

User guide

ReSound Desktop Charger

GN Making Life Sound Better

resound.com

Table of Contents

Introduction 3
Intended use 4
Statement 5
Getting to know your charger 9
Getting started 11
Cleaning and maintenance 15
General warnings 16
General precautions — Wireless hearing aid chargers .. 18
Warnings to hearing care professionals 19
Technical specifications 20
Troubleshooting 21
Warranties and repairs 24
Temperature test, transport and storage information ... 26
Advisories 27
Acknowledgements 28

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

Hearing aid charger, Model: C-3

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.

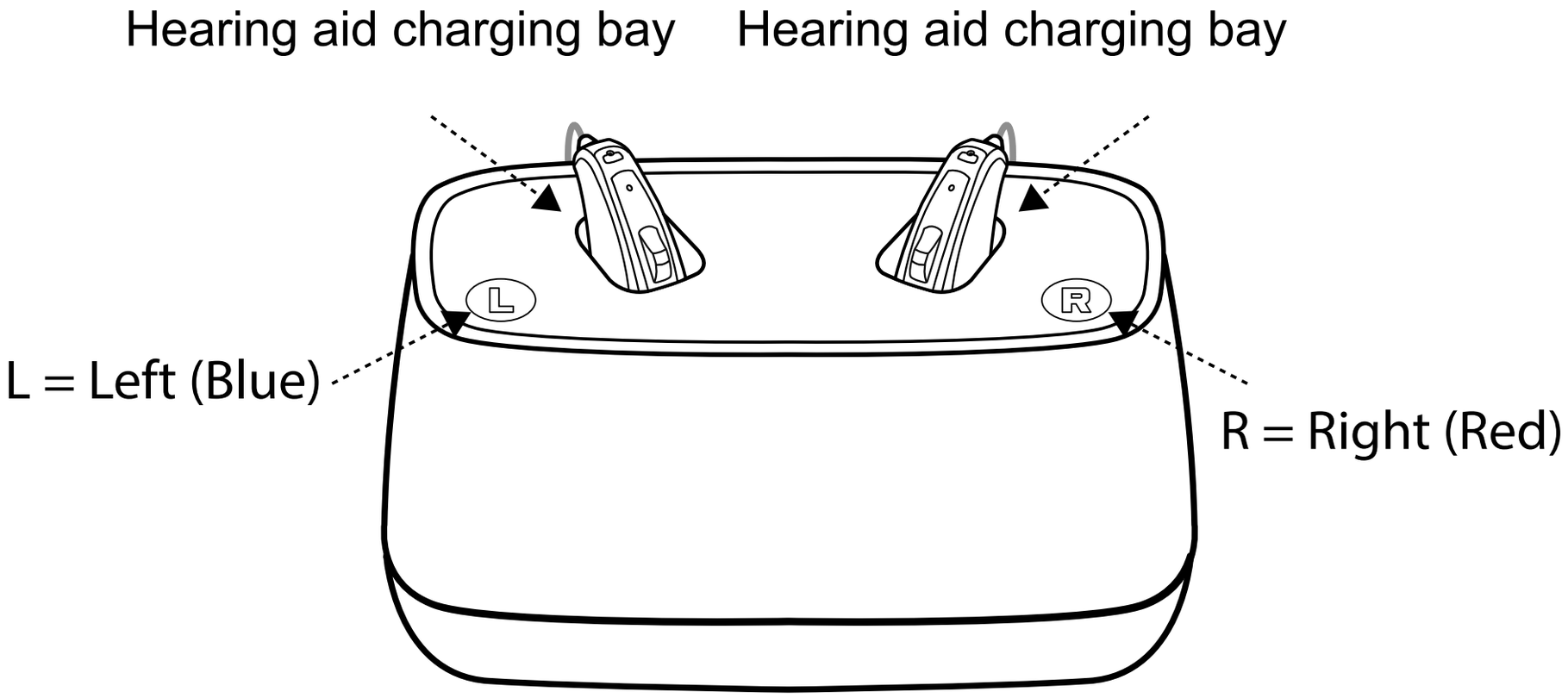
Changes or modifications can void the user's authority to operate the equipment.

The products are in compliance with the following regulatory requirements:

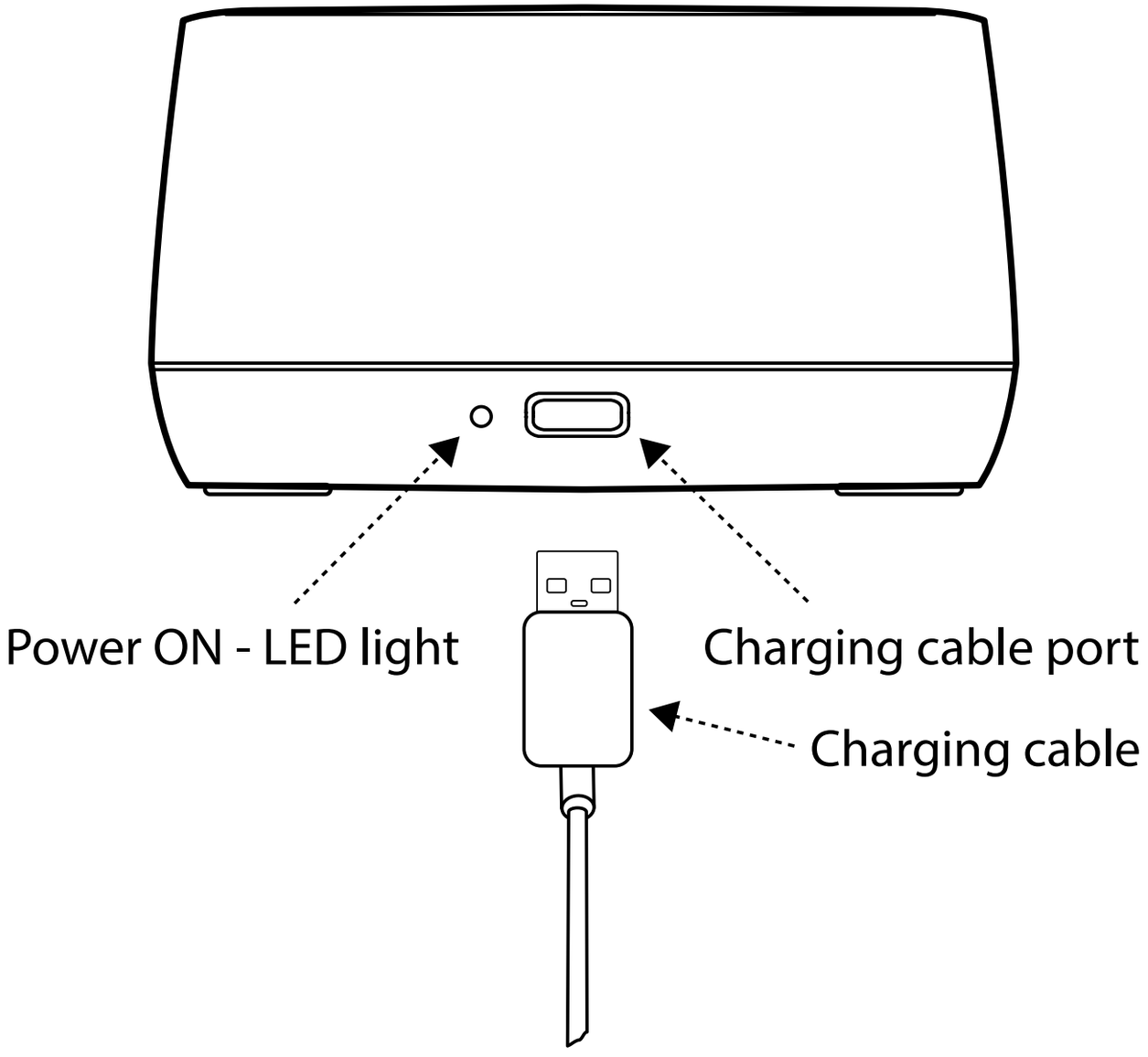
- In EU: The device conforms to the Essential Requirements according to Annex I of Council Directive 93/42/EEC for medical devices (MDD).
- Hereby, GN Hearing A/S declares that the radio equipment type C-3 is in compliance with Directive 2014/53/EU.
- The full text of the EU declaration of conformity is available at the following internet address: www.declarations.resound.com.
- In the US: FCC CFR 47 Part 15, subpart B.

- 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.

Getting to know your charger



Seen from behind:



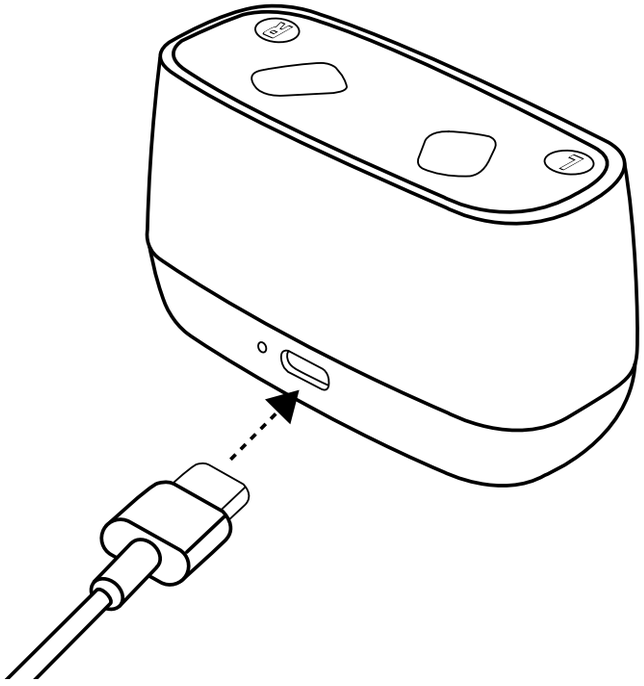
Getting started

Placing your hearing aids in the charger

Fully charge your hearing aids before using them.

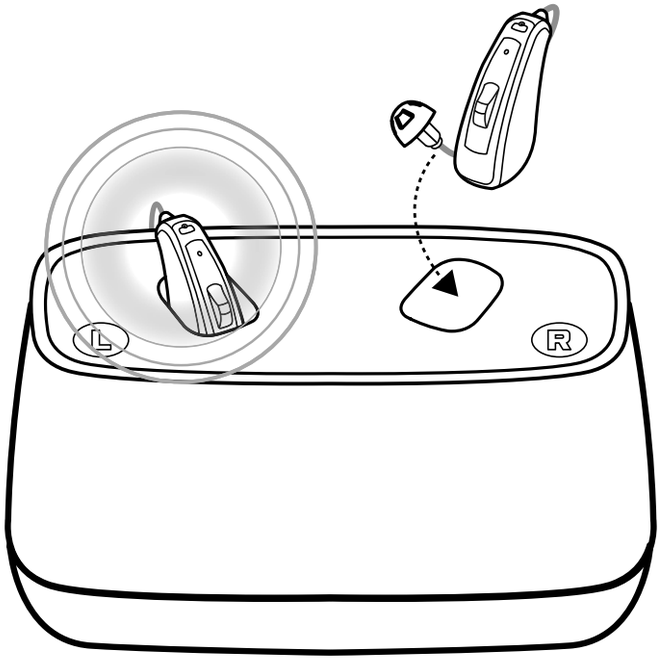
CAUTION: Before inserting your hearing aids into the charger, ensure that they are dry.

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



2. Place your hearing aids into the charging bays as shown on the right.

   The left hearing aid goes into the charging bay marked "L" (left).The right hearing aid goes into the charging bay marked "R" (right). The LED will light up, indicating that charging has been initiated.



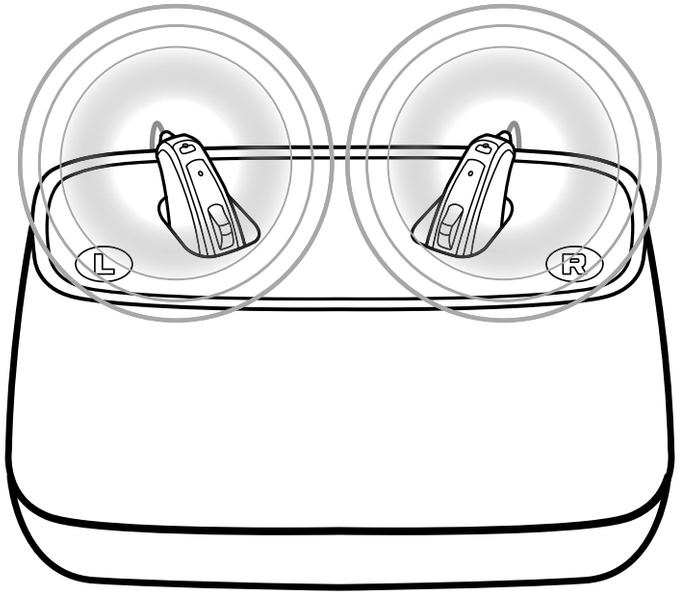
NOTE: Make sure that your hearing aids are fully inserted into the charger.

WARNING:

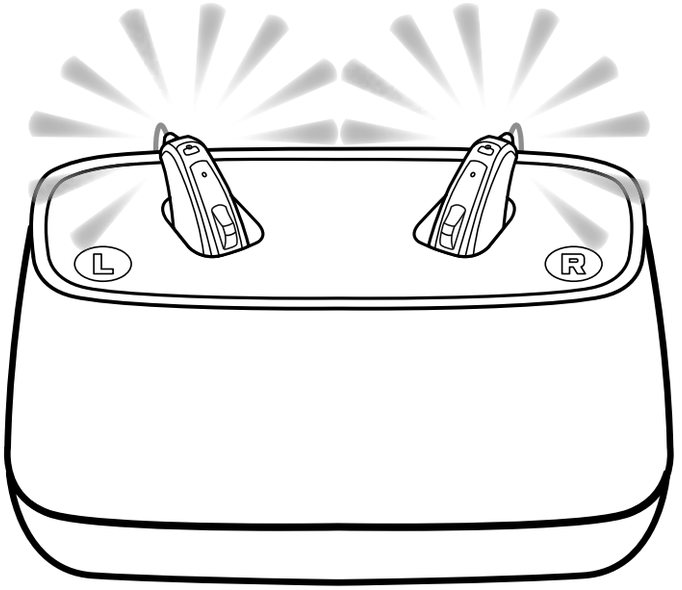
- Keep your rechargeable hearing aids away from pets, children and people with cognitive, intellectual or mental health challenges.
- Avoid charging your product in extremely high or low temperatures and do not use the charger outdoors or in damp areas.
- Only recharge the hearing aid charger with the power supply unit that has been supplied together with the product.

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.

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:

- Keep your rechargeable hearing aids away from pets, children and people with cognitive, intellectual or mental health challenges.
- 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.
- Avoid exposing your product to rain, moisture or other liquids to protect against damage to the product or injury to you.
- 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.

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.

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

Desktop Charger	
Dimensions	82 x 36.0 x 46 mm / 3.2 x 1.4 x 1.8”
Weight	82 grams / 2.9 oz
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

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 charger plugged into a power outlet?	Plug into a power outlet.

Charger FAQ	
How do I prepare my new charger for use?	Normally no preparation is required.Just plug it in as described in the section Getting Started. When required, charge the hearing aids in the charger and check the battery lights on the hearing aids: Blinking while charging; steadily lit when fully charged. You can also see the battery level on the smartphone app.

Charger FAQ	
Can I damage my charger 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.
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.

Charger FAQ	
Is it OK to interrupt charging of the hearing aids before fully charged?	Yes. A partial charge causes no harm.
Can I charge the 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 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 a minimum of 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. 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 (41°F)
- +5 °C (41°F) to +35 °C (95°F) at a relative humidity range of 15 % 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

Complies with IMDA standards.

Acknowledgements

Portions of this software are written by Kenneth MacKay (micro-ecc) and licensed under the following terms and conditions:

Copyright ® 2014, Kenneth MacKay. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS “AS IS” AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

© 2020 GN Hearing A/S. All rights reserved. ReSound is a trademark of GN Hearing A/S.

Notes

Notes

Manufacturer according to EU Medical Device Regulation 2017/745:

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

Manufacturer according to FDA:

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

4014760 11US_CA_VA- 26.02 - Rev. C (Date of issuance: 2026.02.01)

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.