Beltone.com



User guide

Beltone Premium Charger

Beltone™

Table of Contents

Introduction 3
Intended purpose 4
Symbols 5
Getting to know your charger 6
Getting started 8
Cleaning and maintenance 14
General warnings 15
General precautions — Wireless hearing aid chargers 16
Battery warnings for your hearing aid charger 17
Charger warnings 19
Warnings to hearing care professionals 20
Technical specifications 21
Troubleshooting 22
Warranties and repairs 25
Temperature test, transport and storage information 26
Statement 27
Acknowledgements 30

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.

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 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 purpose

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

The hearing aid charger is intended to be used by lay persons.

No known contra-indications.

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.



Legal manufacturer.



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

NOTE: Country-specific regulations may apply.

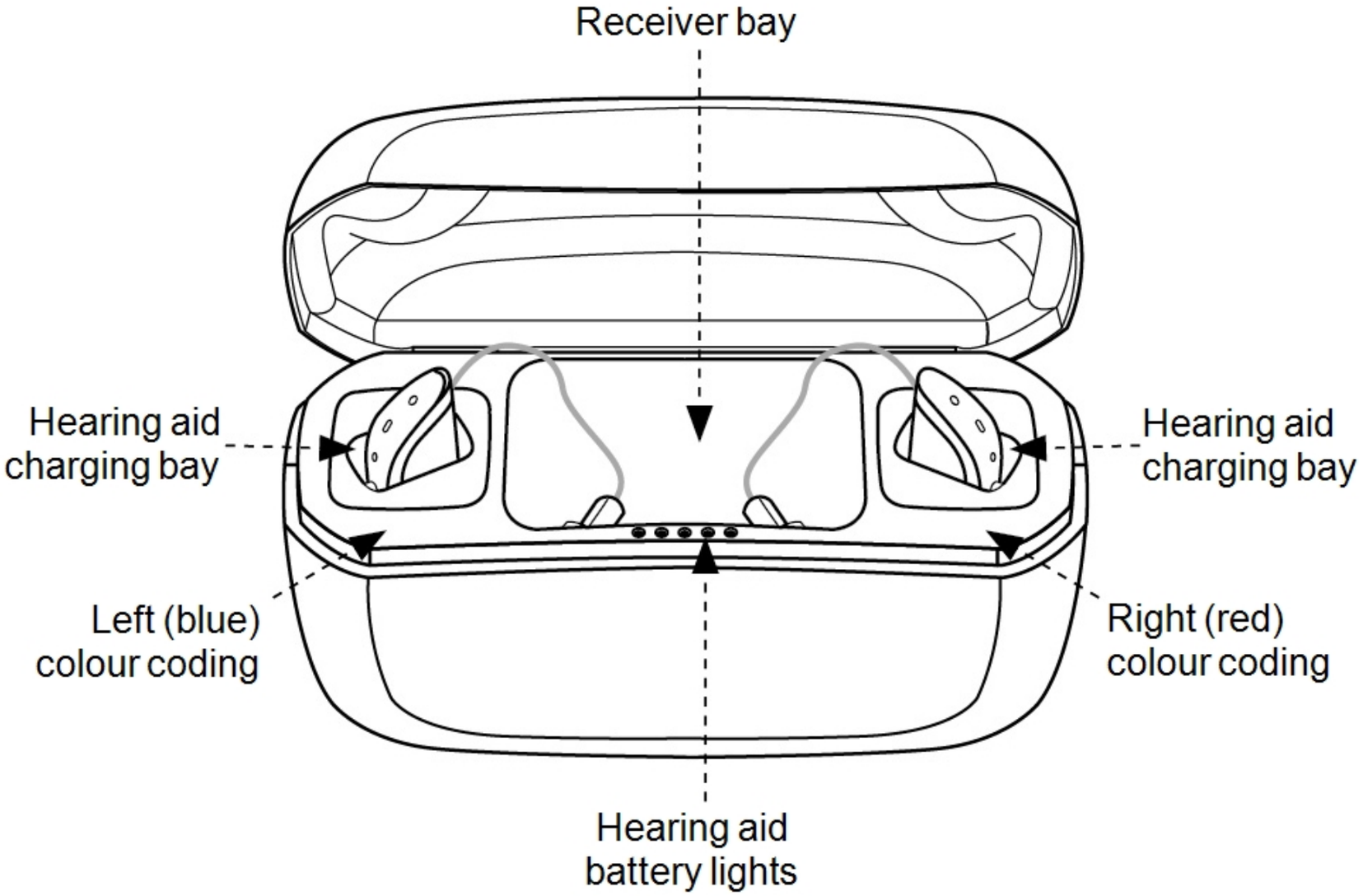


Complies with ACMA requirements.

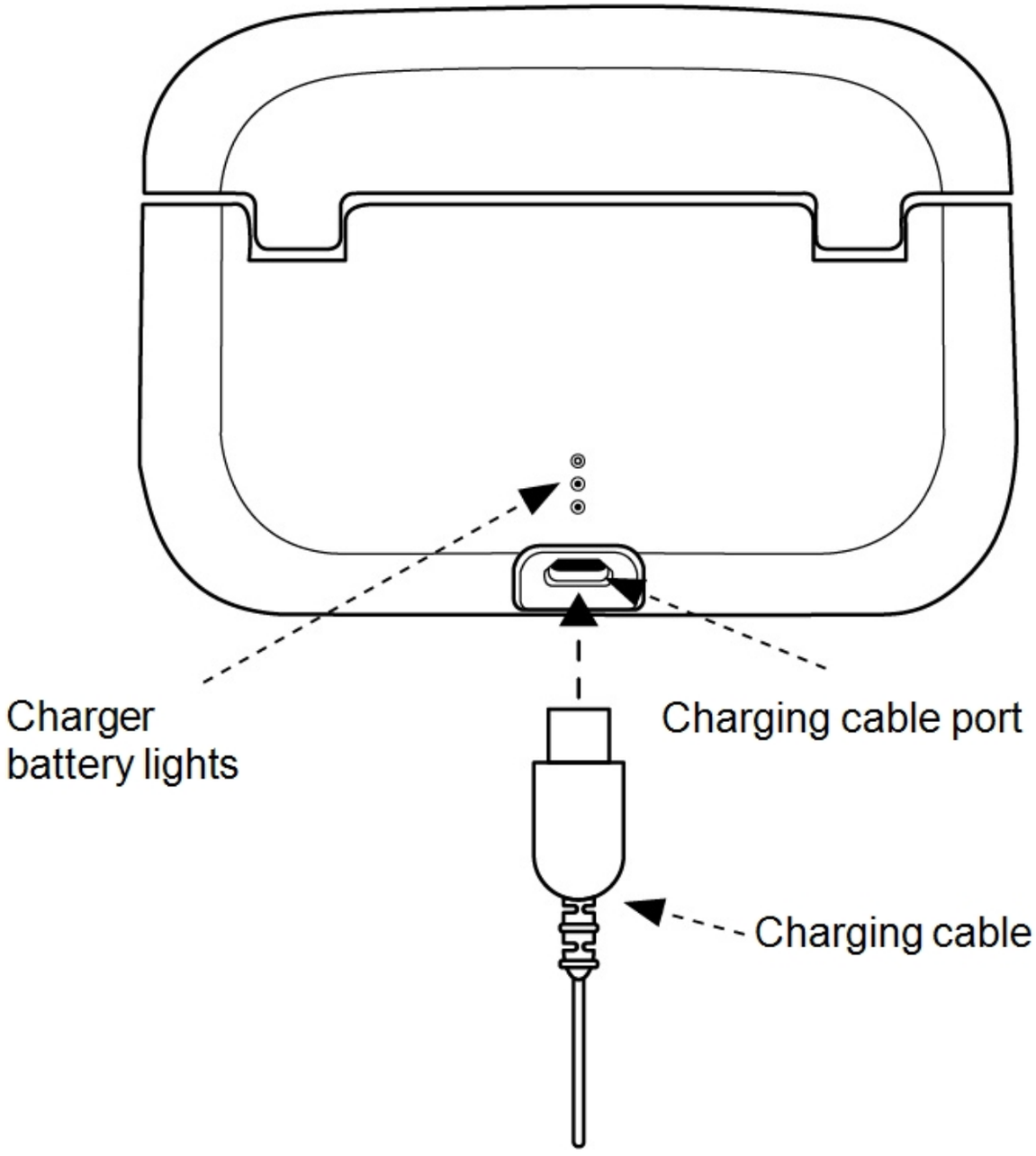


Complies with IMDA requirements.

Getting to know your charger



Back view of charger

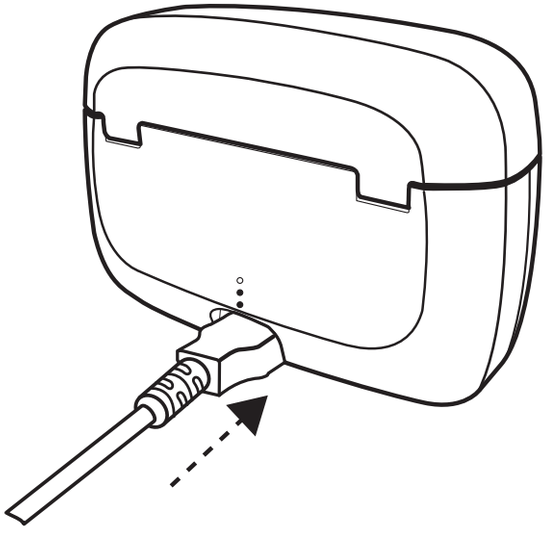


Getting started

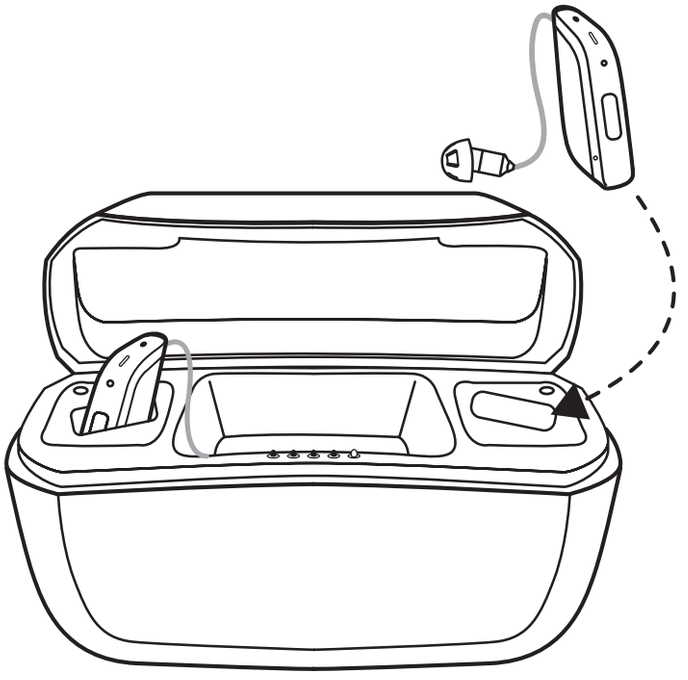
Placing your hearing aids in the charger

Fully charge your hearing aids before using them.

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 to the right. The right hearing aid goes into the charging bay with the red colour coding. The left hearing aid goes into the charging bay with the blue colour coding.



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

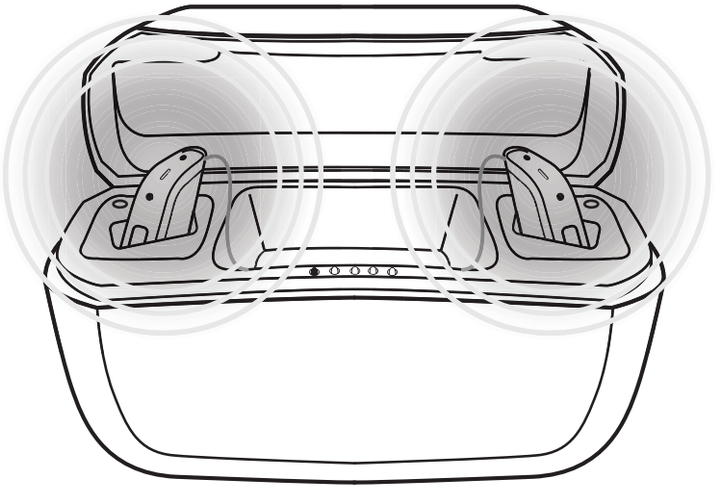
WARNING:

- Avoid charging your product in extremely high or low temperatures.
- Do not use the charger outdoors or in damp areas.
- For safety reasons, use only the charger provided with your hearing aid.

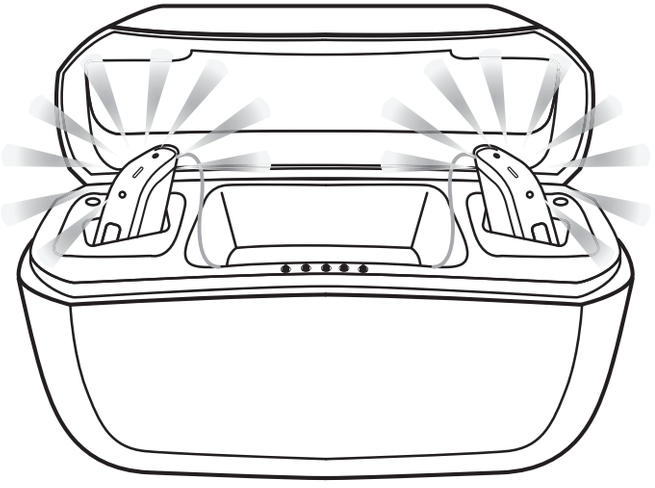
CAUTION: Before inserting your hearing aids into the charger, ensure that they are dry.

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.



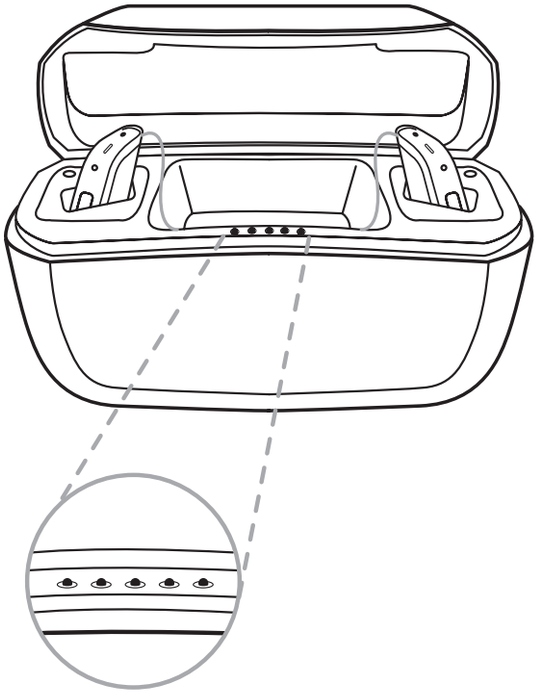
When fully charged
– on, until removed.

When you insert your hearing aids into or remove them from the charger, 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.

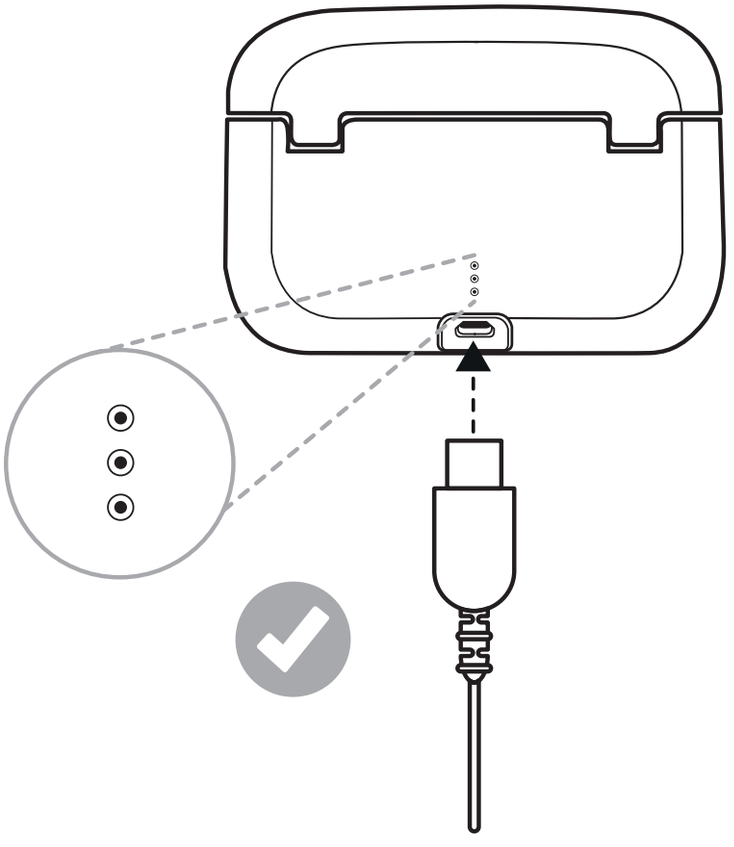
Charger lights

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 at the back of the charger show the charge level of the charger. 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 – the batteries in both the hearing aid charger and the hearing aids cannot 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: 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.

General warnings



WARNING:

- Consult 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 Beltone.

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. This terminates 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 products 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 or any enhancement, 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 equivalent, 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
Internal power source	Rechargeable lithium ion battery, 3.5-3.7 V, 2600 mAh
Power supply	USB power supply, 5 V
Charging time for internal lithium ion battery in charger	Max. 3.5 hours, depending on initial state of the battery
Battery life (fully charged, not connected to mains 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

Symptom	Possible 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 in charger or in 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?	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.

Battery 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. The batteries in the hearing aids and charger can be recharged at any level of charge.
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.
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,

Battery FAQ	
	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. 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

Beltone 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, Beltone pledges to secure functionality at least equivalent to the original hearing aid charger. As a signatory to the United Nations Global Compact initiative, Beltone is committed to doing this in line with environment-friendly best practices. Hearing aid chargers, therefore, at Beltone 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. Beltone 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 life time

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. 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 (41°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 vapour pressure up to 50 hPa.

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

Statement

Hearing aid charger, Model: C-1

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 General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).
- Hereby, Beltone A/S declares that the radio equipment type C-1 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.
- In 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.
- 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-1 is available in the following variant: Beltone Hearing aid charger (C-1).

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.

© 2022 GN Hearing A/S. All rights reserved. Beltone is a trademark of GN Hearing A/S.

Manufacturer according to
EU Medical Device
Regulation 2017/745:

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

Local contacts:

United Kingdom
GN Hearing UK Ltd
Unit 13 Talisman Business Centre
Bicester OX26 6HR
United Kingdom
Tel.: +44 1869 352 800
beltone.com

Australia
GN Hearing Australia Pty Ltd
Suite 1001, Level 1
1 Julius Avenue
North Ryde, NSW 2113
Australia
Tel.: (free) 1800 658 955
beltone.com

New Zealand
GN Hearing New Zealand Limited
Ground Floor, North Entrance
4 Fred Thomas Drive
Takapuna, Auckland, 0622
Tel.: (free) 0800 900 126
beltone.com

CE
0297

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.

402042000GB- 24.11 - Rev. B (Date of issuance: 2024.11.01)