



Use and Care Guide

Welcome to the TruHearing® family!
Get the most out of your new hearing aids.

TruHearing®



(Re)Discover the joy of sound.

Getting used to hearing aids can take a bit of time. We're here to make sure the transition is as smooth as possible and to help you get the most out of your hearing aids. This guide provides helpful tips for the topics below.

How to use your hearing aids

- Telling them apart
- Inserting and removing
- Changing volume and programs
- Using with a phone

How to care for your hearing aids

- Daily basics
- Weekly detail
- Safe storage
- Important warnings

How to be successful with your hearing aids

- Key strategies for training yours ears to hear again
- Troubleshooting tips
- Rechargeable battery care
- Battery care

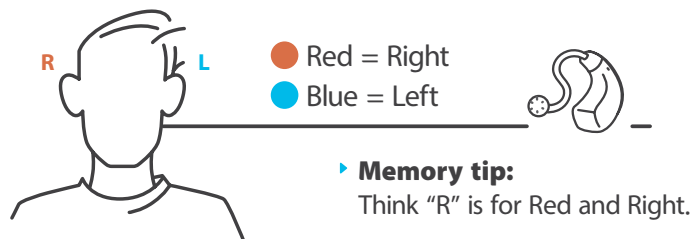


Questions?

We're happy to help: 1-833-312-3008

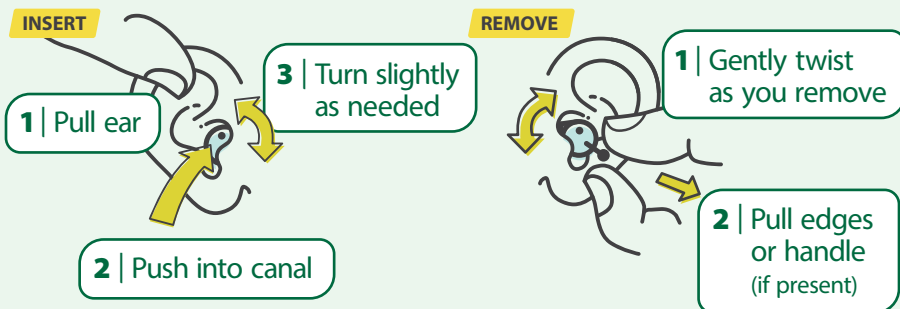
How to tell them apart

Look for the colored dot, mark, or text

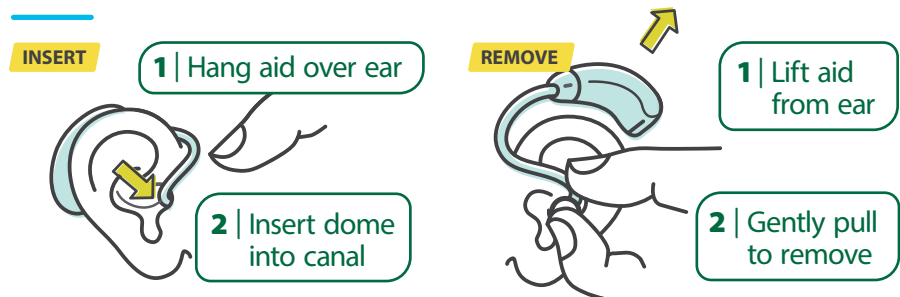


How to insert and remove

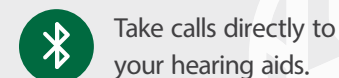
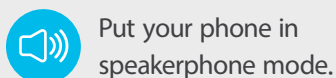
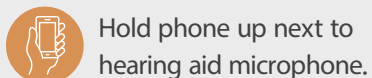
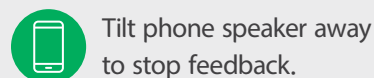
In-the-ear



Behind-the-ear

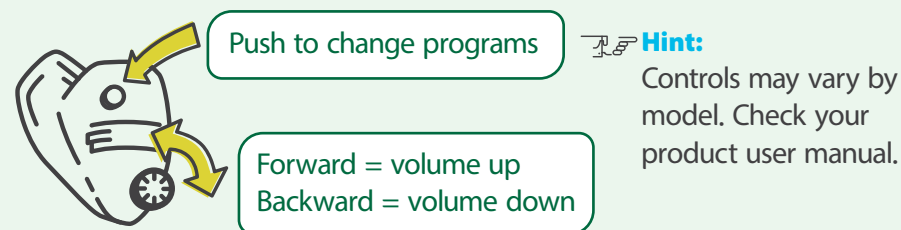


Helpful hints for phone use



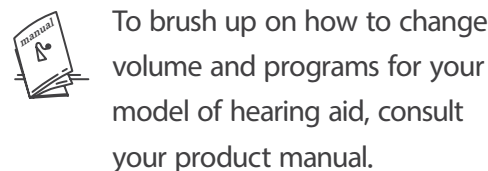
How to change volume and programs

In-the-ear

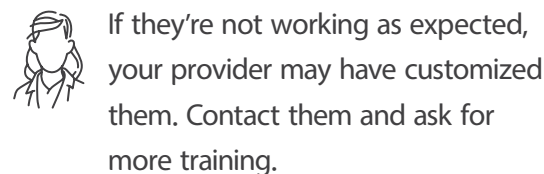


Behind-the-ear

How you change volume and programs varies by model.



▶ Some models have 1 button, some have 2.



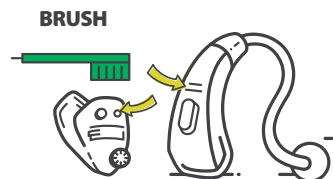
Other ways to change volume and programs:



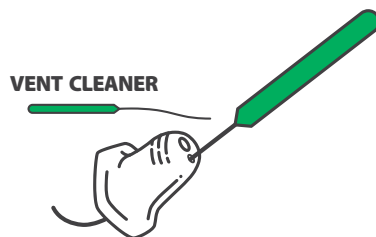
Learn more at
[TruHearing.com/resources](https://www.truhearing.com/resources)

Daily basics

Do this every day



Brush microphone ports to remove wax and debris.




For in-the-ear models, clean the vents.



Brush and wipe down the entire hearing aid.

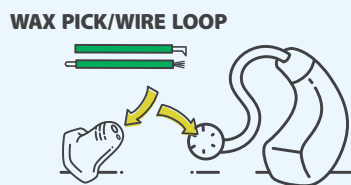
Try this tip

Clean them in the morning. The wax will be easier to remove after it's had time to dry overnight.

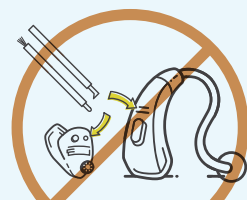
 **Need more help?** Watch cleaning videos at [TruHearing.com/GetStarted](https://www.truhearing.com/GetStarted)

Weekly cleaning

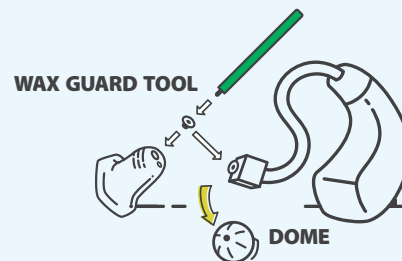
Give them a deeper cleaning once a week



Gently remove stubborn deposits or wax buildup.




Never use these tools on or around microphone parts.



Check and replace wax guard as needed.

Mark your calendar

 Be sure to visit your provider for a checkup and deep cleaning at least once a year.

Storage tips



Store them in a protective case.



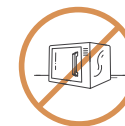
Keep away from pets.



Always put them in the same place.



Is it humid where you live? Keep them in a desiccant case or dehumidifier.



Never try to dry them in the microwave or oven.

Helpful care tips



Never use chemical solutions or wipes that aren't for hearing aids.



Keep away from hairsprays, perfumes, oils, and lotions.

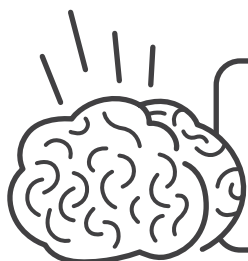


Get dressed and ready before putting your hearing aids in.



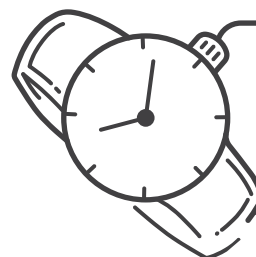
Beware of temperature extremes—don't leave them in your car.

Be patient



Wearing hearing aids trains your brain to hear again.

Be persistent



Regular use is the best way to help your ears and brain get used to hearing again.

New sounds

It's been a while since you've heard some sounds. Your brain needs time to get reacquainted.

New habits

Getting used to wearing hearing aids can take time. Be patient and soon you won't even notice they're there.

Better hearing

Wear them regularly for 4–6 weeks. This will give your ears and mind enough experience to adjust.

8 hours every day

- ▶ Wear them at least 8 hours a day consistently.
- ▶ Skipping days will slow your progress or even prevent your brain from fully adapting.

Your provider can help

Still having trouble after 2 weeks? Visit your provider for an adjustment.

For best results, make sure you wear them at least 8 hours every day.

Practice every day



Do a variety of activities so you can experience hearing in different settings.

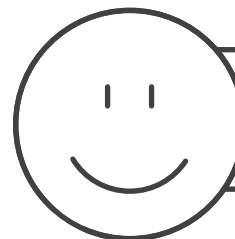
Try quiet settings before more challenging environments.

Challenging settings

- ▶ Walking outdoors
- ▶ In a quiet place
- ▶ At a party
- ▶ A busy restaurant
- ▶ A concert
- ▶ A public gathering

Don't be alarmed if you can't hear everything; people with normal hearing have trouble in these places too.

Stay positive



A positive attitude can make all the difference.

Stick with it

Even if it's not easy at first, keep at it, and you'll see the benefits.

Rely on your support team

- ▶ **Family** for help and encouragement
- ▶ **Provider** for adjustments as needed
- ▶ **TruHearing** for tips and information

Helpful hearing aid app tips



Ask your provider to help connect your hearing aids to your phone's Bluetooth®.



Many apps include helpful hearing lessons to improve your hearing experience.



Change hearing programs, adjust volume, and monitor battery status discreetly at the touch of a button.



Troubleshooting tips

IF SILENT:



- ▶ Is the battery door fully closed?
- ▶ Do you need to charge them or replace the battery?

IF QUIET:



- ▶ Is there wax in the dome? Give it a clean.
- ▶ Do you have earwax buildup in your ear? Your provider can help.

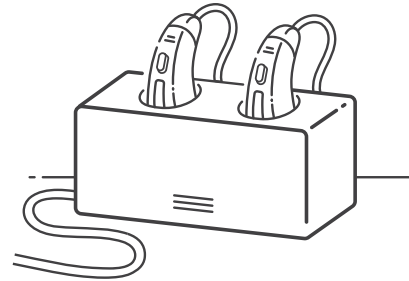
IF SQUEALING:



- ▶ Make sure it's fully inserted in your ear.
- ▶ Your ear may have earwax buildup; contact provider.

Rechargeable battery care

Charging your batteries



Always store in charging station when not in use—even if not fully drained.



- ▶ Batteries take 3–4 hours to fully charge.



- ▶ A full charge lasts about 24 hours.

For more detailed instructions on rechargeable battery care:

[TruHearing.com/rechargeable](https://www.truhearing.com/rechargeable)

Tips to extend battery life

IF YOUR HEARING AIDS HAVE:



Silver-zinc

A DOOR:

Keep door **OPEN** when not in use.



Lithium-ion

NO DOOR:

Turn off when not in use and store in charging station.



Batteries last **3–5 days** depending on use and battery type.

Battery care

Get more life out of your batteries

FULLY ACTIVATE BEFORE USE:

1. Remove sticker
2. Set face up
3. Wait 2 minutes



AVOID POWER DRAIN:



Keep door **open** when not in use.



Store away from food, medication, pets, and kids.



Do not store batteries in the refrigerator.



Never attempt to repair your hearing aid at home.

Always take them to your provider for repairs.

Additional resources

TruHearing offers a robust library of online resources to help you get the most out of your hearing aids. Use the links below to find answers to your questions:

Frequently asked questions:

[TruHearing.com/faq-ask-a-provider](https://www.truhearing.com/faq-ask-a-provider)

Hearing aid manuals:

[TruHearing.com/hearing-aid-manuals](https://www.truhearing.com/hearing-aid-manuals)

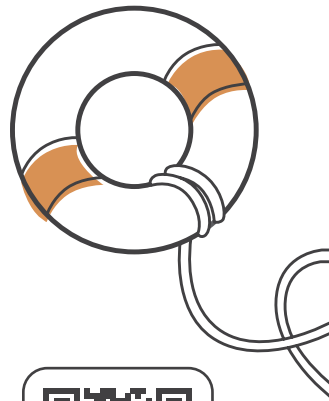
Success guides:

[TruHearing.com/success-guides](https://www.truhearing.com/success-guides)

Contact TruHearing directly:

Phone number: **1-833-312-3008**

Email: CustomerResponses@TruHearing.com



Scan this QR code with your smartphone to view our resources page.

