



Tune into a future of sound



Welcome to a world of better hearing!

Melody® Hearing Instruments understands that hearing loss affects one's quality of life. That is why we are dedicated to building the highest quality hearing instruments. Your new hearing instruments will soon be indispensable to you and will bring new pleasure and enjoyment to your life.

Melody Hearing Instruments was established in 2001 and is well known internationally for offering high quality, reliable, state-of-the-art hearing assistance technology. The Company specializes in Over-the-Ear (OTE) hearing instruments with the new Open Fit or Open Ear Technology (OFT).

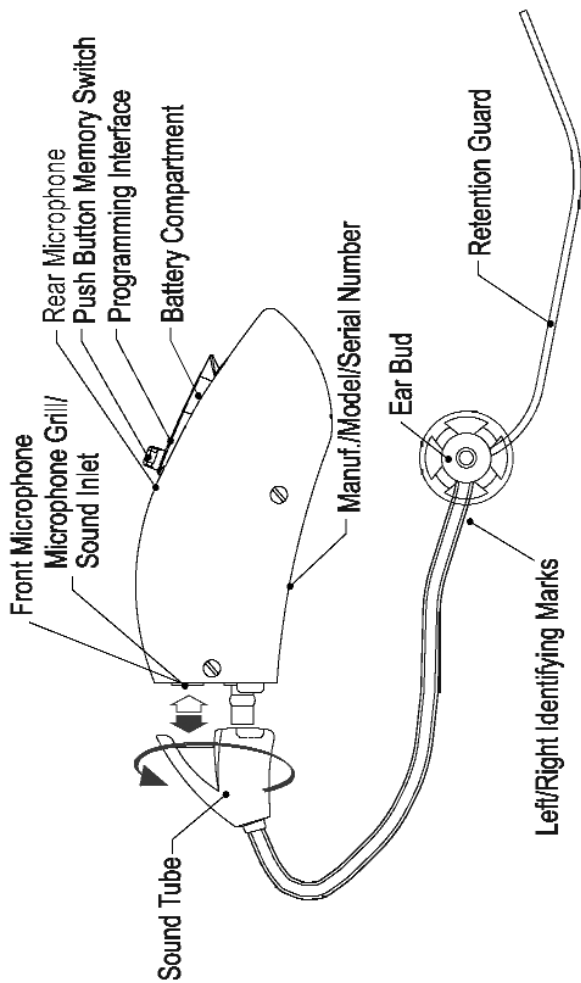
This booklet is designed for a number of Melody Hearing Instrument models. All models are pre-programmed at the factory to fit the widest hearing and communication requirements. Some models may also be programmable for customized needs. Please check with the product description on the website where you ordered to see exactly what programming features are included in your model.

A period of adjustment may be needed to become accustomed to your new hearing aids and the renewed world of sounds you will experience. The adjustment time varies for each individual and may be as little as a couple of weeks to as long as several months. Allow yourself time to become familiar with those sounds you have not heard for a long time. Before operating your hearing instruments, please read this manual thoroughly.



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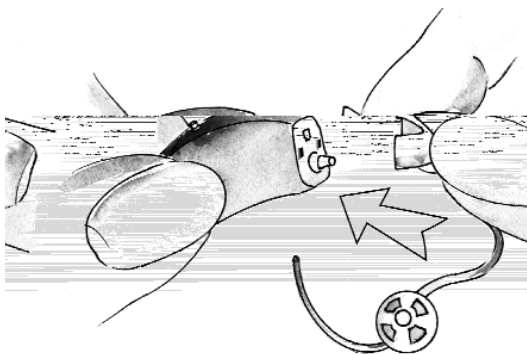


Attaching Your Hearing Aid Parts

Your hearing aid consists of three basic parts: The hearing aid case that fits behind the ear, the sound tube, and the ear bud.

Attach the ear bud by first aligning the mushroom shaped head so that it is facing away from the end of the sound tube. Push the stem of the bud onto the end of the sound tube until you hear a firm click. (To remove the bud, just reverse this process.)

Attach the sound tube onto the body of the hearing aid case by holding the end of the sound tube with the little lever in one hand and the hearing instrument in the other as shown in the diagram below. Line up the sound tube with the lever on top and push onto the little nipple that sticks out of the hearing aid case. With the lever lined up on top, push the sound tube straight onto the hearing aid case. There is no need to twist the tube when you push it on.



Proper Placement on Ear

Your MELODY™ hearing instrument should fit comfortably and easily over the top of your ear.

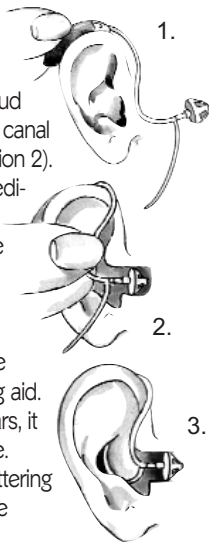
Step 1: Place the hearing instrument over the top of your ear. (Illustration 1)

Step 2: With your index finger, hold the sound tube where it attaches to the ear bud and gently push the ear bud into your ear canal until it is just inside your ear canal. (Illustration 2).

Note: Your hearing aid comes with the medium sized ear bud attached to the sound tube. If the ear bud hurts or appears to be too large in your ear canal, replace it with the smaller ear bud that comes with the hearing aid; conversely, if the ear bud appears to be too small, replace it with the larger ear bud that comes with the hearing aid. If you are wearing hearing aids on both ears, it is important to use the correct sound tube. The sound tubes are marked with “red” lettering for the Right ear and “blue” lettering for the Left ear. (Illustration 2)

Step 3: Place the retention guard of the sound tube into the bowl of your concha. The retention guard is the piece dangling off the sound tube. The concha is the little lip that runs around the bottom of your ear. (Illustration 3)

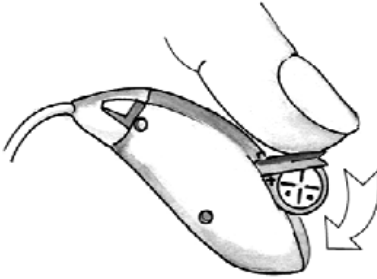
Be sure to open the battery door after removing the hearing aid from your ears as this will turn your hearing aid off and conserve battery power.



On/Off Function

Turning Your Hearing Aid On and Off

There is no on/off switch on our hearing aids. However, opening the battery door provides the same goal. There are two "off" modes, depending on how wide you open the battery door



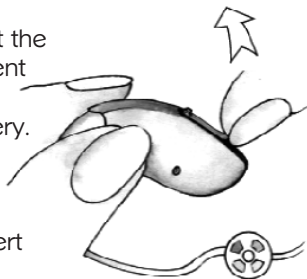
1. Grasp the notch on the battery door and pull it until one click is felt. Your hearing aid is now "off".
2. Open the battery door completely which will also turn off the hearing aid. **CAUTION:** Do not attempt to force the door open past the plastic stop on the door, otherwise you may damage your hearing aid.

In fact, when the hearing instrument is not in use, it is recommended that you open the battery door and remove the battery. This helps to prevent excessive battery drain and allows for proper ventilation of the hearing instrument.

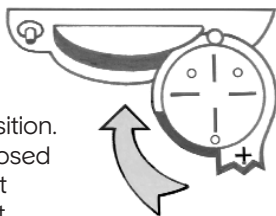
Battery Information

To replace your hearing instrument battery, follow these steps:

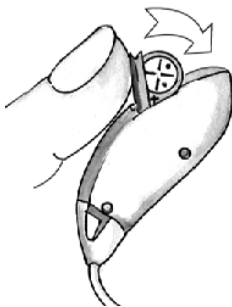
Step 1: Lift the notch at the edge of the compartment and swing open the door. Remove the battery.



Step 2: Remove the "yellow" colored tab on the 10A battery, insert the battery with the "+" side up, matching to the "+" on the battery compartment door.



Step 3: Hold the hearing instrument in a vertical position. Swing the door into the closed position. The compartment should close easily. Do not force it. If resistance is noted, check that the battery is inserted correctly.





Battery Life

Low Battery Detection:

Your hearing aid has a low battery detection system that continuously monitors battery life.

When the battery becomes low, the low battery warning will double beep 3 times. After the warning beeps are complete, normal operation resumes. The low battery warning beeps will repeat every 10 minutes until the battery becomes critically low. At that time, the end of the battery life warning sequence consisting of 6 double beeps is issued. The device is then muted and put into low power sleep mode. You must then replace your batteries. When the hearing instrument batteries go dead, remove them immediately and replace them with new batteries.

Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of the reach of pets and small children. In case of ingestion, contact your physician or call the National Button Battery Hotline at **(800) 876-4766**.

Expected Battery Life:

The life of your hearing instruments' batteries will vary depending on length of daily use, listening environments, and how your hearing instruments are programmed. However, each battery should last about 100 hours. If you turn off your hearing before going to bed, one battery can expect to last about 8 days.

When your hearing instruments are not in use, open the battery compartment to prevent excessive battery drain and ventilate the instruments.

You can order new batteries on our websites at <http://www.melodyhearingaids.com/batteries.asp>

Cleaning your Hearing Aid

The following instructions will assist in extending the life of your hearing instruments.

To Clean the exterior of the Instrument: Your hearing aid may accumulate wax due to the natural action of the ear. You should inspect your hearing instruments daily and clean them periodically to control wax buildup. To clean, very gently wipe the surface with a soft, dry cloth or moist cleaning wipes made especially for hearing instruments. Do not allow water or liquid to enter any openings on the instruments. Our hearing aid-specific maintenance kits are available at <http://www.melodyhearingaids.com/accessories.asp>.

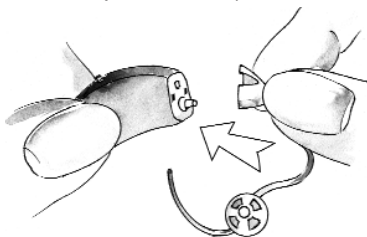
The sound tube delivers the amplified sound from the hearing instrument into the ear. It is important that these components fit properly in your ear. Please don't attempt to modify the shape or length of the sound tube yourself. The tube and bud should be cleaned regularly according to the instructions on the following pages.

The wearing of a hearing instrument may accelerate the accumulation of ear wax so make sure you clean wax from your ear canal at least twice a week. You should not use cotton swabs to clean your ears due to the risk of pushing the wax deeper into the ear canal.

Cleaning your Hearing Aid

(cont'd)

Allergic Reactions: The materials used in your hearing instrument are of the highest quality available, and the likelihood of an allergic reaction is slight. If the sound tube or the ear bud irritates your ear in any way for three or more days, contact your physician or allergist to get a test for the specific allergen. Specific signs of an allergic reaction are: swelling of the ear canal, annoying itch just inside the ear canal, redness around the outside of the ear canal. Pain when you insert or pull out the ear bud.



Cleaning the Sound Tube and Ear Bud

Remove the sound tube from the hearing instrument by gently twisting the tube 90° and pulling it straight off, away from the main instrument.

A thin plastic filament (cleaning rod) is provided to clean the inside of the tube and bud. To clean either item, push the cleaning rod through the sound tube, inserting at the opening where the tube attaches to the body of the instrument and push out through the bud.

Do not rinse or submerge the tube in water There is a risk of damage if a water drop becomes trapped in the sound tube. If this should occur, it may prevent sound from coming through the tube and water will harm the hearing aid's electronics if it is sucked into the case.

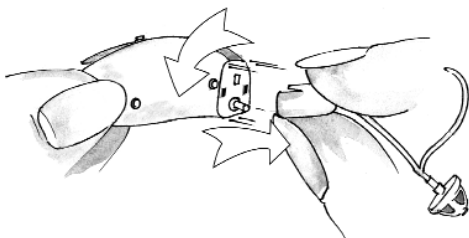
Cleaning your Hearing Aid

(cont'd)

Cleaning the Hearing Case

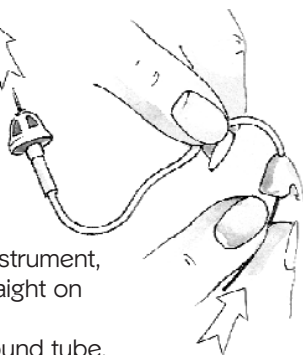
Do not rinse or submerge the case in water. There is a risk of damage if a water drop becomes trapped in the hearing aid case itself. Use the maintenance kit provided on the website; it has the proper solutions and pads that will not damage the hearing aid case.

<http://www.melodyhearingaids.com/accessories.asp>.



Reattaching the Hearing Aid Parts

Re-attach the sound tube onto the body of the instrument by holding the sound tube in one hand and the hearing instrument in the other hand. Line-up the sound tube and the connecting end of the instrument, push the sound tube straight on to the instrument body. No need to rotate the sound tube.





Caring for your Aid

The most common causes of hearing instrument repair are wax and moisture.

Sound Inlet Filters

Your MELODY hearing aid is equipped with a filter. This filter is located at the front and top of the instrument and prevents moisture and debris from getting into the hearing instrument. If the hearing instrument seems to have lost power and changing the battery does not correct the situation, the filter may be blocked and needs to be changed.

You can order a new filter at

<http://www.melodyhearingaids.com/replacementparts.asp>

Extended Storage

If it is necessary to store your hearing instruments for an extended amount of time, follow the steps below for proper storage.

1. Remove the battery.
2. Clean the instrument according to instructions on page 7.
3. Place the instruments in a cool, dry place. Either their original container or a hearing instrument dehumidifier is recommended. Our hearing aid-specific maintenance kits which include a dehumidifier jar are available at <http://www.melodyhearingaids.com/accessories.asp>.



Telephone Use

Your MELODY hearing aid allows you to use the phone as you normally do -holding the phone up to your ear. If you experience discomfort from the bud pressing in your ear canal, you may need a different size sound tube. If this occurs, contact us at **847-295-6946**.

Push Button Multi-Memory

Some of our hearing aids feature multiple memories for different environmental settings and listening situations. If your model has the push-button control, use it to switch between memories that have been programmed for different situations.

The Do's and Dont's of Hearing Aid Care

DO store the instruments overnight in a hearing aid dehumidifier to absorb moisture
(Be sure and remove batteries first).

DO always carry spare batteries.

DO replace the battery when the low battery warning beep sequence begins.

DO always care for your instrument as outlined in this manual.

DO dry the battery contacts with a cotton swab in cases of humid weather or heavy perspiration.

DO safely store hearing instruments when not in use. Keep them out of the reach of small children and pets.

DO remove your hearing instruments if you are going to have X-rays at your dentist or medical facility. It is best to keep them outside the room of the X-ray equipment.

The Do's and Dont's of Hearing Aid Care (cont'd)

DON'T leave your hearing instruments on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat and cold can damage the instruments.

DON'T wear the hearing instruments when using a hair dryer at home or when at the beauty salon, spa or barber.

DON'T wear the hearing instruments when having medical tests done such as MRI, X-rays or CT scans; as different types of radiation may damage the hearing instrument.

DON'T apply hair spray when wearing your hearing instruments. It may damage the microphone and erode the faceplate.

DON'T wear the instruments while taking a bath, shower, spa treatment or while swimming.

DON'T store the instruments in the bathroom during a shower or near a steam room as moisture created by the steam may cause damage.

Troubleshooting Guidelines

No Sound:

- Ensure that hearing instruments are turned on.
- Replace the battery.
- Ensure that there is no wax or debris in the sound tube.

Whistling / Feedback:

- Ensure that hearing instruments are properly placed up, behind the ear and ear bud is put into the ear canal.
- Excessive earwax, improperly sized instruments, and large vents can cause whistling. Contact us for any questions or bud replacements at **847-295-6946** or **support@melodyhearingaids.com**.

Not loud enough:

- Replace the battery.
- Ensure that there is no wax or debris in the sound tube.
- Ensure that hearing instruments are properly placed up, behind the ear and ear bud is put into the ear canal.
- Continual, excessive earwax can prevent sound from entering the ear. Contact your physician for solutions.

Troubleshooting Guidelines

(cont'd)

Sound is Distorted or Unclear:

- Replace the battery.
- Clean the sound tube.

Intermittent Sound:

- Clean the battery and contacts.
- Replace the battery.
- Ensure that there is no wax or debris in the sound tube. Clean it.

Static Noise:

- Clean the battery and contacts.
- Replace the battery.
- If you are near an electromagnetic field (i.e. near a computer screen or fluorescent lights), step away to see if the static clears.

Binaural Amplification

Hearing loss can be improved, in most cases, through medicine, surgery, or with a hearing aid. Hearing aids are the most commonly chosen option.

Today's hearing aids are quite small in size and feature sophisticated electronics that accommodate a wide variety of hearing losses. Nature gave us two ears for a reason and since the majority of people who have a hearing loss are affected in both ears, two (binaural) hearing instruments are typically recommended. Two hearing instruments should provide these benefits:

- Better overall sound quality when compared to one hearing instrument ("stereo sound").
- The ability to locate a sound source in noisy and normal listening conditions.
- Increased ability to understand speech in noisy and normal listening conditions.
- A sensation of balanced hearing.

Even the best technology can't do the work of two ears!

If you would like to purchase an additional hearing aid, please contact us at **847-295-6946** or order online at <http://www.melodyhearingaids.com>

Children with Hearing Loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the education and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss.



Our hearing aids and accompanying tubes and ear buds can be used by children 6 years or older.



Warranty Policy

Our warranty covers any defect in material or faulty production for a period of one year, except cords and batteries. We will, at our option, repair or replace the instruments or any defective part, at our expense, within the limits of the warranty.

This warranty will become invalid if the hearing instruments have been tampered with or altered in any way, or if the serial number has been altered, effaced, removed, or if any repairs have been made without authorization.

This warranty does not include a promise of specific hearing improvement because that depends upon your hearing needs, fitting, adjustments and proper use by you, the owner.

Any implied warranty shall be limited to one year from date of purchase. The only entity or individual who is authorized to perform the warranty obligations is Melody Hearing Instruments or its manufacturing partners. All in-house warranty work performed by us will be done within a reasonable period of time. If warranty work is performed and there appears to be a defect, malfunction, or failure to conform to the warranty, the obligations will be met if brought to our attention within 30 days from the date of the original warranty work.

This warranty is specifically limited to the scope set forth herein, and may not in any way be expanded by the other oral or written representations.

Warranties and Repairs

Returning your hearing aid under our 30 day Return Policy

If you are not completely satisfied with your hearing aid within 30 days of ordering, you may return it for a refund. To return for a refund, you must obtain a Return Product Authorization Number (RPA), otherwise we will not accept your package!

To obtain your RPA number, please email us at rpa@melodyhearingaids.com or call us at 1-847-295-6946.

After receiving your RPA number, carefully pack your hearing instrument into its container and ship back to us in a bubble wrapped envelope. Please write "RETURNS" and your RPA number on the outside envelope, and send it to the address on the hearing instrument white box. Before a refund is made a \$30 restocking fee for each hearing aid ordered and the original shipping charges will be deducted.

Returning your hearing aid for repair

All of our hearing instruments come with a 12 month manufacturer's warranty against manufacturing defects (See the specific terms of the Warranty on the prior page.) If you need to return your hearing aid for repair, you must obtain a Return Product Authorization Number (RPA), otherwise we will not accept your package.

To obtain your RPA number, please email us at rpa@melodyhearingaids.com or call us at 1-847-295-6946.

ALSO, please print out a repair form from our website at www.melodyhearingaids.com/repairs.pdf and fill it out completely. After receiving your RPA number and filling out the repair form, carefully pack your hearing instrument into its container and ship back to us in a bubble wrapped envelope. Please write "REPAIRS" and your RPA number on the outside of the envelope, and send it to the address on the hearing instrument white box. **Please include a check for \$30 to cover shipping and handling.**

After receiving the hearing aid, if we find that it is under our manufacturer's warranty, we will repair it at no charge. If, after receiving the hearing instrument, we find it is not under warranty, we will notify you of the cost of repairs.



Best Practices

Good health practice requires that a person with a hearing loss have a medical exam by a licensed physician who specializes in diseases of the ear, before purchasing a hearing instrument. Licensed physicians who specialize in the diseases of the ear are often referred to as Otolologists, Otolaryngologists (ear, nose and throat - ENT) or Otorhinolaryngologists.

If the hearing healthcare provider determines through inquiry, actual observation, or review of any other available information, that the prospective user has any of the following conditions then a hearing instrument should not be recommended:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap greater than or equal to 15 decibels at 500 Hertz (Hz), 1000 Hz, and 2000 Hz.
- Visible evidence of significant cerumen (wax) accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.



Best Practices

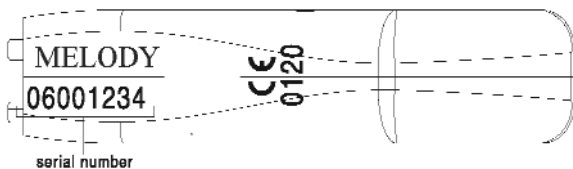
The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing, are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument.

Federal law restricts the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician. However, federal law allows a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician.

When you ordered your hearing aid online, you were required to click on the Waiver.

Interpretation of Serial Number

Each hearing instrument has its own unique number located on the exterior of the hearing aid. All warranties are based on the serial number.



Owner Information

Model: _____

Serial Numbers:

Left: _____

Right: _____

Purchase Date: _____

Battery Size: 10

Memory Set-Up:

(Not available in all models)

Memory A: Set at Factory

Memory B: Set at Factory

Memory C: Set at Factory

Memory D: Set at Factory

Original Warranty Expires: _____



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