



Life cycle of product is three years

VER: W5(A620)-20211213-V01

HEARING AID 

Instruction Manual Model: JH-W5



Please read this user manual thoroughly and completely before using the product.

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I. IMPORTANT SAFETY INSTRUCTIONS

Read all the information in this instruction manual and any other literature included in the box before using the device.

1. CONTRAINDICATION

The device should not be used in the following situations:

- Patients with chronic suppurative otitis media (CSOM), congenital ear atresia, or any type of ear discharge
- Anyone under 36 months old

2. WARNINGS ⚠

- Keep small parts (hearing instrument, ear domes, battery or other detachable parts) that can be swallowed out of children's reach. Dropping, immersing in liquid, exposure to strong electromagnetic fields or excessive heat will damage the hearing aids. Remove devices prior to any type of X-ray, MRI, or CT scan. If parts become stuck in the ear canal, seek medical assistance - do not attempt to remove by yourself.

3. Notice ⚠

- Do not use at high volume for extended periods of time - ear injury can result.
- If you experience any pain or strong discomfort using the devices, remove and consult a doctor.

- Routine maintenance to keep the device clean is required. Ensure that ear domes are free of debris and moisture at all times.

- Avoid shocks or dropping the product.

- Do not store or use the product in environments of high humidity or temperature (such as sauna room), to avoid damage.

- Batteries should be properly recycled and not disposed in the trash.

- Keep the devices away from small children. Injury or damage may result.

- Do not set volume levels too high. Listening with high-output devices for extended periods at high volume levels can cause further hearing damage.

- Do not share your hearing aids with others. Using a hearing aid configured for someone else can result in hearing damage or injury.

- Monitor for any unusual skin reaction. If you notice any allergic reaction (itchiness, swelling, or rash), stop wearing the hearing aids and consult a medical specialist.

- Do not touch the hearing aids to any type magnet or magnetized object. Your hearing aids are delicate electronic instruments and may be damaged by contact with strong

magnetic fields.

- Do not attempt to open or repair the devices yourself. Damage can result and will void the warranty.
- Do not store your devices in a hot/humid locations. You should never leave your hearing aids near heating appliances or in direct sunlight.
- Do not leave your hearing aids in the car as inside temperatures can reach dangerous levels which could damage the devices.
- Do not use the hearing aids together with a cell phone earpiece directly - excessive noise and distortion may result. Instead, use via Bluetooth pairing with your cell phone. Radio wave emissions from mobile phones can cause noise in the hearing aids or result in reduced volume.
- Please contact the MANUFACTURER:
 - For assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.

Specific warnings / statements
Keep small parts away from and out of children's reach to avoid accidental ingestion
Warning not to use in explosive or oxygen-enriched atmospheres, as doing so may damage the device
Warning that it should only be used by intended person as using hearing aids designed for someone else may result in hearing damage

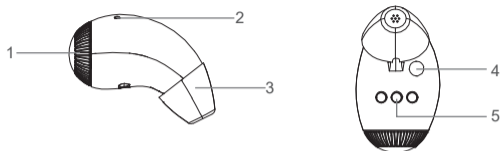
II. DO NOT USE IF ANY OF THE FOLLOWING APPLY TO YOU:

- 1) Congenital atresia of external ear or deformity of any part of the ear canal
- 2) Deafness is unstable, and the degree of hearing loss often fluctuates
- 3) Persistent headaches, dizziness, earaches, tinnitus or other symptoms that are not suitable for adaptation
- 4) Sudden onset of hearing loss within the past 3 months; rapid progressive deafness; unilateral hearing loss or other acute ear disease;
- 5) Effusion (secretions/discharge) in the ear and/or frequent purulence (pus)
- 6) Central deafness (central nervous system) or non-organic deafness
- 7) Patients with acute otitis externa and tympanitis
- 8) Patients with acute and chronic suppurative otitis media (in the period of purulent infection)
- 9) Patients who are allergic to the materials of this product

III. MATTERS NEEDING ATTENTION, WARNINGS AND TIPS

1. Do not immerse the hearing aid in any liquid. Remove the hearing aid before swimming or bathing. After swimming or washing, wait for the ear canal to dry before wearing the hearing aid.
2. After removing the hearing aid at night, it should be placed in a case with a desiccant if possible, protected from light, high temperature and high humidity environment.
3. The external surfaces of the hearing aid should be kept clean, and earwax in the ear domes should be cleaned out daily
4. Applicable objects: Suitable for people with air-conducting hearing loss of about 30-50dB
5. When you do not use hearing aids, please charge the product regularly to avoid battery damage; the recommended charging time interval of hearing aids is ≤ 28 days

IV. HOW TO USE YOUR DEVICE



1. Volume Control
2. Microphone
3. Ear Dome
4. In Ear Detection Sensor
5. Charging Contacts

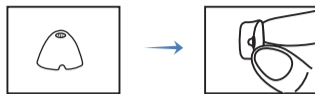
1. 【HOW TO APPLY DOMES】

Please follow these steps to mount domes, because Incorrect dome replacement could result in the dome being left in the ear when you remove the hearing aid.

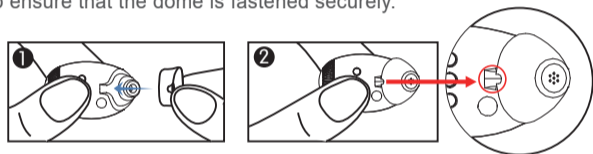
Step 1: Choose a suitable size ear dome.



Step 2: Push the ear dome rim membrane outward.



Step 3: Hold on to the end of the hearing aid and push firmly to ensure that the dome is fastened securely.



⚠ Warning:

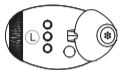
Make sure the notch point of the ear dome is aligned with the hearing aid.

Notes:

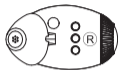
After the ear dome is installed, pull the ear dome gently to see if it is firmly installed and ensure the ear dome does not fall off easily.

2. 【LEFT & RIGHT HEARING AID MARKINGS】

There is a L or R marking on the hearing aid. This will tell you if it is a left or a right hearing aid.



L marking for left hearing aid.



R marking for right hearing aid.

3. 【WEARING/REMOVE HEARING AID】

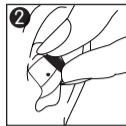
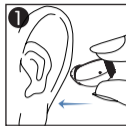
For comfort, your hearing aid always automatically standby when you remove them.

The in ear detection sensor will carry out real-time intelligent detection on the operation status of the hearing aid. When the hearing aid is removed, it will automatically enter the standby status. When you place the hearing aid in the ear, it will automatically turn on.

3.1 Wearing hearing aid

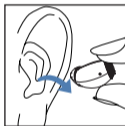
Step 1: Hold the hearing aid body (hard part), place in the ear (Make sure it is in right direction like picture).

Step 2: Move the body slightly into auricle for holding.

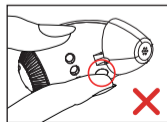
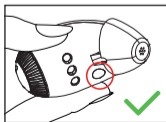


3.2 Removing the hearing aid

Step 1: Grasp the protruding hearing aid and remove it.



Notice: Don't block the sensor by hands which will result in the unexpected scream!



*Note:

1. It may be in few circumstances that the ear dome remain attached to the auditory meatus after the hearing aid is taken out. In that case, please ask a professional doctor to take the

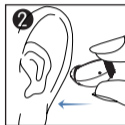
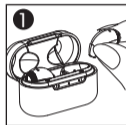
ear dome out.

2. Before the hearing aid is appropriately secured, it may give out the creak sound, which is a normal phenomenon. The creak sound can be used as a reference to determine whether the hearing aid is secured. If the hearing aid gives out squeaking, please check if it is taken on correctly; if so, but the squeaking remains, please replace with the other set of ear dome. When the hearing aid is not in use, please turn it off without delay.

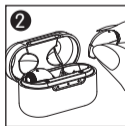
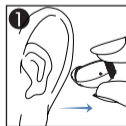
3. When the hearing aid is not functioning properly, please check the “Troubleshooting Guide”. If none of the solutions work, please contact our after-sales service team.

4. 【TURN ON/TURN OFF】

Turn On: Take the hearing aid out of the charging case, the hearing aid will enter the standby status. The hearing aid will turn on automatically in 3 seconds when you wear the hearing aid correctly in the ears.



Turn Off: The hearing aid will automatically enter the standby status when you have remove it from your ear. Put the hearing aid back into the correct slot of the charging case , they will automatically turn off and start charging.

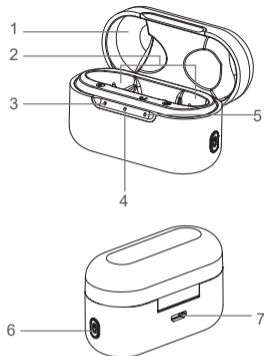
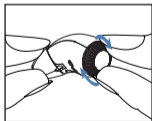


Note: The hearing aid built in with 'delay turn on' function, after placing correctly in the ear canal, automatically turn on after 3 seconds delay from the 'beep' tone.

5. 【VOLUME ADJUSTMENT】

To increase the volume, turn the volume control towards the "+" direction .

To decrease the volume, turn the volume control towards the "-" direction .



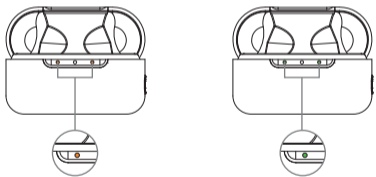
1. Lip
2. Hearing aid charging inserts with left/right indicators
3. Left-side hearing aid charging indicator
4. Charging case charging indicator
5. Right-side hearing aid charging indicator
6. Battery check button
7. Micro USB connection to external power supply

6. 【HEARING AID CHARGING】

Put the hearing aid back into the correct slot of the charging case, they will automatically turn off and start charging. Orange light will indicate hearing aids are charging. After fully charged, they will light in green and the light turn off in dicates charging is complete.

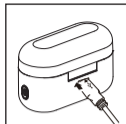
(See details in table for Charging Indicator Changes of the Charging Case)

*Note: hearing aid Low Power: You will hear the notification sound when the hearing aid battery drops below 25%, and when the battery below 10%, you will hear the notification sound again.

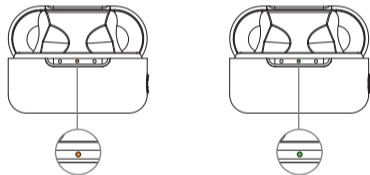


7. 【HOW TO USE THE CHARGING CASE】

7.1 Plug the small Micro-USB cable tip into the USB charging port of the Case. Plug the large USB-A end into a USB-A power source such as a wall charger or your computer.



7.2 The indicator light will show the charging status of the battery until the hearing aid is fully charged. When the case is charging, the indicator shows a orange solid light, and fully charged the indicator light will shows a solid green light will be constant.



7.3 With the hearing aids in the case, all charging will automatically turn off when the case and hearing aids are fully charged. The case will continue charging with or without the case lid closed but it is recommended to close the lid when charging overnight to keep out dust and moisture.

7.4 The charging process will automatically stop when the case and hearing aids are fully charged, so the hearing aids can be safely left in the charger. Place it on a flat even surface away from exposure to moisture, dust, or extreme temperatures.

*The fully charged case offers 3 full charging cycles for a pair of hearing aids.

	Power	Left hearing aid charging indicator	Charging indicator of the charging case	Right hearing aid charging indicator
Hearing aid Charging	100%			
	≥ 25%			
	≤ 25% (Charging Case battery below 25%)		 Flash	
Charging Case Charging	≤ 25%			
	≥ 25%			
	100%			
Discharging				

Charging Indicator Changes of the Charging Case

7.5 Charging case Turn ON/OFF

Press and hold the lower part of button for 5 seconds until the solid orange light indicates the charging case is off.

	Indicator will flash in green once a second, flashing by 1 second alternately and lasting by 3 times	Charging case is turn on
	Indicator will flash in orange once a second, flashing by 1 second alternately and lasting by 3 times	Charging case is turn off

*Note:

- 1.To check the remaining battery status of the charging case, press the battery check button. The indicator will show the status.
- 2.Charging case Low Power: The charging case indicator will flash orange when the charging case battery drops below 25%, please charge the case.
- 3.When the case is fully charged, the indicator will show a solid green light will be constant and the light turn off indicates charging is complete.

4. When the hearing aid and case is not functioning properly, please check the “troubleshooting guide”. If none of the solutions work, please contact our after-sales service team.

All data in this manual, such as service time, charging time, continuous working time, and charging times are derived from our internal laboratory testing and meant for reference purposes only. Your exact usage and times may differ depending on various conditions and use patterns. It is a normal phenomenon to hear some high-pitched whistling or buzzing when the hearing aid is at a high volume level and not fitted well into the ear as a result of mic feedback. If this occurs, lower the volume and adjust the hearing aid within the ear. Also check to make sure you are wearing the best size ear domes to ensure a proper fit in the ear canal, as this may also induce some minor feedback if not snug in the ear.

V. MAINTENANCE AND CLEANING

1. Daily maintenance

It is important to keep your devices clean and dry. On a daily basis, wipe them clean using a soft cloth or tissue.

To avoid potential damage from excess humidity or perspiration, the use of a drying kit is also recommended.

2. Care and maintenance

When not in use, store in a secure area away from small children and pets.

Do not place hearing aids or charging case near high-temperature areas such as stoves or direct sunlight.

Do not leave the devices in a humid place for a long time, such as bathroom.

Take care not to poke the microphone holes with any sharp objects to avoid damage.

Do not disassemble or attempt any repairs by yourself. Doing so will void your warranty.

3. Cleaning

1) Cleaning the ear tips

Remove any earwax buildup using the enclosed tool. Wipe clean with a tissue or soft cloth.

2) Cleaning Tool

Use a soft cloth or tissue to wipe any moisture, perspiration, or debris from the surface of the tool.

VI. HEARING AIDS CARE

- Keep your hearing aids clean. Extreme temperatures (heat or cold), moisture, and foreign substances can result in poor performance.
- Use the cleaning brush tool or soft cloth to clean debris from around the buttons, microphones, and charging contacts; inspect the receiver, ear tips, and charging case regularly.
- Never use water, solvents, cleaning fluids or oils to clean your hearing aids.
- Charging contacts should always be kept clean and dry.
- Always store your hearing aids in the charging case when not in use or cleaning.

Charging Case Care

- Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.
- Using the provided cleaning brush keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Keep lid closed as much as possible to avoid dust and debris build up.
- Store your charger in a clean and dry location, i.e. a dresser

or shelf rather than the bathroom or kitchen.

- To ensure the longest life of your rechargeable hearing aids batteries and the batteries in the charger:
- Fully charge hearing aids batteries every night.

Service and Repair

If, for any reason, your hearing aid does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage. Should your hearing aid fail or perform poorly, check the Troubleshooting Guide on the next page for possible solutions. If problems continue, contact us or your hearing professional for advice and assistance. Many common problems may be solved right in your hearing professional's office or clinic.

WARNING:

DO NOT OPEN HEARING AID OR CHARGER, NO USER-SERVICEABLE PARTS INSIDE.

VII.TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No Sound	Incorrect wearing, the in ear detection sensor failure	Remove the hearing aid, wear it correctly
	Volume too low	Increase volume if volume control available
	Device is not charged	Place charging the hearing aid until the indicator is lighted in green color.
	Microphones are clogged	Clean out any debris from the mic holes
	Ear Domes or speaker tip are clogged	Clean out any debris from the ear domes and receiver area with the cleaning brush
	Battery fully discharged	Connect the hearing aid to the charging case for charging
Voices are low, very weak, or unclear	Low battery	Place the aids into the Charging Case for at least 1.5 hours
	Volume is set too low	Increase volume if volume control available
	Ear Domes are too loose	Hearing aid not inserted correctly into ear , wear it correctly
	Earwax in ear dome	Clean out any debris from the ear domes and receiver area with the cleaning brush

	Hearing has changed	Contact your physician to report any sudden drop in hearing
Hearing Aid plays notification sound	Indication for low battery	Charge hearing aid
Inconsistent performance Distorted sound	Restart required	Place aids in charger until charging begins and remove-this will power cycle your hearing aids
Hearing aids whistling in the charger	Charger battery depleted	Ensure the USB cable is connected to the Charging Case plugged into power. The Case power status lights will shows a solid orange to indicate charging.
	Incorrect orientation	Reposition your hearing aids in their slots, ensuring the contact points are touching the charge points in the case.
After the hearing aids is connected, the device indicator is not lit	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging case
	Hearing aid reverse	Check to see if the hearing aid is reversed

Hearing aid fault self-checking table

[Fault self-check] project	Possible Causes	Solution
Indicator light of hearing aid does not light up when hearing aid placed in charging inserts	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging case
	Hearing aid reverse	Check to see if the hearing aid is reversed
	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into charger
	Charger not connected to power source	Connect charger to external power supply
	Battery fully discharged	Wait three hours after placing hearing aid in charger, regardless of LED behavior
hearing aid indicator lights are dark or dim	Low battery	Connect USB cable to charge
	Dirty charging contacts	Clean the contacts of the hearing aid and the charger
Charging does not start	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into charger

Charging case fault self-checking table

*Note: If the problem persists, contact your hearing care professional for assistance.

VIII. TIPS FOR BETTER COMMUNICATION

It will take practice, time, and patience for your brain to adapt to the new sounds that your hearing aids provide. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions, and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room if possible
- Try out different locations to find the optimal places to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot “see” your hearing loss

- Develop realistic expectations of what your hearing aids can and cannot do
 - Better hearing with hearing aids is a learned skill combining desire, practice, and patience. You will learn and adjust, it just takes a little time. Remember to be patient with yourself.
- For Your Family and Friends**
- Your family and friends are also affected by your hearing loss.

Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

IX. TECHNICAL SPECIFICATION

OSPL ₉₀ Max.	≤120dB+3dB
FOG Gain	≤35dB+3dB
EQ Input Noise	≤29dB+3dB
Frequency Range(Not narrower than)	450Hz~4000Hz
Working Current	5mA
Total Harmonic Distortion	≤7%+3%
Working Voltage	d.c.3.7V
Operating Temperature/Humidity	0℃~+40℃(32°F-104°F), ≥30%RH,≤75%RH
Storage Temperature/Humidity	-10℃~+55℃(14°F-131°F), ≥10%RH,≤90%RH

Item	Charging Case
Charging case Input voltage	d.c.5.0V
Charging case input current	400mA
Charging case output current	35mA X2
Charging case output voltage	d.c.4.2V












*Notice: The above parameter index testing is on basis of FONIX8000Hearing Aid Test System;Inspection standard: IEC 60118-7 2005, 2CC coupling cavity HA-1

X. Accessories List

Hearing Aids: 2 Ear Dome: 10
 Cleanning Tools: 1 Manual: 1
 USB Cable: 1

* Optional accessories list:
 Adapte: 1
 Input: 100-240V~50/60Hz 0.2A
 Output: 5V ---1A 5W

XI. NORMALIZED SYMBOLS

	Follow operating instructions	
	B type applied part	
	Disposal in accordance with Directive 2002/96/EC (WEEE)	
	Complies with the European Medical Device Directive (93/42/EEC and amended Directive 2007/47/EC. Notified Body is SGS Belgium.	
	Shanghai International Holding Corp. GmbH(Europe) Address:Eiffestrasse 80,20537 Humburg,Germany	
	Date of manufacture	 Manufacturer information
	Serial number	
	Warning/ Danger: Improper use might cause serious injuries.	
IP53	<p>Test Condition: Access to hazardous parts :The test wire of 10 mm Ø shall not penetrate and adequate clearance shall be kept. No dust entered the sample after testing the function is normal. IPX3 Test Condition: Water flow rate:0.07L/min±5% per multiplied by Number of holes 10L/min±5% Duration of test: 10min 1 min/m2 at least 5 min Test Condition:14.2.3a) 14.2.3b) There is no water enter the sample inside. The function is normal after the test.</p>	
Storage/Transport 	Permissible storage and transport temperature and humidity	
Operating 	Permissible operating temperature and humidity	

Notes:This hearing aid is produced under the strict quality system of Huizhou JINGHAO Medical Technology Co.,Ltd.

The device fulfils the provisions of the EC directive 93/42/EEC (Medical Device Directive) and the Harmonize Standard as IEC 60601-1, IEC 60601-2-66, IEC 60118-7, IEC 60118-13, EN ISO 10993-1/-5/-10 and EN ISO 14971.

XII. MAINTENANCE, STORAGE, AND DISPOSAL

Maintenance

- 1) We do not authorize any institution or individual to maintain and/or repair the product. If you suspect that the products may be in question, please contact us immediately.
- 2) The user must not attempt any repairs to the device or any of its accessories. Please contact us for any repair needs.
- 3) Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to warranty. Warning: No modification of this equipment is permitted.

Storage

- 1) Always store your devices in the Charging Case when not in use.
- 2) Do not store or expose the devices and/or case to extreme hot/cold temperatures, moist/humid environments, or shock/vibration.
- 3) Keep the devices and case in following environmental ranges: -10℃ ~ 55℃, 10%-90%RH, 700-1060 hPa

Disposal



Please dispose of the device in accordance with the directive 2002/96/EC – WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

XIII.WARRANTY

This limited warranty covers defects in material and workmanship for a period of one (1) year from the date of purchase, which includes the hearing devices, charger case, and cord within the warranty period.

Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty. All other damage claims excluded. A warranty claim must be submitted with the purchase receipt.



Huizhou Jinghao Medical Technology Co., Ltd.

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Email: emily@jhhearingaids.com

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