

Life cycle of product is three years



VER: A39-20211215-V01

HEARING AID 

Instruction Manual Model: JH-A39



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 applicable to the following people.

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

2. WARNINGS/NOTICE WARNING

1) 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 aid. Remove devices prior to any type of X-ray, MRI, or CT scan. If parts become stuck in the ear canal, do not attempt to remove by yourself and seek medical assistance immediately.

2) Do not use at high volume for extended periods of time - ear injury can result.

3) If you experience any pain or strong discomfort using the devices, stop using the hearing aid and consult a doctor.

4) Routine maintenance to keep the device clean is recommended for your hearing health. Ensure that ear domes are free of

debris and moisture at all times.

5) Avoid shocks or dropping the product.

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

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

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

9) Do not share your Hearing Aid with others. Using a hearing aid configured for someone else can result in hearing damage or injury.

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

11) Keep the hearing aid away from any magnets or magnetized objects. Your hearing aid is a delicate electronic instrument and may be damaged by contact with strong magnetic fields.

12) Do not attempt to open or repair the devices yourself. Damage can result and will void the warranty.

13) Do not store your devices in a hot/humid environment. You should never leave your hearing aid near heating appliances or in an intense light.

14) Do not leave your hearing aid in the car as inside temperatures

can reach dangerous levels which could damage the devices.

15) Do not use the hearing aid together with a cell phone earpiece directly - excessive noise and distortion may result. Instead, use Bluetooth to pair the hearing aid with your cellphone. Radio wave emissions from mobile phones can cause noise in the hearing aid or result in reduced volume.

16) Please contact Melofair:

- 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 Aid 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. 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. Acute otitis externa or tympanitis
8. Acute and chronic suppurative otitis media (in the period of purulent infection)
9. Allergy 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, place it 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 Symptom: Air-conducting hearing loss of about 30 - 50 dB
5. When hearing aids are not in use, please charge the product regularly to avoid battery damage; the recommended charging time interval of hearing aid is ≤ 28 days

IV.HOW TO USE YOUR DEVICE 【HOW TO USE HEARING AID】

- 1.Select the earbuds that are suitable for you and assemble the earbuds to the earphones of the hearing aid.
- 2.Press and hold the “one key button” to turn on the device.
- 3.After the hearing aid is worn, adjust the volume of the hearing aid according to the degree of hearing impairment and according to your need.
- 4.Short press the “Volume” button to adjust the volume, and the volume adjustment mode adopts the loop mode, for a total of six volume positions.
- 5.After use, press and hold the “Volume ” button to turn it off; if the battery power is too low after use, put the hearing aid into the charging case to charge.

* Notice: Please turn off the hearing aid when charging

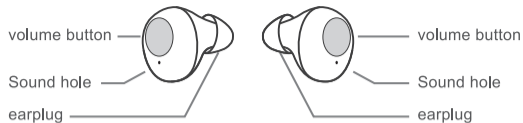


Figure 1: Appearance of the hearing aid



Figure 2 : Schematic diagram of the bottom of the hearing aid

Screw the tip of the earplug into the ear canal and place slightly. Do not block the microphone sound hole when in use.

To turn on or turn off the hearing aids, please press and hold the “Volume Key” for 3 seconds; press the “Volume Key” to control the volume when the hearing aid is on.

Fault self-check	Possible Causes	Solution
Hearing Aid has no sound	Press time is not long enough	Restart by long press the "volume button" for 3 seconds
	Run out of battery	Connect the hearing aid to the charging box for charging

	The sound outlet or microphone port is blocked	Clean the sound outlet or microphone port
The voice is very weak and unclear	Low battery	Connect the hearing aid to the charging box for charging
	The volume is too low	Turn up the volume
	Earplugs loose	Re-wearing the hearing aid

Table 3: Hearing Aid failure self-checking table

【HOW TO USE THE CHARGING CASE】

1. Please put the hearing aid into the charging case, and make sure the charging case indicator lights up. If the hearing aid the indicator is not lit, please check if the hearing aid is put in the right position.
2. After the hearing aid is connected to the charging case, close the top cover of the charging box and place it smoothly.
3. To stop charging, remove the hearing aid from the charging case.
4. If the charging case is low or out of battery, please connect the corresponding MicroUSB cable to a charger plug to recharge the charging case.
5. A full-charged charging case can charge a pair of hearing aids for 3 times (from no battery to full battery). Charging a pair of hearing aids from no battery to full battery with the charging case takes 2 hours. A fully-charged hearing aid can provide up to 12-16 hours listening time.

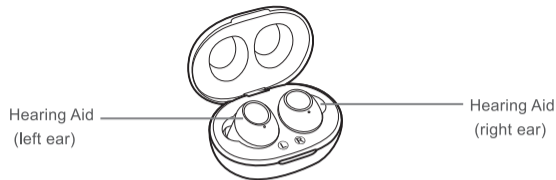


Figure 3: Schematic diagram of hearing aid charging

Fault self-check	Possible Causes	Solution
After the hearing aid is connected, the hearing aid indicator is not lit	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging box
	Hearing aid mismatched with charging slot	Check whether the hearing aid is installed in the wrong position
Light does not shine	Low battery	Connect USB cable to charge

Table 4: Charging Case fault self-checking table

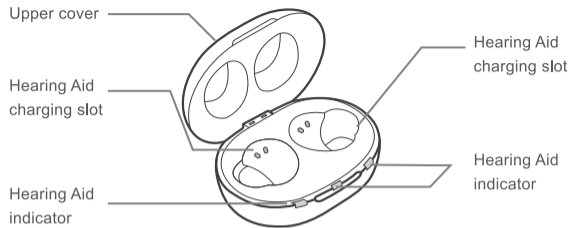


Figure 4: Appearance of the hearing aid charging case (front)

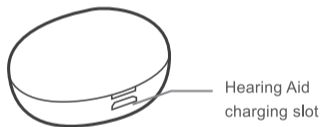


Figure 5: Appearance of the hearing aid charging case (back)

【VOLUME ADJUSTMENT】

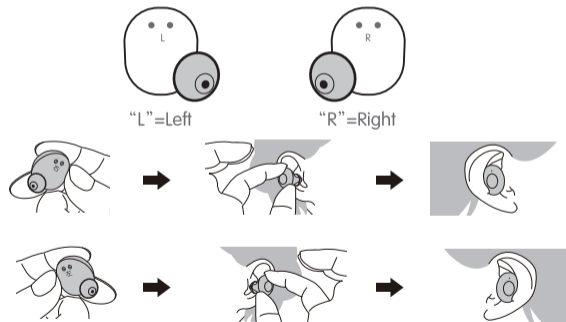
1. There are six volume levels for hearing aids.
2. When the hearing aid is turned on, short press the button to adjust the volume of the hearing aid. Every time you press the button, there will be a beep. When the volume is adjusted to the maximum, there will be three beeps. Prompt tone. (Note: When

the volume is at the maximum, adjust it again, it will return to the minimum volume, and so on)

3. The hearing aid can automatically memorize the last adjusted volume.

【LEFT & RIGHT HEARING AID MARKINGS】

Correctly identify the left and right hearing aids to fit on the correct ears. The signs on the hearing aid distinguish left and right:



【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.

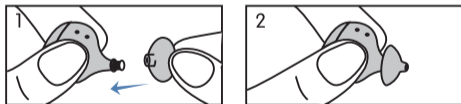
Step 1: Choose a suitable size ear dome.



Step 2: Push the ear dome rim membrane outward.



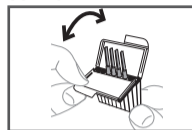
Step 3: Hold on to the end of the hearing aid and push firmly to ensure that the dome is fastened securely.



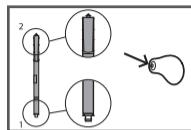
Notes: After the ear dome is installed, pull the ear dome gently to see if it is firmly installed and ensure the ear dome does not fall off easily.

【CHANGING THE WAX GUARD】

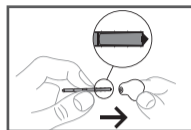
The wax guard helps to protect the hearing amplifier against earwax.



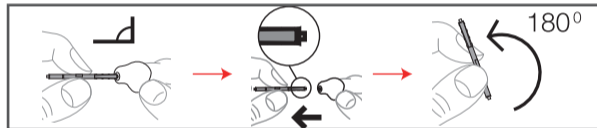
1. Open the wax guard case as illustrated



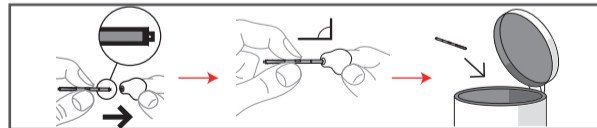
2. Take out the earwax baffle



3. Hearing amplifier wax guard position



4. Insert the removal hook into the used wax guard. Keep the holder at a right angle. Pull the used wax guard straight out.



5. Insert the new wax guard into the opening of the sound outlet and press it gently, and pull the holder straight out.

Important Notice

1. The wax guard is a disposable product and can't be cleaned.
2. Throw away the used wax guard.
3. If the wax guard can't be locked on the hearing amplifier, please replace the new wax guard.
4. The wax guard should be kept away from children, pets and persons with intellectual disabilities.
5. In rare cases, the wax guard is accidentally left in the ear canal, please seek medical treatment and the help of a professional doctor immediately. Please do not handle it by yourself or non-professionals, this may cause serious ear damage.

All data in this manual, such as service time, charging time length, 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-sized ear domes to ensure a proper fit in the ear canal, as improper fit 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
 - 1) When not in use, store in a secure area away from small children and pets.
 - 2) Do not place hearing aid or charging case near high-temperature areas such as stoves or direct sunlight.
 - 3) Do not leave the devices in a humid place for a long time, such as bathroom.
 - 4) Take care not to poke the microphone holes with any sharp objects to avoid damage.
 - 5) 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.
- Note: Do not use alcohol or other cleaning solvents to clean the hook as this could damage the protective covering.

VI. HEARING AID CARE

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

【Charging Case Care】

1. Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.
2. Using the provided cleaning brush keep the charging case clear of debris.
3. Do not use water, solvents or cleaning fluids to clean the charging ports.
4. Keep lid closed as much as possible to avoid dust and debris build up.
5. 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 aid batteries and the batteries in the charger.
6. Fully charge hearing aid batteries every night.

【Service and Repair】

If, for any reason, your hearing aid and charger do not operate properly, do NOT attempt to fix it yourself. Besides possibly causing further damage, you are likely to violate any applicable warranties or insurance. Should your hearing aid and charger fail or perform poorly, check the Troubleshooting Guide section for possible solutions. If problems persist, contact us for assistance.

VII.TROUBLESHOOTING GUIDE

【hearing aid failure self-checking table】

PROBLEM	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
	Run out of battery	Place charging the hearing aid until the indicator is lighted in green color.

No Sound	Microphones are clogged	Clean out any debris from the sound holes
	Ear Domes or speaker tip are clogged	Clean out any debris from the ear domes and receiver area with the cleaning brush
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
Voices are low, very weak, or unclear	Earwax in ear dome	Clean out any debris from the ear domes and receiver area with the cleaning brush
	Hearing health condition changes	Contact your physician to report any sudden drop in hearing
Inconsistent performance Distorted sound	Restart required	Place aids in charger until charging begins and remove-this will power cycle your hearing aid

hearing aid 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 flash orange to indicate charging.
	Incorrect orientation	Reposition your hearing aid in their slots, ensuring the contact points are touching the charge points in the case.
After the hearing aid is connected, the hearing aid indicator is not lit	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging case
hearing aid plays notification sound	Indication for low battery	Charge hearing aid
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

Indicator light on hearing aid does not light up when hearing aid placed in charging inserts	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
After the hearing aid is connected, the hearing aid indicator is not lit	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging case
	Hearing aid mismatched with charging slot	Check whether the hearing aid is placed in the wrong position

*Note: If the problem persists, contact your hearing care audiologist 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 aid 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:

1. Move closer to and look at the speaker

2. Sit face-to-face in a quiet room if possible
3. Try out different locations to find the optimal places to listen
4. Minimize distractions
5. Background noises may be frustrating at first; remember, you have not heard them for a while
6. People cannot notice your hearing health condition as we design the hearing aid appearance similar to common TWS earphones. Thus, in case you need their help, you may need to tell them your hearing health condition.
7. Develop realistic expectations of what your hearing aid can and cannot do
8. Better hearing with hearing aid 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

Better communication tips :

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

IX. TECHNICAL SPECIFICATION

Output. OSPL ₉₀ Max.	≤117dB+3dB
High frequency average OSPL ₉₀	108dB±4dB
EQ Input Noise	≤29dB+3dB
Total Harmonic Distortion	≤2%+3%
Frequency Range(Not narrower than)	400Hz-4500Hz
Working Current	6mA
Operating temperature/humidity	-10℃~+40℃(14°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	≤20mA
Charging case Output current	≤10mA
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

Charging Case: 1
Hearing Aids: 2
Manual: 1
Cleansing Tools: 1

Ear Dome: 6
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.		
IP21	IP code of the device: this device's grade of against ingress of solid foreign objects – the access probe of ≥ Ø12.5 mm shall not penetrate; the grade of waterproof is vertically falling drops shall have no harmful effects.		
	Permissible storage and transport temperature and humidity		
	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

1. Maintenance

1) We do not authorize any institution or individual to perform or provide maintenance or repair services of 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.

2. 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 C ~ 55 C , 10%-90%RH, 700-1060 hPa

3. 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, the warranty 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.



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