

User guide

ReSound Premium Charger

GN Making Life Sound Better

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Introduction

Thank you for choosing our products and congratulations on the purchase of your new rechargeable hearing aids and charger. Our innovative recharging technology gives you expanded freedom and flexibility, allowing you to charge your hearing aids anywhere.

To benefit fully from your new charger, please read this manual carefully. With proper care, maintenance and usage, your hearing aids and charger will give you many years of improved hearing and communication.

This user guide contains instructions on how to use your charger. For information on using your hearing aids, consult the hearing aid user guide.

Intended use

The hearing aid charger is intended to charge rechargeable hearing aids. The charger is intended to be used only with ReSound rechargeable hearing aids.

Statement

This device complies with part 15 of the FCC rules and ICES-003 of the ISED rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.



NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and ISED rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur

in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment to an outlet or a circuit different from the one to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

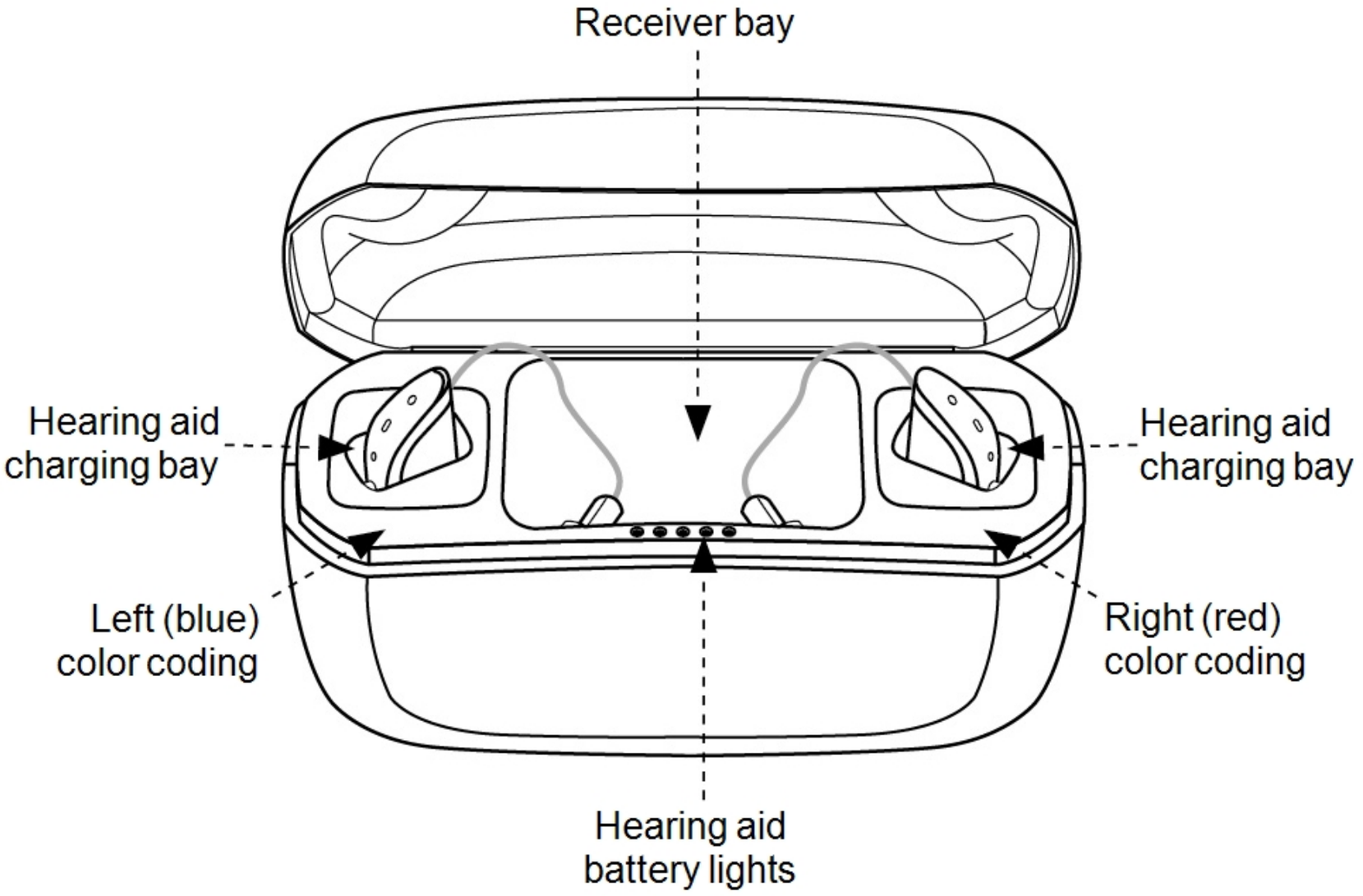
Changes or modifications can void the user's authority to operate the equipment.

The products are in compliance with the following regulatory requirements:

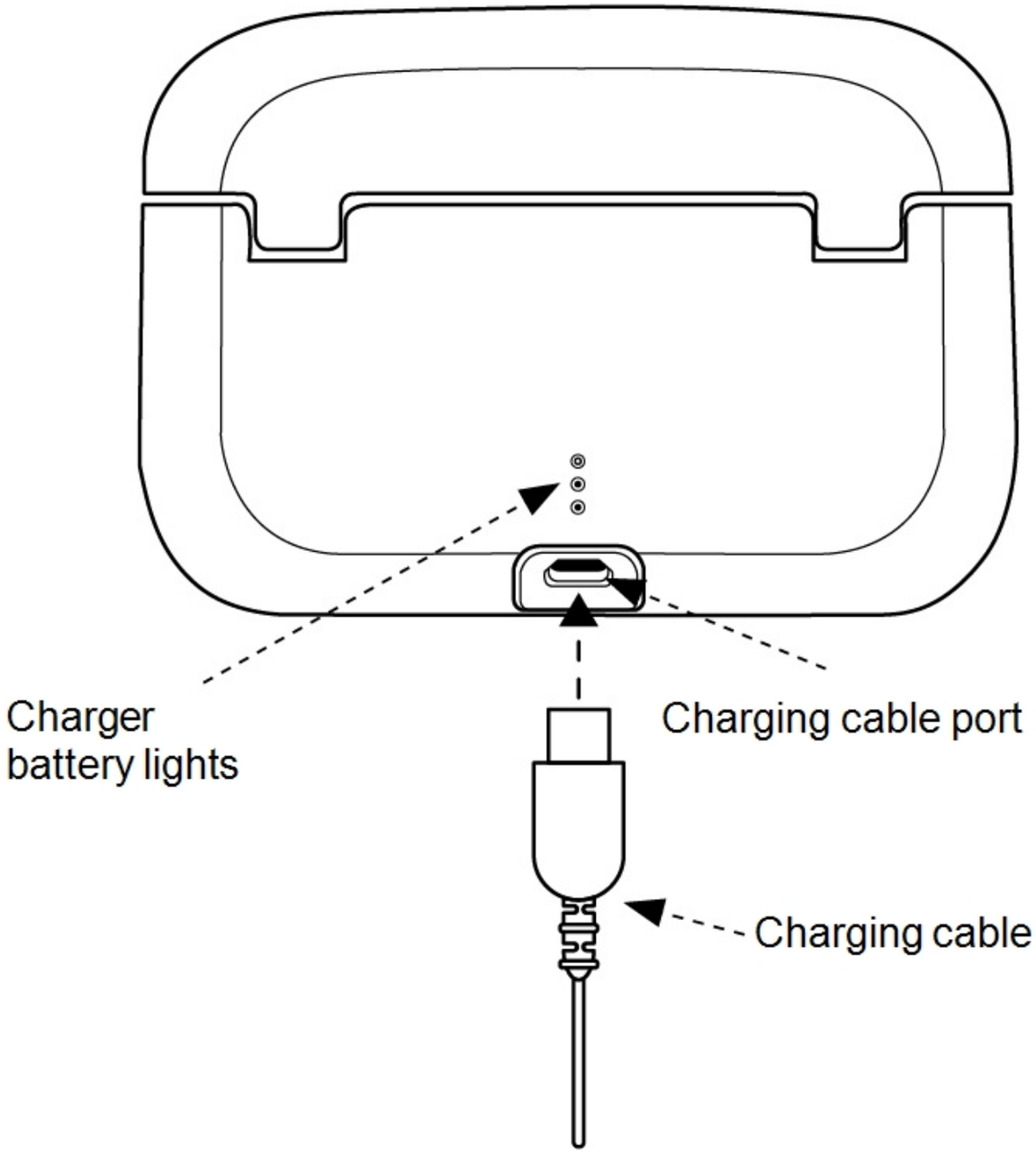
- In EU: The device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD).
- Hereby, GN Hearing A/S declares that the radio equipment type C-1 is in compliance with Directive 2014/53/EU.
- The full text of the EU declaration of conformity is available at the following internet address: www.declarations.resound.com.
- In the US: FCC CFR 47 Part 15, subpart B
- Other identified applicable international regulatory requirements in countries outside the EU and US. Please refer to local country requirements for these areas.
- In Canada: this device is certified under the rules of ISED

Hearing aid charger, Model: C-1.

Getting to know your charger



Seen from behind:

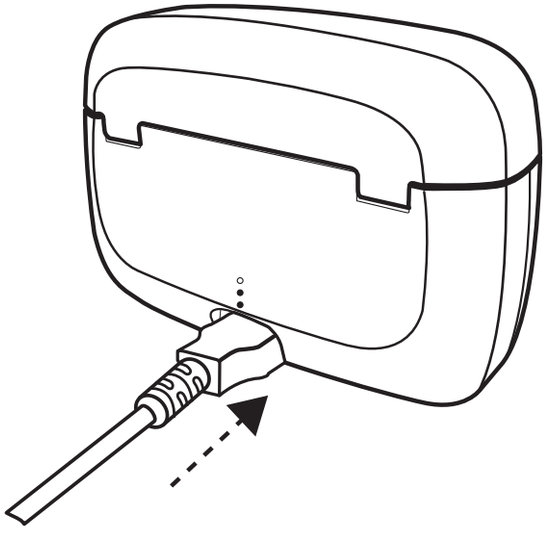


Getting started

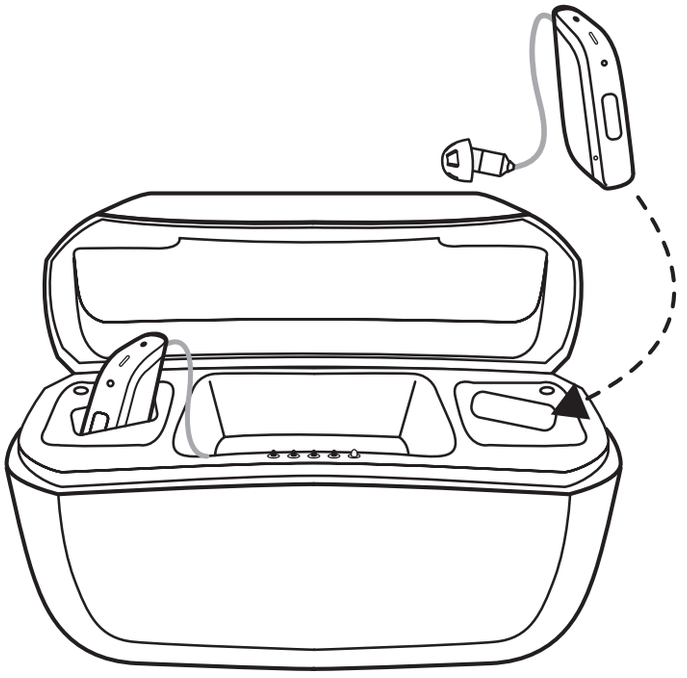
Placing your hearing aids in the charger

Fully charge your hearing aids before using them.

1. Plug the power adapter into a power outlet and connect the charging cable to the hearing aid charger.



2. Place your hearing aid receivers into the charging bays. The right hearing aid goes into the charging bay with the red color coding. The left hearing aid goes into the charging bay with the blue color coding.



If there is a sports lock attached to your receiver, be careful when placing the receiver into the charging bay.

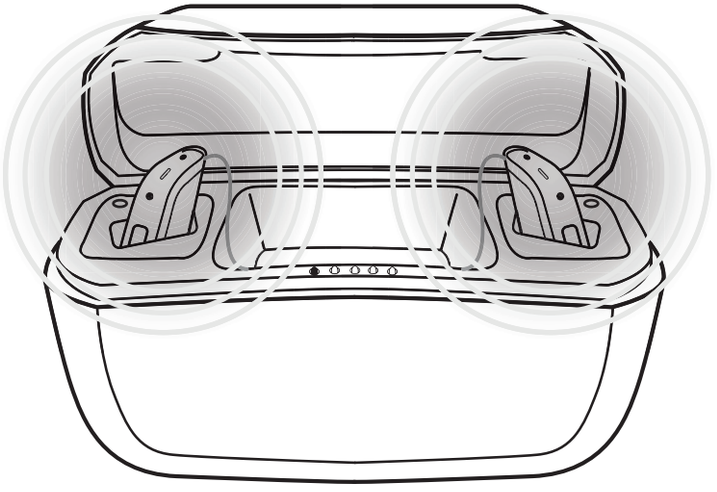
WARNING:

- Avoid charging your product in extremely high or low temperatures and do not use the charger outdoors or in damp areas.
- Only recharge the hearing aid charger with the power supply unit that has been supplied with the product.

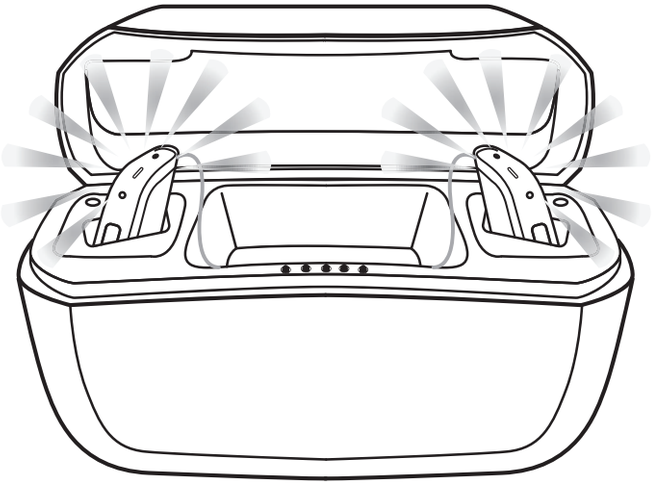
CAUTION: Before inserting your hearing aids into the charger, ensure that they are dry.

Charging your hearing aids

While your hearing aids are charging, the on/off light on your hearing aid will blink slowly. When fully charged, the light remains on (not blinking) until your hearing aid is removed from the charger.



When charging
– blinking.



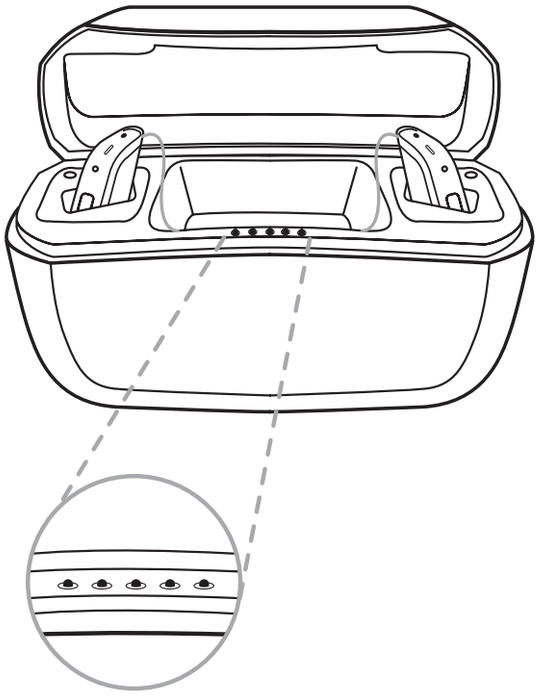
When fully charged
– on until removed.

When you insert your hearing aids into the charger or remove them, the five lights on the front of the charger show the charge level of the

hearing aid with the LOWEST charge. They light for 10 seconds and then turn off. If your hearing aids are in the charger, they will continue to charge.

Charger lights

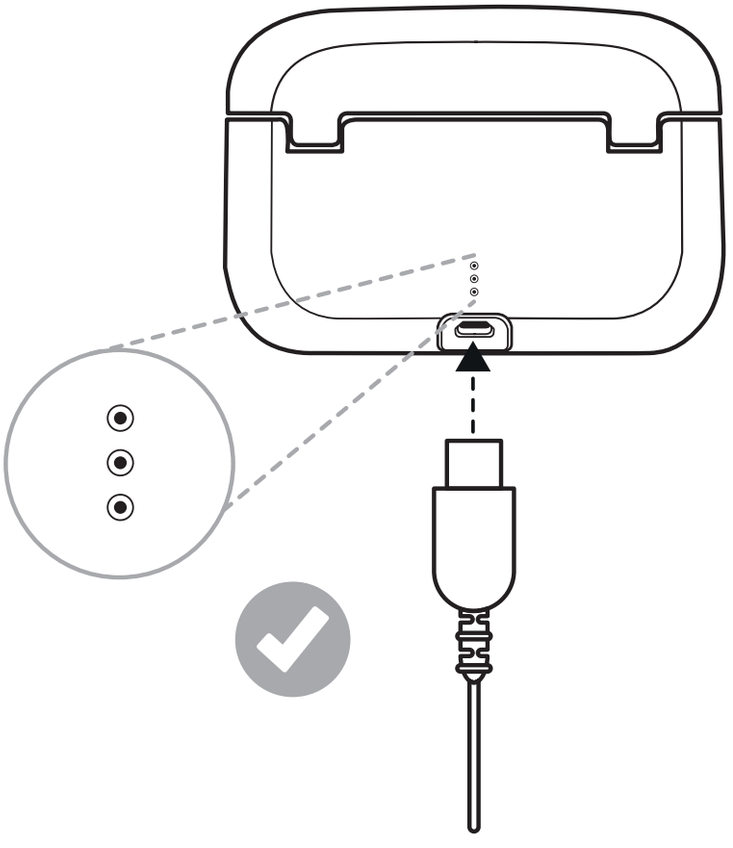
Number of lights	Battery level
•	0-20%
• •	20-40%
• • •	40-60%
• • • •	60-80%
• • • • •	80-100%



Charging the charger

Plug the power adapter into a power outlet and connect the charging cable to the hearing aid charger.

The three lights on the back of the charger show its the charge level. One red blinking light indicates that the battery is low and needs to be recharged. Three green lights mean it is fully charged.



When the charger is fully charged, it can fully charge your hearing aids three times before the charger itself needs to be plugged in and recharged.

Number of lights	Battery level
•	Light blinking red – less than 10% remaining
•	10-33% charged
••	33-66% charged
•••	66-100% charged

NOTE:

- When charging your hearing aid charger for the first time, let it charge for at least 3 hours, even if the battery lights indicate that the battery is fully charged.
- It is safe to leave the charger connected overnight – neither the batteries in the hearing aid charger nor those in the hearing aids can be overcharged.

Cleaning and maintenance

Cleaning your hearing aid charger

1. Clean the outside of the charger using a dry, clean cloth.
2. Clean the charging bays using a clean cotton bud.

WARNING: Do not use liquid to clean your hearing aid charger.

Care and maintenance

NOTE: For the best user experience, and to prolong the life of your charger, follow these steps:

- Keep your hearing aid charger dry and clean.
- To remove grease and moisture, wipe the hearing aid charger with a soft cloth after use.

General warnings

WARNING:

- Consult the airline for details regarding transportation of your hearing aid charger.
- Keep your hearing aid charger away from excessive heat like ovens or microwave ovens and direct sunlight. The heat may deform the casing, damage the electronics and deteriorate the surfaces.
- Never use your hearing aid charger in places with explosive gases such as mines, oil fields or the like unless these areas are certified for hearing aid use. Using your hearing aid charger in places that are not certified can be dangerous.

General precautions — Wireless hearing aid chargers

CAUTION:

- When wireless function is activated, the device uses low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the hearing aid charger away from the affected electronic device.
- For safety reasons, use only the charger supplied by ReSound.

Battery warnings for your hearing aid charger

NOTE: Your hearing aid charger contains a Li-Ion battery.

WARNING:

- Do not attempt to open the product or replace the battery; that will terminate the warranty.
- The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion or chemical burn. Dispose of rechargeable product according to local regulations. Please recycle when possible. Do not dispose the rechargeable product as household waste or attempt to burn it as it may explode.
- Batteries are harmful to the environment. Therefore, never try to burn them – dispose of your used hearing aid charger

according to your country's regulations or return it to your hearing care professional.

- If the outer casing of your rechargeable charger is broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the charger – contact your hearing care professional.
- Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness or skin irritation from battery leakage, seek medical attention.

Charger warnings

WARNING:

- When you disconnect the power cord, grasp and pull the plug, not the cord.
- Never use a damaged charger. A damaged or incorrectly reassembled charger can cause electric shock or fire when the product is subsequently used.
- Do not attempt to disassemble the charger as it may expose you to dangerous electric shock and cause the warranty to terminate.

Warnings to hearing care professionals

WARNING:

- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 60065 or IEC 60950-1, as appropriate.

Technical specifications

Portable Charger	
Dimensions	99.4 x 35 x 67.5 mm/3.9 x 1.4 x 2.7”
Weight	145 grams / 5.1 oz
Power supply	USB power supply, 5 V
Internal power source	Rechargeable lithium ion battery, 3.5-3.7 V, 2600 mAh
Charging time for internal lithium ion battery in the charger	Max 3.5 hours, depending on initial state of the battery
Battery life (fully charged, not connected to grid power)	Min. 3 full charges of 2 hearing aids. Without hearing aids: 12 months
Charging time for hearing aid	<40° C (+104 °F): 3 hours, depending on initial state of the battery
Wireless frequency between hearing aid and charger	2.4 GHz and 333 kHz

Troubleshooting guide

Symptom	Cause	Possible remedy
Hearing aid is not charging	Is the hearing aid sitting correctly in the charger?	Reinsert the hearing aid in the charger.
	Is the hearing aid charger charged?	Charge the hearing aid charger.
Charger is not charging	Cable is broken?	Consult your hearing care professional.
	Is the cable inserted correctly into the charger or the power outlet?	Reinsert the cable in the charger and in the power outlet.
	Is the power on in the house?	Check for example other appliances in the house.

Battery FAQ	
How do I prepare a new battery?	Normally no preparation is required. If necessary, charge the hearing aids in the charger and watch the battery lights on the charger. You can also see the battery level on the smartphone app.
Can I damage a battery by using it incorrectly?	No. The only exceptions would be use of excessive physical force or extreme temperatures.
Must I remove the hearing aids from the charger once they are fully charged?	No. For example, you can leave your hearing aids in the charger overnight.
Must I use up all the battery power before charging again?	No. Regular charging such as charging overnight is considered normal use. The batteries in the hearing aids and charger can be recharged at any level of charge.

Battery FAQ	
Must I charge the hearing aids fully before use?	Only the first time. A partial charge is fine and will not harm the hearing aids or the battery, but a full charge will provide the longest usage without needing to recharge.
Is it OK to interrupt charging of the hearing aids or charger before fully charged?	Yes. A partial charge causes no harm.
Why don’t my hearing aids turn on automatically after being in the charger for an extended period of time?	If you leave your hearing aids in the charger for more than 24 hours without having the charger connected to power, the charger will go into standby mode and turn off the hearing aids. If the charger is not connected to power and the charger battery runs out of power during charging, it will turn off the hearing aids to save hearing aid power.

Battery FAQ	
	When you remove your hearing aids from the charger, they will not turn on automatically as they usually do. Press the push button for 5 seconds to turn on your hearing aids manually.
Does the battery heat up when charging?	There is a slight temperature increase at the end of the charging process.
Can I charge the charger or hearing aids at low temperatures?	If the temperature is below +5°C (+41 °F), it will not charge. Charging must take place between +5°C (+41 °F) and +40° C (+104 °F).
Can I charge the charger or hearing aids at high temperatures?	The operating temperature range for the charger and the hearing aids is +5°C (+41 °F) - +40° C (+104 °F).

Warranties and repairs

ReSound provides a warranty on hearing aid chargers against defects in workmanship or materials, as described in the applicable warranty documentation. In its service policy, ReSound pledges to secure functionality at least equivalent to the original hearing aid charger. As a signatory to the United Nations Global Compact initiative, ReSound is committed to doing this in line with environment-friendly best practices. Hearing aid chargers, therefore, at ReSound discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing aid chargers is designated on the warranty card provided by your hearing care professional.

For hearing aid chargers that require service, please contact your hearing care professional for assistance. ReSound hearing aid chargers that malfunction must be repaired by a qualified technician.

Do not attempt to open the casing of the hearing aid charger as this will invalidate the warranty.

Expected service lifetime

The expected service life time for the charger is minimum 5 years.

Temperature test, transport and storage information

During normal operation the temperature should not exceed the limit values of +5°C (+41 °F) to +40° C (+104 °F), at a relative humidity of 90% , non-condensing. An atmospheric pressure between 700 hPa and 1060 hPa is appropriate.

During transport or storage, the temperature should not exceed the limit values of:

- -25 °C (-13°F) to +5 °C (40°F)
- +5 °C (41°F) to +35 °C (95°F) at a relative humidity up to 90 %, non-condensing
- >35 °C (95°F) to 70 °C (158°F) at a water vapor pressure up to 50 hPa.

Warm-up time: 5 minutes.
Cool-down time: 5 minutes.

Advisories



WARNING: Points out a situation that could lead to serious injuries.



CAUTION: Indicates a situation that could lead to minor and moderate injuries.



Advice and tips on how to handle your charger better.



Follow instructions for use.



Please ask your local hearing care professional concerning disposal of your charger.

NOTE: Country-specific regulations may apply.



Complies with ACMA requirements.

Complies with
IMDA Standards
DA105282

Acknowledgements

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Notes

Notes

Manufacturer according to EU Medical Device Directive 93/42/EEC and Health Canada:

GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

Distributor in USA:

GN ReSound North America
5005 Dean Lakes Blvd
Shakopee, MN 55379
USA
1-888-735-4327
resound.com

Distributor in Canada:

ReSound Canada
2 East Beaver Creek Road,
Building 3
Richmond Hill, ON L4B 2N3
Canada
1-888-737-6863
resound.com

ReSound Government Services
5005 Dean Lakes Blvd.
Shakopee, MN 55379
USA
1-800-392-9932
resound.com/veterans

CE

Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.

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