant Audiometer is an active, diagnostic Class IIa Medical Device according to the EU medical directive 93/42/EEC.

Standards:
IEC 60601-1 class II, protection class B
IEC 60645-1 -2
ANSI S3.6-2010 : Type 2 AE (A2D+)
ANSI S3.6-2010 : Type 1 AE (Stealth)
Medical Device Directive 93/42/EEC

Test-Frequencies: 125 Hz – 8000 Hz

Level step: 5 dB or 1 dB level steps

Maximum Sound Pressure Level:
AC with earphone: - 10 dBHL to 120 dBHL
BC with bone conduction with B 71: - 10 dBHL to 80 dBHL
Sound field speaker: - 10 dBHL ... 90 dBHL

Test Signal: Pure tone, pulse tone, warble tone

Masking Signals: Tone Audiometry: Narrow Band Noise (Default), Speech Weighted Noise, White Noise. Speech Audiometry: Speech Weighted Noise (Default), White Noise, External Recorded (Opposite Channel).

Speech Signals: External input is through the computer (CD, memory card, Wave file) Operator Microphone

Modulation:
Pulse tone: 0.25/0.5 s on time
Warble tone: 5% sinus frequency modulation, repetition rate 5 Hz

Patient Response: Handheld response switch

Monitor: Build in monitor speaker, headset

Communication: Talk forward and talk back

Data Connection: USB

Mode of Operation: Continuous

Warm up Time: Less than 5 min after USB connection

Dimensions: W x D x H: Approx. 7.75” x 5” x 1.25” (+/- 0.125”)

Weight: Less than 2 lbs.

Power Supply:
USB: 5 VDC

Power Consumption:
Less than 500 mA at 15 VDC / less than 500 mA at 5 VDC

Connection Sockets:	***Specification***
• Power/Communication	USB: (5 VDC)
• Speaker left	ZA= 4Ω, UA= 8 Veff
• Speaker right	ZA= 4 Ω, UA= 8 Veff
• Pat patient response switch	RI= 500
• Talk Back microphone	ZI= 1 k Ω, UI= 0.38 – 500 mVeff
• Operator Microphone	ZI= 1 k Ω, UI= 0.38 – 500 mVeff
• Operator Monitor headphone	ZA= 32Ω , UA= 3 Veff
• Left Probe microphone (X2)	ZI= 1 k Ω, UI= 0.38 – 500 mVeff
• Right Probe microphone (X2)	ZI= 1 k Ω, UI= 0.38 – 500 mVeff
• Bone (bone conductor)	ZA= 10Ω, UA= 8 Veff
• AC phone left	ZA=10 Ω, UA=1 Veff
• AC phone right	ZA=10 Ω, UA=1 Veff
• Patient (Client) headphone	ZA= 32Ω , UA= 3 Veff
• Line Level Stereo Speaker Output	ZA= 32Ω , UA= 3 Veff

Calibration values and Max Levels:	*Calibration values and Max Levels:*
Headphone DD45 **NBS-9A acoustic coupler** **Force 4-5 N, ANSI and IEC** **DD45 RETSPL Values** **RETSPL dB re** **20µPa** 125=47.5 250=27.0 500=13.0 750=6.5 1000=6.0 1500=8.0 2000=8.0 3000=8.0 4000=9.0 6000=20.5 8000=12.0 Speech=18.5	**Headphone TDH39** **NBS-9A acoustic coupler** **Force 4-5 N, ANSI and IEC** **RETSPL dB re** **20µPa** 125=45.0 250=25.5 500=11.5 750=8.0 1000=7.0 1500=6.5 2000=9.0 3000=10.0 4000=9.5 6000=15.5 8000=13.0 9000=13.0 10000=13.0 11200=13.0 12500=13.0 Speech=19.5

Calibration values:	*Calibration values:*
Insert phone Eartone 3A **HA-2 acoustic coupler** **RETSPL dB re** **20µPa** ***Sound Attenuation*** 125=26.0 32.5 250=14.0 36 500=5.5 37.5 750=20 - 1000=0 36.5 1500=2.0 - 2000=3.0 33 3000=3.5 - 4000=5.5 39.5 6000=2.0 - 8000=0 42.5 Speech=12.5	**Insert phone IP30** **HA-2 acoustic coupler** **RETSPL dB re** **20µPa** ***Sound Attenuation*** 125=26.0 32.5 250=14.0 36 500=5.5 37.5 750=2.0 - 1000=0 36.5 1500=2.0 - 2000=3.0 33 3000=3.5 - 4000=5.5 39.5 6000=2.0 - 8000=0 42.5 Speech=12.5

Calibration values:	***Calibration values:***
Bone conductor Radioear B71 Force: 4.9 ... 5.9 N Mastoid placement – ANSI S3.13 coupler Air Radiation mean /maximum RETFL dB re1 N 125=82.5 - 250=67.0 - 500=58.0 - 750=48.5 - 1000=42.5 - 1500=36.5 - 2000=31.0 - 3000=30.0 4/18 4000=35.5 - 6000=40.0 10.5/31 8000=40.0 - Speech=55.0	Sound field (0 degree incidence) Reference equivalent threshold sound pressure level RETSPL dB 125=22.1 250=11.4 500=4.4 750=2.4 1000=2.4 1500=2.4 2000=-1.3 3000=-5.8 4000=-5.4 6000=4.3 8000=12.6 Speech=14.5

Maximum Sound Levels:

Frequency	Inserts	Supra-aural	Sound Field	Bone Conduction
125	75	80	65	
250	100	100	80	45
500	110	110	90	60
750	110	110	90	60
1000	115	120	90	70
1500	115	120	90	70
2000	115	120	90	70
3000	115	120	90	70
4000	115	120	90	60
6000	100	105	90	50
8000	90	100	80	45

Routine checking and subjective tests

The user of the instrument should perform a subjective instrument check once a week. The purpose of routine checking is to ensure, as far as possible, that the equipment is working properly, that its calibration has not noticeably altered and that its attachments, leads and accessories are free from any defect that might adversely affect the test result.

Check that audiometer output is approximately correct on both air and bone conduction by sweeping through at a hearing level of, for example, 10 dB or 15 dB and listening for “just audible” tones. This test shall be performed at all appropriate frequencies and for both earphones as well as the bone vibrator.

Check at high level (e.g. hearing levels of 60 dB on air conduction and 40 dB on bone conduction) on all appropriate functions (and on both earphones) at all frequencies used; listen for proper functioning, absence of distortion, freedom from interrupter clicks, etc.

Listen at low levels for any sign of noise or hum, for unwanted sounds (break-through arising when a signal is introduced in another channel) or for any change in tone quality as masking is introduced. Keep a record the results.

Congratulations

Your MedRx system is now set up and ready for use. Please consult the Training Manual and the Interactive Help Files within the software for instructions and procedures. The Training Manual is available in PDF format on a USB flash drive and at www.medrx-int.com in our Download Section.

Limited Warranty

MedRx warrants this product to be free from defects in material and workmanship for two years from the time of purchase. If this system fails to perform as specified during this period, the purchaser is responsible for calling MedRx at +49 30 70 71 46 43. The company's representative will advise the owner to either return specific components or the entire system to:

MAICO Diagnostics GmbH
MedRx International TCS
Sickingenstr. 70-71
10553 Berlin
Germany

MAICO will repair or replace any defective devices, fully test the system and/or components and ship the system promptly back to the owner. There is no cost for the repair or return shipping, provided the system is two years old or less and has not been misused, abused or damaged. Such damage includes, but is not limited to, dropping, exposure to excessive heat greater than 37,78º C and water/liquid damage.

Repair or replacement of the system as provided under this warranty is the sole and exclusive remedy of the purchaser. MedRx shall not be liable for any consequential or incidental damages or for breach of any express or implied warranty. Except to the extent of applicable law, any implied warranty, merchantability or fitness of this product is limited to the duration of this warranty.

MAICO will, at its discretion, service and repair out of warranty products at the purchaser's request, charging for parts and labor as necessary. The limited warranty is deemed void if software or hardware is installed on this product which is not pre-approved by MedRx, Inc. Approved software includes NOAH™ and HIMSA approved hearing aid manufacturer programming modules for fitting hearing aids.

MAICO is not responsible for problems resulting from installation of unapproved software or hardware. In the event of unapproved software or hardware installed on the system causing a conflict, MedRx will service the product for a fee to be determined at the time of service.