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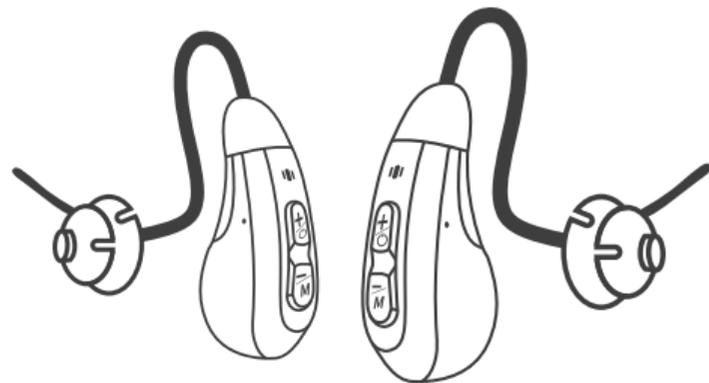


Life cycle of product is three years

VER: A-D59-20210713-V01

# HEARING AIDS

Instruction Manual Model: JH-D59



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.

### 3.1 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

### 3.2 WARNINGS ⚠ Warning

- 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.

### 3.3 Notice ⚠ Warning

- 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. IV. 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  $\leq 28$  days

### IV.HOW TO USE YOUR DEVICE

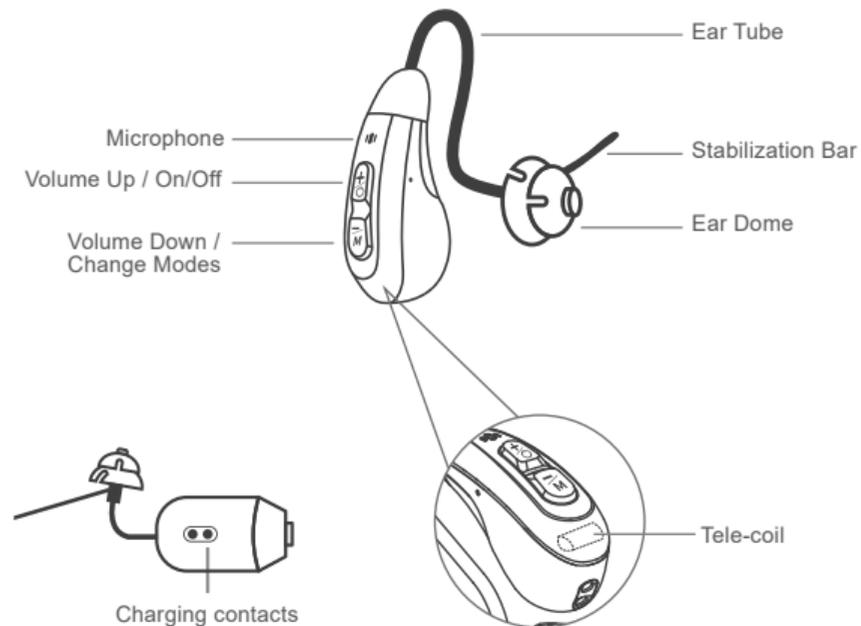


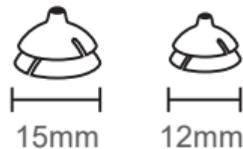
Figure 1: Appearance of the hearing aid

## 1. 【HOW TO APPLY DOMES IT IS】

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.

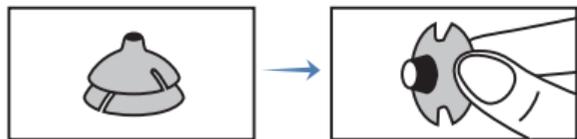
### Step 1:

Choose a suitable size ear dome



### Step 2:

Push the ear dome rim membrane outward.



### Step 3:

Hold on to the end of the ear tube and push firmly to ensure that the dome is fastened securely.

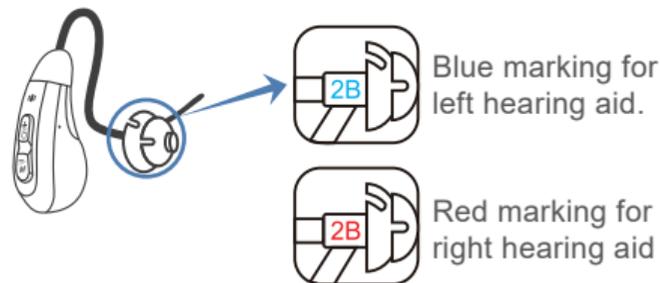


### Notes:

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.

## 2. 【LEFT & RIGHT HEARING AID MARKINGS】

There is a red or blue marking on the ear tube. This will tell you if it is a left or a right hearing aid.



## 3. 【WEARING/REMOVE HEARING AID】

For comfort, always turn off your hearing aids before you wear or remove them

### 3.1 Wearing hearing aid

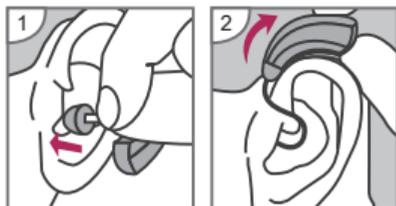
#### Step 1:

Choose a suitable size ear dome, install in device



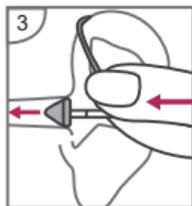
#### Step 2:

Gently wrap the hearing aid over your ear until it rests securely behind your ear.



#### Step 3:

Push the ear tube into ear canal until snug and comfort.



#### Step 4:

Place the Stabilization Bar in the pinna of your ear.



### 3.2 Removing the hearing aid

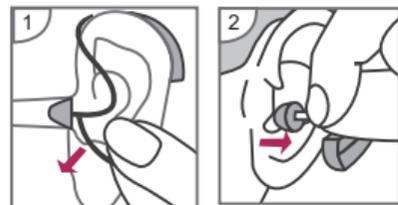
#### Step 1:

Long press the key  for three seconds, and the hearing aid Turn Off



#### Step 2:

Remove the stabilization bar from the pinna of your ear. Using your thumb and index finger, gently pull the ear tubing loose from the ear.



#### Notes:

● 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.

● 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.

#### 4. 【TURN ON/TURN OFF】

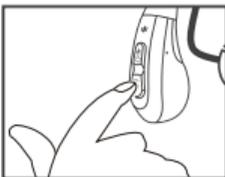
Turn ON:

Long press the key “” for three (3) seconds and the hearing aid will power ON with the prompt tone of “Beep-Beep-Beep”.



Turn OFF:

Long press the key “” for three (3) seconds and the hearing aid will be power OFF with the prompt tone of “Beep-Beep-Beep”.



#### 5. 【VOLUME ADJUSTMENT】

The hearing aid has 11 volume levels.

Press “” Key: to turn volume UP (Short Press once)

Press “” Key: to turn volume DOWN (Short Press once)

You will hear a “Beep” when you turn the volume up or down., and when the volume is adjusted to highest or lowest level, it will give out the prompt tone of “Beep-Beep-Beep”.

Note: when the volume is the highest, one additional pressing on the key will reset the volume to the lowest level, so on and so forth. The hearing aid can automatically record the previously tuned volume level.

#### 6. 【HEARING MODE CHANGE】

Your hearing aid can have up to 4 different hearing modes.

You can cycle through the 4 hearing modes by long press of the “” button (please refer to Table 1). The hearing aid is designed with the memory function: The hearing aid can automatically record the previously tuned hearing mode.

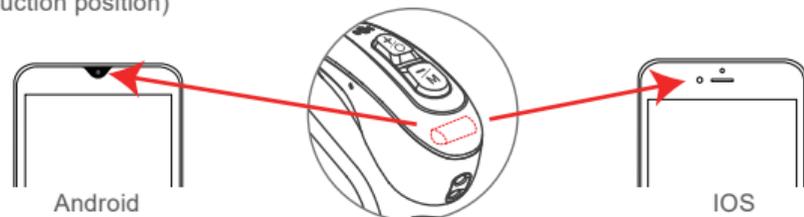


Hearing Mode	Sound you will hear when activated	Mode
1	1 beep (“beep”)	Standard
2	2 beeps (“beep beep”)	Indoor
3	3 beeps (“beep beep beep”)	Outdoor
4	4 beeps (“beep beep beep beep”)	Tele-Coil

Table 1: Hearing Aid Key Patterns Switch-over Table

NOTE:

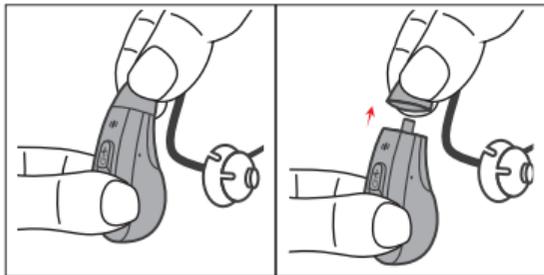
1. You need to perform the operation on BOTH of the devices to switch modes and volume adjustments
2. The hearing mode 4 is the Tele-coil mode, under which normal call function can be realized by keeping the speaker of the telephone close to the product's induction position)



## 7. 【REPLACE EAR TUBE】

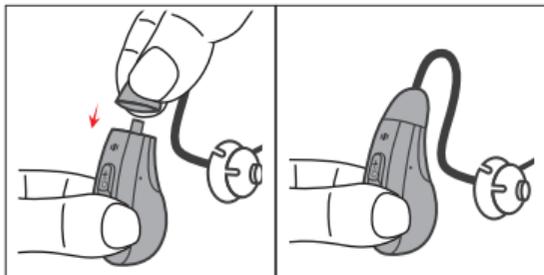
### Step 1:

Remove ear tube: Hold the tubing base with your fingers, and then gently push the tubing base downward and slide it off.



### Step 2:

Reconnect ear tube: Insert the tubing base into the tube socket, and firmly push it in with your thumb & forefinger until it clicks into place.



## 8. 【HEARING AID CHARGING】

### Hearing Aid Charging

Hearing aid: when charging, the indicator lights on the charging case will glow blue. After achieving full charge, they will glow white for two hours then shut off.

Charging case: The charging case will charge via the USB port on the case. The rising bars (1 to 4) will indicate the level of charge in the case. Once charged, the case can be unplugged from power and used to recharge the hearing aids up to 3 times.

- 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.



Micro USB charging line

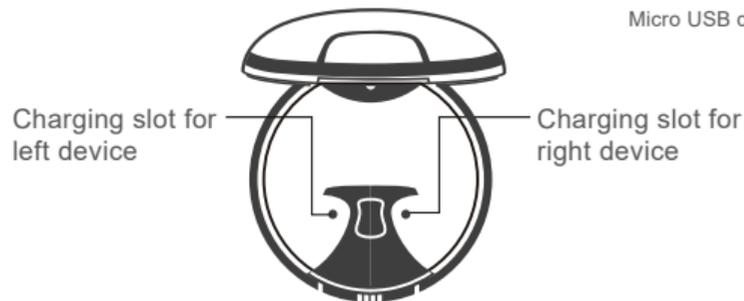


Figure 2: Interior schematic of the charging case

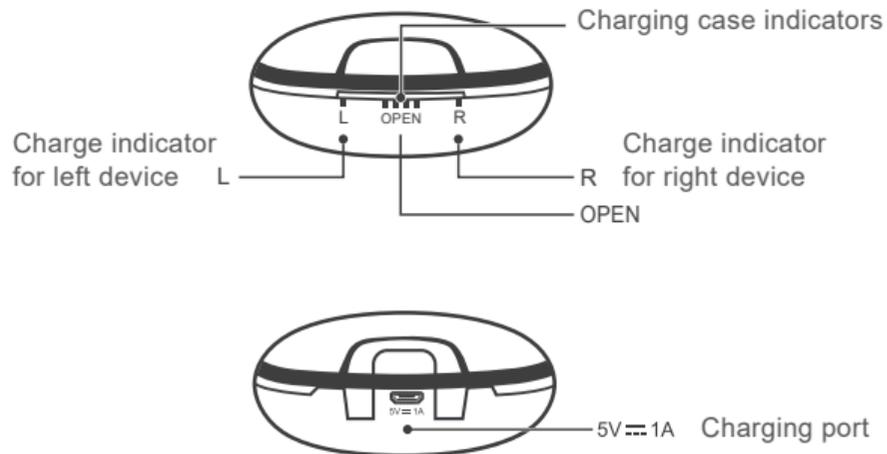
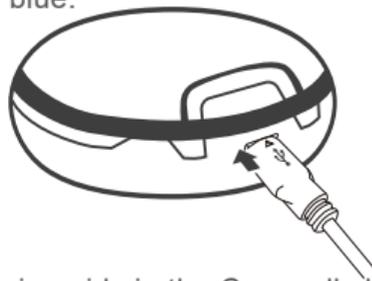


Figure 3: Exterior of the charging case (front side)

## 9. 【HOW TO USE THE CHARGING CASE】

1. Please make sure that the hearing aid is in power-off state when charging. 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, close the lid and place it steadily

2. The four bar LED light on the Case will flash blue while charging. Each bar represents 25% of charge capacity - so all four lights equals 100% charged. When fully charged, the four lights will be solid blue.



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.

4. When the charging case is charging, the charging indicator shows a flashing blue light, and when it is fully charged, the blue indicator light will be constant.

5. After inserting the hearing aid into the charging case, close the lid and place it steadily.

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

⊙ Flashing      ⊗ Stop      ● Solid blue light

	Power	Charging indicator of the charging case
Charging	100%	● ● ● ●
	75%~100%	● ● ● ⊙
	50%~75%	● ● ⊙ ⊗
	25%~50%	● ⊙ ⊗ ⊗
	0%~25%	⊙ ⊗ ⊗ ⊗
Discharging	100%	● ● ● ●
	75%~100%	● ● ● ⊗
	50%~75%	● ● ⊗ ⊗
	25%~50%	● ⊗ ⊗ ⊗
	0%~25%	⊙ ⊗ ⊗ ⊗

Table 2: Charging light display mode

## 10. 【CLEANING】

### 1. Cleaning the ear domes

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.

### 3. 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.



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 CLEAN

### 6.1 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.

### 6.2 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.

### 6.3 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 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 aids 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 aids and charger fail or perform poorly, check the Troubleshooting Guide section for possible solutions. If problems persist, contact us for assistance.

## VII.TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No Sound	Device is not charged	Place the aids into the Charging Case for at least 1.5 hours
	Microphones are clogged	Clean out any debris from the mic holes
	Ear tips or speaker tip are clogged	Clean out any debris from the ear tips 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	Clean out any debris from the mic holes
	Ear tips are too loose	Clean out any debris from the ear tips and receiver area with the cleaning brush
	Change in your hearing	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 aids
	Incorrect orientation	Ensure the USB cable is connected to the Charging Case plugged into power. The Case power status lights will flash green to indicate charging.

	Charger battery depleted	Reposition your hearing aids in their slots, ensuring the contact points are touching the charge points in the case.
Hearing aids whistling in the charger	Incorrect orientation	Ensure the USB cable is connected to the Charging Case plugged into power. The Case power status lights will flash green to indicate charging.
	Charger battery depleted	Reposition your hearing aids in their slots, ensuring the contact points are touching the charge points in the case.

[Fault self-check] project	Possible Causes	Solution
Hearing aid has no sound	The button time is too short to start	Long press the "volume button" for 3 seconds, restart
	Battery is dead	Connect the hearing aid to the charging case for charging
	Plugging out the mouth or microphone	Clean the sound port or microphone port

The voice is very weak and unclear	Low battery	Connect the hearing aid to the charging case 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

[Fault self-check] project	Possible Causes	Solution
After the hearing aid is connected, the hearing aid indicator is not lit	Not dialed to the hearing aid charging file	Dial to the hearing aid charging file
	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
Light does not shine	Low battery	Connect USB cable to charge

Table 4: Charging case fault self-checking table

## 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

Model	JH-D59
Output. OSPL <sub>90</sub> Max.	≤119dB+3dB
High frequency average OSPL <sub>90</sub>	110dB±4dB
EQ Input Noise	≤27dB+3dB
Frequency Range(Not narrower than )	350Hz-5000Hz
Working Current	≤2mA
Total Harmonic Distortion	≤7%+3%
Working Volatage	d.c.3.7V

\*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

Item	Charging Case
Charging box Input voltage	d.c.5.0 V
Working Voltage	d.c.3.7 V
Charging box Input current	≤40mA
Charging box Output current	≤30mA
Charging box Output voltage	d.c.4.2 V

## X. Accessories List

Hearing Aids: 2      Ear Dome: 4  
 Cleanning Tools: 1      Manual: 1  
 USB Cable: 1

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

## Notes:

- The device fulfills 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, EN ISO 14971, and FCC CFR 47 Part 15, Subpart B, Class B

## 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.
	Manufacturer information: The manufacturer is: Huizhou Jinghao Medical Technology Co.,Ltd.
	Shanghai International Holding Corp. GmbH (Europe) Address: Eiffestrasse 80,20537 Hamburg, Germany
	Date of manufacture
	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 ≥ Ø 12.5mm shall not penetrate; the grade of waterproof is vertically falling drops shall have no harmful effects.

## 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:  $-10^{\circ}\text{C} \sim 55^{\circ}\text{C}$ , 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 two (2) years 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.



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