

User guide

Desktop Charger

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Introduction

Thank you for choosing our products and congratulations on the purchase of your new rechargeable hearing aids and charger.



NOTE: Read this booklet carefully before using the hearing aid charger for the first time.

This user guide contains instructions on how to use your charger. Consult the hearing aid user guide for information on using your hearing aids.

Intended purpose
The hearing aid charger is intended to charge rechargeable hearing aids. The charger is intended to be used only with our rechargeable hearing aids.

Therapeutic indications
The accessory has no therapeutic indications in itself.

Target group
The hearing aid charger is intended for use by lay persons.

Contraindications
No known contraindications.

Symbols



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



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



NOTE: Advice and tips on how to handle your charger.



Follow instructions for use. (Logo in blue)



Serial number.



Regulatory compliance mark for Australia and New Zealand.



Date of manufacture.



Legal manufacturer.



Unique Device Identification.



CE mark for EU.



TELEC certification for Japan.



KC certification for Korea.



MCMC certification for Malaysia.



IMDA label for Singapore.



NCC certification for Taiwan.



FCC certification for USA.



Catalogue number.



Do not dispose of your devices and batteries with ordinary household waste. Your devices and batteries should be disposed of at sites intended for electronic waste or returned to your hearing care professional for safe disposal.

Country-specific regulations may apply.

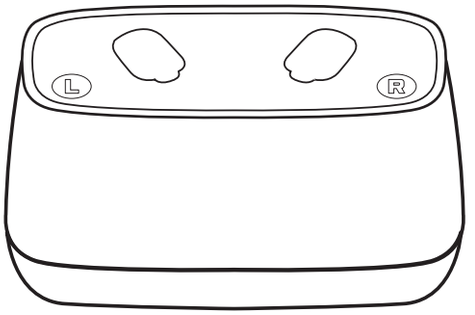
Getting started

What is in the box

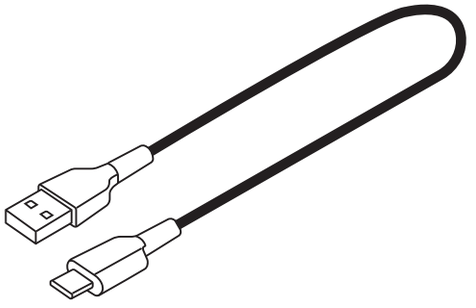
The box that contains the charger and its accessories may be part of a larger box that also contains your hearing aids.

The charger box contents are: the charger, a charging cable, and a power adapter (the power adapter plug design varies according to regional requirements).

Charger

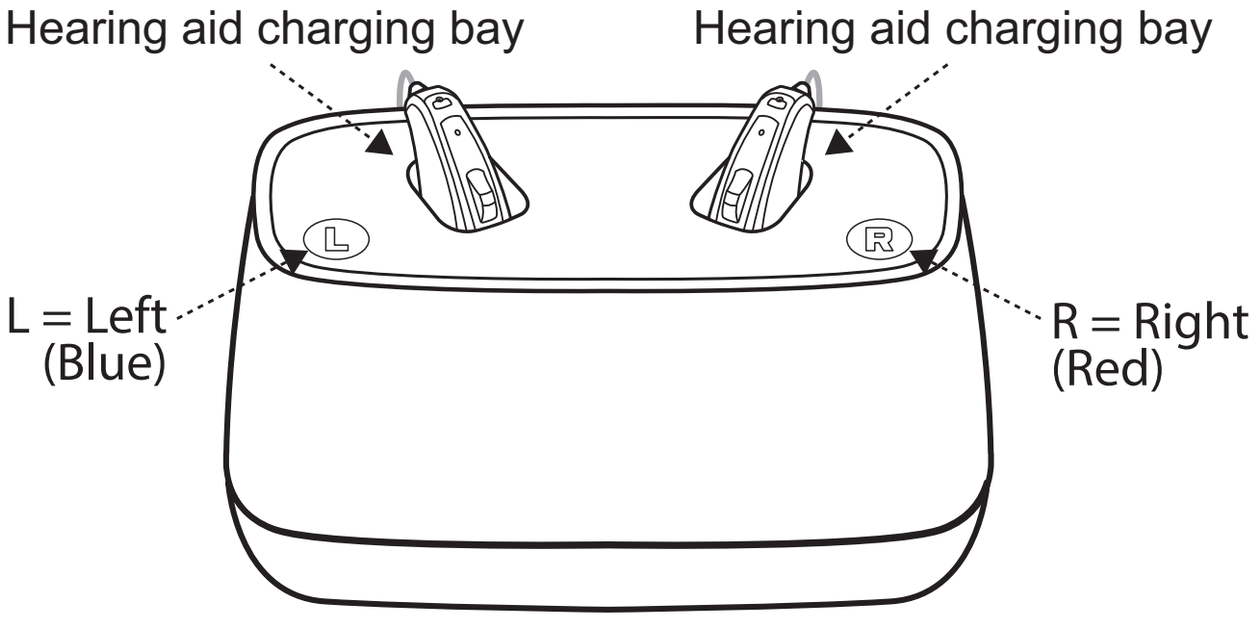


Charging cable:
USB-A to USB-C

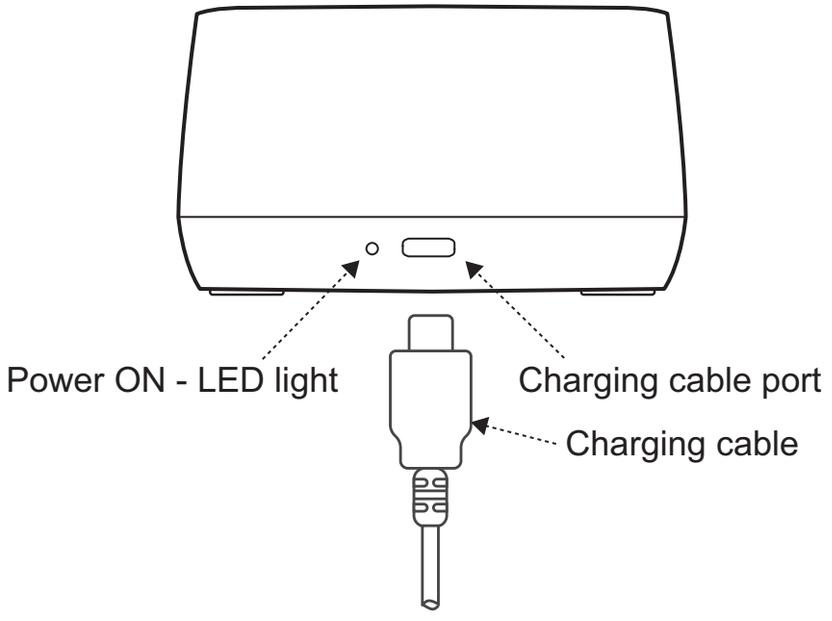


Getting to know your charger

Front view



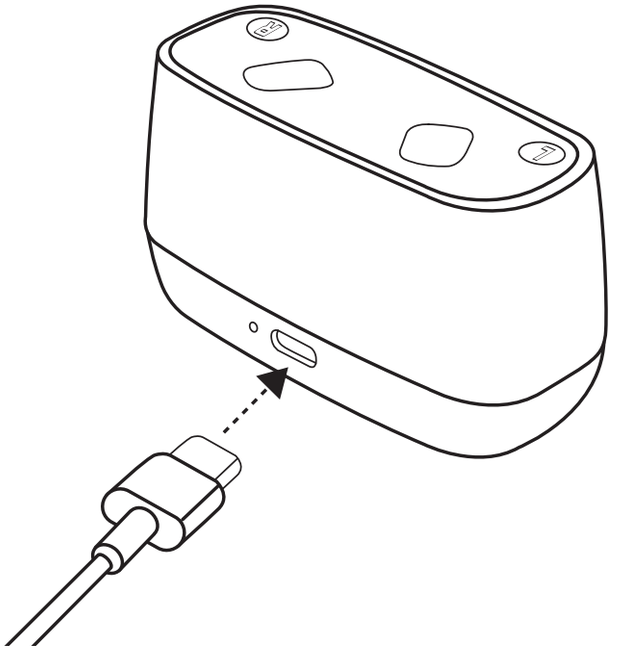
Back view



The 10-digit serial number is located on the base of the device.

Preparing the charger

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



WARNING:

- For safety reasons, use only the charger supplied by the manufacturer.
- For safety reasons, only power the hearing aid charger through the power cable and power adapter supplied with the charger.

CAUTION:

- Check the charger regularly for any signs of melting, deformation, discoloration or overheating. If you experience

any of the mentioned, disconnect the charger from the power outlet, let it cool down before touching it and discontinue use. Contact GN Hearing customer service immediately.

- Always inspect the charging ports and power cable plug for any debris before charging. If you see debris, use a dry cloth to clean it.
- Always inspect the charging ports and power cable before charging for any signs of damage or discoloration.

Take care when plugging and unplugging your power cable. Do not force or bend the end of the power cable into the charging port.

Contact your hearing care professional if you need a power cable or power adapter.

Charging your hearing aids

When charging, ensure your charger is placed on a flat, heat-resistant surface, is not covered, and is not in an enclosed space.



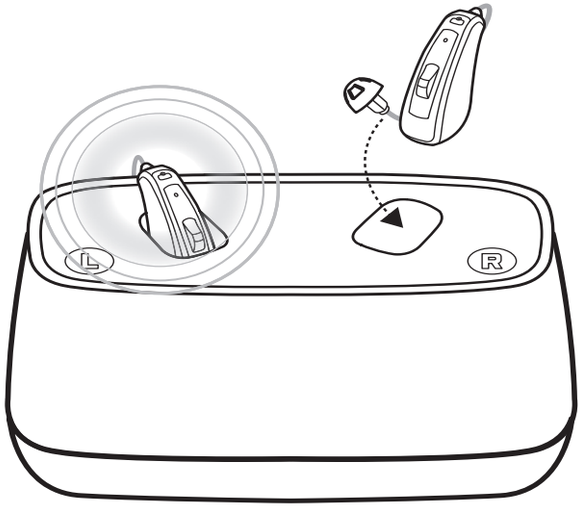
CAUTION: Before putting your hearing aids into the charger, ensure that they are dry.

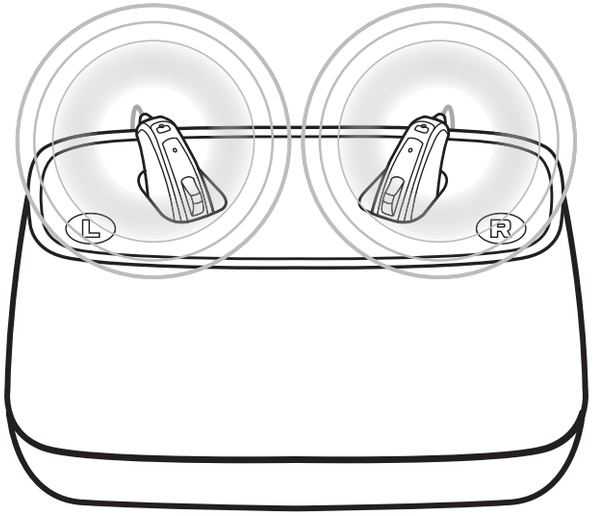
NOTE:

- Make sure that your hearing aids are fully inserted into the charger.

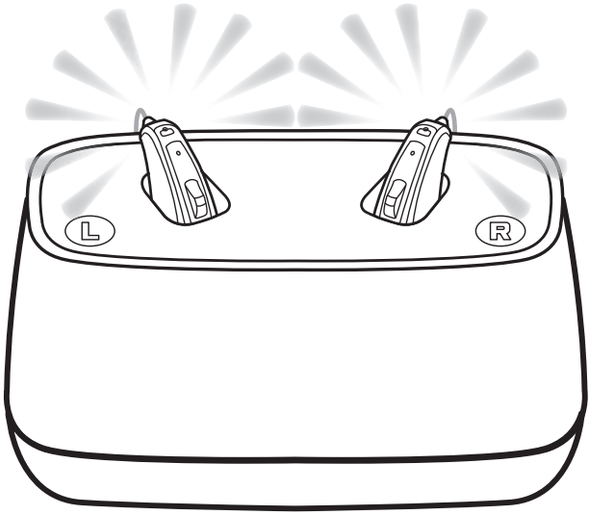
While your hearing aids are charging, the on/off light on your hearing aid will blink slowly. When fully charged, the light remains on (not blinking) until your hearing aid is removed from the charger.

Place your hearing aids into the charging bays as shown to the right. Place the left hearing aid into the charging bay marked "L" (left). Place the right hearing aid into the charging bay marked "R" (right). The LED will light up, indicating that charging has been initiated.





When charging
– blinking.



When fully charged
– on, until removed.

Fully charge your hearing aids before using them for 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.

The batteries in the hearing aids can be recharged at any level of charge. You can see the battery level on the smartphone app.

CAUTION: Charging your hearing aids at ambient temperatures over 35°C (95°F) will lead to extended charging times.

WARNING: Taking the hearing aids out of the charger while charging at ambient temperatures above 35°C (95°F) might result in a hearing aid temperature up to 43°C (109°F). They may feel uncomfortably hot.

NOTE: Contact your hearing care professional if any problems arise during charging.

Cleaning and maintenance

Cleaning your hearing aid charger

- Ensure the charger is disconnected from any power outlet before cleaning.
- Clean the outside of the charger using a dry, clean cloth.
- Do not blow air into the charging port or power cable plug with your mouth or use hard, sharp objects to clean it.
- Clean the charging bays using a clean cotton swab.

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

Care and maintenance

To have 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 dry, soft cloth after use.

Warnings and precautions

WARNING:

- 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 similar unless these areas are certified for hearing aid use. Using your hearing aid charger in places that are not certified can be dangerous.
- When you disconnect the power cable or any enhancement, grasp and pull the plug, do not pull the cable.
- Never use a damaged charger. A damaged or incorrectly reassembled charger can cause an electric shock or fire when the product is subsequently used.
- Do not attempt to disassemble the charger as it may expose you to a dangerous electric shock and cause the warranty to terminate.

- Connecting the charger to a damaged power adapter or a damaged power outlet may damage the charger or lead to a malfunction.
- If the outer casing of your charger is broken, do not attempt to use the charger – contact your hearing care professional.
- No modification of this charger is allowed.
- Do not recharge non-rechargeable hearing aids containing zinc-air batteries with any charger as they may leak or explode.
- Keep your rechargeable hearing aid away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- This charger contains small parts. Swallowing small parts can result in choking. If small parts are swallowed, seek immediate medical attention.
- Avoid exposing your product to rain, moisture, or other liquids, to protect against damage to the product or injury to you.
- Exposing the charger to temperatures beyond the supported range may cause permanent damage. Do not expose to direct sunlight and do not place in a hot car.
- Avoid charging your device in extremely high or low temperatures.

- Do not use the charger outdoors or in damp areas.



CAUTION:

- When the wireless function is activated, the device uses low-powered digitally coded transmissions to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. If this happens, move the hearing aid charger away from the affected electronic device.

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 equivalent, as appropriate.

Technical specifications

Dimensions	82.0 x 36.2 x 44.9 mm (3.2 x 1.4 x 1.8")
Weight	82 g (2.9 oz)
Power supply	USB power supply, 5 V
Charging time for hearing aid when charging in recommended operating conditions[1]	3.5 hours, depending on initial state of the batteries
Bluetooth and wireless frequencies between hearing aid and charger[2]	2.4 GHz and 333 kHz or 135 kHz

[1]Refer to your hearing aid user guide for more information about charging times

[2]Refer to your hearing aid user guide for more information about the charging frequency

Troubleshooting

Symptom	Possible cause	Possible remedy
Hearing aid is not charging	Is the hearing aid correctly inserted in the charger?	Put the hearing aid back in the charger.
	Is the charger plugged into a working power outlet?	Plug in to a power outlet.

Warranties and repairs

The manufacturer provides a warranty on hearing aid chargers in the event of defects in workmanship or materials, as described in the applicable warranty documentation. In its service policy, the manufacturer pledges to secure functionality at least equivalent to the original hearing aid charger. As a signatory to the United Nations Global Compact initiative, the manufacturer is committed to doing this in line with environment-friendly best practices. Hearing aid chargers, therefore, at the manufacturer's 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 your warranty card, which is provided by your hearing care professional.

For hearing aid chargers that require service, please contact your hearing care professional for assistance. 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 device is a minimum of 5 years.

Environmental conditions for operation, transport, and storage

Operational conditions
During normal operation the temperature should not exceed the limit values of +5°C (41°F) – +35°C (95°F), at a relative humidity of 90%, non-condensing. An atmospheric pressure between 700 hPa and 1060 hPa is appropriate.

When charging, your hearing aids may reach +43°C (+109°F).

Transport and storage temperature conditions
During transport or storage, temperatures should not exceed:

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

Warm-up: 5 minutes

Cool-down: 5 minutes

Statement

Hearing aid charger, Model: C-3
This device complies with part 15 of the FCC rules and ICES-003 of the ISED rules. Its 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 according to 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:

- Redirect or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver
- Connect the equipment to an outlet or a circuit that is 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 the EU: The device conforms to the General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).
- GN Hearing A/S hereby declares that the radio equipment type C-3 is in compliance with Radio Equipment Directive 2014/53/EU (RED).

- The full text of the EU declaration of conformity is available at the following internet address: www.declarations.resound.com/en.
- In US: FCC CFR 47 Part 15, subpart C.
- For 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.
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance: This device has been certified pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法).

Hearing aid charger of type C-3 is available in the following variant: Hearing aid charger (C-3).

Acknowledgements

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Notes

Manufacturer according to EU Medical Device Regulation 2017/745 and Health Canada:

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

Manufacturer according to FDA:

GN Hearing
5005 Dean Lakes Blvd
Shakopee, MN 55379
USA

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.

402047011US_CA- 25.11 - Rev. E (Date of issuance: 2025.11.01)