

Apollo®-6310 Puma

User Guide



- Feedback Management • Noise Reduction
- Directional Microphones • Optional Telephone Setting
- Rocker Style Volume Control

 **HearingHelp** *express*
an IntriCon company

1-800-221-2099

My eartip style & size: _____

My tubing size: _____

My battery size: 312 (brown tab) _____



MEDICAL GRADE HEARING AID

Doctor Designed • Audiologist Approved



PROVEN QUALITY

100% Digital American-made technology



Jim Houlihan
President

Welcome to Hearing Help Express and congratulations on your choice of the Apollo®-6310 hearing aid! Rest assured that you received a high-quality, medical grade, FDA-Listed hearing aid that is of the same high-quality as those sold by Audiologists. Your Apollo was manufactured by our parent company, IntriCon, one of only two hearing aid manufacturers in the US. This allows us to keep quality high and prices low, cutting out the middle-man and passing the savings on to you.

I'm confident you'll enjoy all the benefits the Apollo® has to offer, especially knowing you saved thousands of dollars without sacrificing hearing improvement. So, put your Apollo®-6310 to the test and find out if it's right for you. We only ask that you read these instructions to make the most of your 45 day home trial.

For your better hearing. *Jim*

Remember, our licensed hearing aid specialists are here to help.

Call toll-free: 1-800-221-2099 (Monday - Friday • 7:30 am - 5 pm CST)

or email us at: info@hearinghelp.com



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By entering in a trial for our products you agree to follow the user guide for safe and proper use and care of the device(s). Hearing Help Express, Inc. is not responsible for harm or damages incurred due to improper use or care of the device(s).

Parts Identified

Get to know your Apollo-6310

Battery Size: 312
(brown tab)



1. Microphone opening
2. Volume control and program control
3. Battery door
4. Slim-tubing
5. Eartip
6. Sure-lock

Serial number is located on the outer casing of hearing aid

On: With a battery installed, close the battery door to turn the Apollo-6310 on.

Off: Open the battery door to turn the Apollo-6310 off.

IMPORTANT NOTICE: Do not mark on or damage the hearing aid during your 45-day trial (damage fees may apply). If you need help identifying the left hearing aid from the right hearing aid see page 5 or give us at call 1-800-221-2099.

Everything you need to enjoy better hearing!

FREE support from our staff of licensed hearing aid specialists!



Eco-Gold MAX Batteries



Eartips and slim-tubing for a secure, comfortable fit.



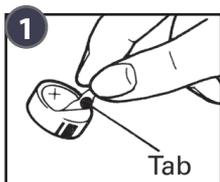
Cleaning tools



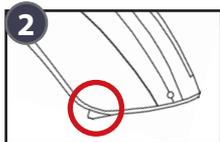
Helpful tips to guide you along your journey to better hearing.

Inserting the Battery

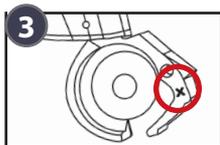
Try using the battery magnet located on the end of the enclosed cleaning tool.



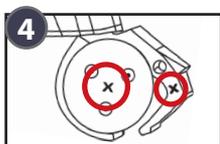
1. Remove the brown colored tab from the flat, (+) positive side of the size 312 battery. **Wait one minute for battery to reach full power before using (or testing) battery.**



2. Open battery holder gently, using your fingernail or thumbnail. Pull out on the small lip of the battery holder located on the lower part of the Apollo-6310.



3. Locate the + symbol on the inside top rim of the battery holder. This indicates that the flat, positive side of the battery should face up in the same direction as the + symbol.



4. Place the battery in the battery holder – **NOT directly inside the Apollo.** Fit the battery in the holder with the flat, positive (+) side facing up.



5. Close the battery holder.

NEVER force the battery holder closed. If the holder does not close easily then the battery is probably upside down.

LOW BATTERY INDICATOR: When the battery is no longer strong enough to power your Apollo-6310, you will hear 3 double beeps every 8 minutes. This will repeat until you replace the battery.

Premium hearing aid batteries for less!



You always get:

- ✓ Best battery value
- ✓ Home delivery
- ✓ Fresh! Fresh! Fresh!
- ✓ FREE shipping

1-800-221-2099

Your Apollo-6310 uses a size 312 (brown tab) zinc-air battery.

Slim Tube Choices

There are four sizes of slim-tubing available for the right and left ear. Attached to your hearing aid is the size we feel works best for most people. We have also included an additional size slim-tubing for you to try if needed.

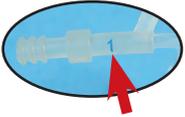
Additional sizes are available by calling 1-800-221-2099.

Right slim-tubing: 0R, 1R, 2R, 3R

Left slim-tubing: 0L, 1L, 2L, 3L



Which is left and right: Your Apollo can be used in either ear by selecting a right slim-tubing or a left slim-tubing. Each slim-tubing is preformed to “point” into either the right or left ear.



Right slim-tubing has red lettering

Left slim-tubing has blue lettering.



It's important for the slim-tubing to fit correctly: slim-tubing should fit snugly against your ear once the Apollo and eartip are in place. If not, the slim-tubing may be too short or too long. Try a different slim-tubing length.

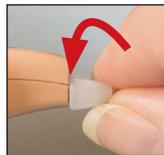
If you need a different size slim-tube simply call 1-800-221-2099.

Removing & Attaching Slim Tube

REMOVING slim-tubing from the Apollo-6310:



Grasp the thicker base of the slim-tubing near the top of the Apollo-6310.

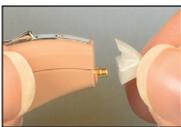


Twist the tubing 90° to the left or right.



Pull the thicker base of the tubing away from the Apollo.

ATTACHING slim-tubing to the Apollo-6310:



Line up the top of the Apollo and the thicker tubing base and push the end of the slim-tube onto the Apollo until it snaps into position.

Attention: Please make sure eartips and slim-tubing are securely attached before using so they do not come off in your ear.

Eartip choices

We offer a variety of eartip options. We have attached the eartip style that we feel works best for most. Also included are several other eartip options.

If you have trouble with the fit or the eartip or if you experience feedback (squeal), give the other eartips a try.



Tulip dome eartip: Designed to help reduce feedback while allowing for better speech clarity. Provides a great fit for a wide variety of ear canal shapes and sizes. Available in one size.



Open dome eartips: Helpful for those with a mild hearing loss and can provide you with better speech clarity. Available in sizes small, medium and large.



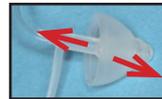
Closed dome eartips: Designed to reduce feedback (squeal) if you have more of a moderate hearing loss. Available in sizes small, medium and large.



Double dome eartips: Designed for those that struggle with feedback (squeal) due to having a moderate to severe hearing loss or using the hearing aid on a higher volume level. Available in sizes small, medium and large.

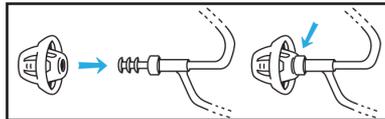
How to Remove Dome Eartips:

1. Hold the eartip tightly and grasp the tubing directly behind the eartip. Pull firmly. *(Replace eartips as needed.)*



How to Attach Dome Eartips:

1. Line up the narrow tubing nozzle with the opening on the inside of the eartip.
2. Push together firmly until the eartip is securely attached. Wiggle the eartip to be certain it stays in place.



Insert & Remove Apollo-6310

How to insert the Apollo-6310:

1. Grasp the slim-tubing behind the eartip and gently push the eartip into your ear canal.
2. Place your Apollo-6310 over the top of your ear.
3. The slim-tubing will probably bulge slightly near the ear canal. Point at the bend in the tubing and push gently. The eartip should slip a little further into the ear canal for proper placement. The tubing should fit snugly against your ear.

Note: If pushing on the slim-tubing causes discomfort, STOP. Call for assistance. 1-800-221-2099

4. Place the sure-lock into the bowl of your ear. The sure-lock is the thin filament attached to the tubing. Use your finger to secure the sure-lock into the most comfortable position.



NOTE: *Tubing should not bulge away from the ear or pull the Apollo-6310 down or the eartip out of the ear. If this occurs, try a different length tubing. See picture to the right.*



To Remove Apollo-6310:

1. Grasp hold of the slim-tubing against your ear and gently pull. The eartip will slip out of your ear.
2. Remove the Apollo-6310 from behind your ear.

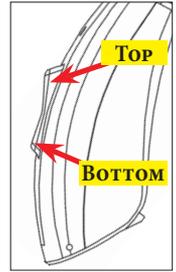
ATTENTION: Confirm the eartip is attached to the slim-tubing each time you remove it from your ear. If the eartip remains in your ear, seek medical assistance.

Adjusting the Volume Control

Volume Control:

Your Apollo-6310 is equipped with a dual-function rocker that controls both the volume level and listening settings.

Increasing the volume: Each time you push the top end of the rocker control, you'll increase one volume level (there are 15 volume levels). Once the highest volume level is reached you will hear a single beep.



Decreasing the volume: Each time you push the bottom end of the rocker control, you'll decrease one volume level. Once the lowest volume level is reached you will hear a single beep.

Choosing your listening Settings

Press and hold the top or bottom of the rocker control for about 2 seconds. You will hear one, two, three or four beeps. The number of beeps refers to the setting you are on.

Setting 1: Normal setting – 1 beep. Use in most listening situations.

Setting 2: Noise setting – 2 beeps. Reduces the amount of low frequency amplification. Often helpful in noisy situations.

Setting 3: Whistle reduction – 3 beeps. Use if your Apollo-6310 whistles or if sounds seem too sharp or tinny.

OPTIONAL Telephone Setting – Installed if requested

Setting 4: Telephone setting – 4 beeps. Use when talking on the telephone or with a loop system. Hold the receiver near the hearing aid a little above your ear. You will only hear sounds from the telephone or loop system.

Talking on the Telephone without the telephone setting:

You can use your Apollo hearing aid while talking on the telephone. Hold the phone close to your hearing aid. You may need to move the phone around a bit until you find where the hearing aid best receives the sound coming from the phone. If you experience feedback (squeal), you may need to tilt the phone at a slight angle.



Care and cleaning slim-tube style

We've done what we can to protect your Apollo from moisture and earwax but a little regular cleaning by you will go a long way towards trouble-free use. Without regular cleaning, wax and moisture can build up and prevent your Apollo from working properly. We suggest cleaning your Apollo in the morning before you use it and storing it overnight in a DryAid Dehumidifier (call to order). It does not take much dirt or wax to clog the super-thin tubing and the tiny openings. Many customers find cleaning the tubing weekly is sufficient. For best results consider purchasing the Cleaning Care Plan (pg. 11).

Cleaning your Apollo hearing aid:

1. Wipe off the outside of the Apollo hearing aid and eartip with a soft cloth or hearing aid cleaning wipes (call to order).
2. Use the included cleaning brush and tube cleaning tool to gently remove wax and dirt from the hearing aid sound openings.

How to clean the slim-tubing:

1. **REMOVE the SLIM-TUBING** from the Apollo (see pg. 5).
2. **REMOVE the EARTIP** from the TUBING (see pg. 6).
3. Insert the cleaning tool into the triangular base at the end of the slim-tubing and thread it all the way through so it comes out the other end of the tubing.
4. Wipe off any debris on the end of the cleaning tool before pulling it back through the slim-tubing.



Purchase replacement slim-tubing cleaning tools by calling 1-800-221-2099.

IMPORTANT CARE INSTRUCTIONS

BEGINNING THE DAY: After showering, apply all lotions, creams, hairspray, perfume and cologne BEFORE putting on your Apollo-6310s. Water and



such sprays can damage hearing aids. And please remember, your hearing aids are sensitive and don't like extreme heat or cold. Never place your Apollo-6310 in water. If it becomes wet, immediately remove the battery and let your Apollo-6310 stand in a dry place or DryAid dehumidifier for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your Apollo.

AT THE END OF THE DAY: Open the battery door when not wearing your hearing aid. Any moisture inside your hearing aid can then evaporate, extending the life of your Apollo-6310. With the battery door open, you can be assured your hearing aid is off and not squealing. A squealing hearing aid can attract pets which have been known to chew on hearing aids and damage them beyond repair. Even better, remove the battery and store your Apollo-6310 overnight in a DryAid dehumidifier.

Helpful tips

- 1. Start Slowly** – Begin by using your new hearing aid a few hours a day while you are alone. If you're not used to wearing a hearing aid, you will probably notice many sounds you have not heard in a while. And while you may enjoy the sounds of birds again, other sounds like crackling paper and the refrigerator running may take some time to get used to. With practice you should be able to focus on the sounds you want to hear and ignore the rest. Hearing aids will not restore your hearing, but they absolutely can help.
- 2. Read Out Loud** – Your own voice will sound strange at first. Try reading out loud for 15 minutes a day to get used to the sound of your voice.
- 3. Practice Listening to One Voice** – Start in a quiet environment listening to the radio or your favorite TV show. Then practice listening with one friend or family member at a time.
- 4. Listen and Talk in Small Groups** – Next try talking with a small group of people, first in a quiet setting and then in a noisier environment. Remember, most people have difficulty understanding in loud places with background noise. So, be patient and keep practicing. Your understanding should improve with time.

Protect your hearing investment



Protection Plan – worry-free hearing aid repairs or replacements!

(call for pricing)

ONE & TWO YEAR
PLANS AVAILABLE

- **Get PROTECTED** - If your hearing aid gets wet, is dropped or even stepped on, we'll fix or replace it free of charge for the term of the plan (loss or theft are not covered).
- **Act Now!** - The optional Protection Plan is available for purchase for up to 90 days from the shipment date of your hearing aid(s).
- **Comprehensive Coverage** - This plan goes above and beyond the limited manufacturer's warranty. We will repair any damage or send a replacement hearing aid if we can't fix it at no charge to you.
- **Simple Process** - Call ahead to get authorization to send us your broken aid. Once received, we will diagnose, repair or replace it in just a few days. Loaner hearing aids are available for \$15 each.



Cleaning Care Plan – Get the MOST out of your Hearing Aids (\$149.99 each)

- **Maintain Optimal Hearing Performance** - Today's hearing aids are filled with sensitive electronics to give you the best experience possible. Over time, earwax and moisture can tamper with those electronics and the performance of your aids may suffer. Choose this plan to have your aids cleaned and serviced by our team of in-house technicians.
- **Extend the Lifetime of Your Aids** - This plan offers up to four yearly cleaning services. Our customers who have their hearing aids cleaned by our technicians replace their hearing aids less frequently than those who do not.
- **Our Process** - Up to 4 times per year we'll send you loaner hearing aids with prepaid postage to send your aids to us for service. Your hearing aids will be professionally cleaned, tips and tubing will be replaced if necessary. Once the service is complete we'll return your hearing aids in another prepaid box and you mail the loaner aids back to us. It's that simple.

Troubleshooting your Apollo

If your hearing aid is: WHISTLING (FEEDBACK)

1. Turn the volume down, it may be set too high (pg.8).
2. Use listening setting #3 (pg. 8).
3. Check that your eartip is inserted correctly (pg. 7).
4. Try a different size eartip (pg. 6) or call customer service for other options.
5. Verify that the tubing is attached correctly and is in good condition. If the tubing is damaged, it should be replaced (pg. 5).
6. Your Apollo-6310 may briefly whistle when a hand, hat or other object is near it or when you are inserting and removing the hearing aid.

If your hearing aid is: WEAK, DISTORTED, DEAD

1. Check that the battery is inserted correctly (pg. 4).
2. Try a fresh battery.
3. Clean your Apollo-6310, microphone ports, and eartip (p. 9).
4. If your Apollo goes dead periodically, but comes on after several hours of rest, the problem may be a build-up of humidity. Try storing it in a DryAid dehumidifier when not in use. Call toll-free to order.

Service

If your Apollo-6310 requires service, send it to:

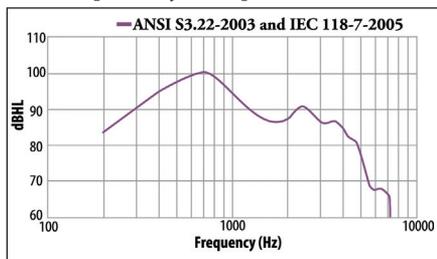
**Hearing Help Express
PO Box 586 • DeKalb, IL 60115-0586**

1. Call 1-800-221-2099 for authorization before returning your hearing aid for repair.
2. Enclose a note with your name, address, phone number and a description of what is wrong with your device.
3. Pack your device securely in a sturdy box. (Do not mail your hearing aid in an envelope, they could be destroyed during shipment). We recommend insured mail or UPS for your protection.

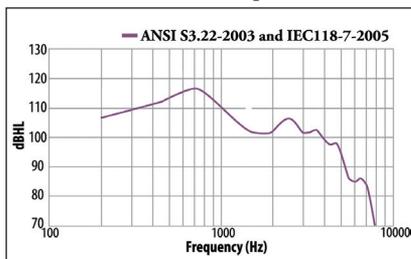
Apollo-6310 Technical Information

Maximum SSPL90.....	120 dB
HFA SSPL90.....	105.9 dB
HFA full-on gain.....	37.5 dB
Reference test gain.....	30.1 dB
Frequency range.....	200 Hz to 7100 Hz
Equivalent input noise.....	<26 dB
Total harmonic distortion.....	500 Hz: .2%, 800 Hz: .3%, 1600 Hz: 1.1%
Attack time (msec).....	6
Release time (msec).....	42
Typical Peak Gain.....	48.5 dB
Induction coil sensitivity (at 31.6 mA/m) HFA (with optional t-coil).....	88.4 dB SPL
Battery type and current.....	size 312 (Brown), .9 mA
Battery life.....	approx. 180 hours
Dimensions.....	1.47 x .58 x .35 inch

Frequency Response Curve



Saturation Output Curve



Precautions: A hearing aid is a precision electronic device and as such, it requires the care in use and handling that you would afford any fine piece of equipment. The following precautions are not meant to discourage normal use of your hearing aid, but are suggested to insure quality performance and long life from your hearing aid.

Do not drop or throw your hearing aid, as this may damage internal components. Do not expose your hearing aid or batteries to excessive heat, such as from stove tops, hair dryers, heat lamps or your automobile rear shelf or glove compartment. Do not immerse your hearing aid in water or other liquids, or wear it while bathing, showering or swimming. If your hearing aid is to be stored for any length of time, be sure to remove the battery and store both in a cool, dry place. Your hearing aid has been constructed from the finest materials, using the latest engineering technology; however, in rare instances, an individual may exhibit signs of skin irritation, allergic reaction, or accelerated accumulation of cerumen (earwax). If this occurs, consult your physician.

Keep new and used batteries out of reach of children and those with diminished mental capacity. Batteries, if consumed, can be harmful. Consult your physician immediately and call the National Battery Hotline collect (202) 625-3333.

Important notice for prospective hearing device users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing device. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing device is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing device. The physician will refer you to an audiologist or a hearing device dispenser, as appropriate, for a hearing device evaluation. The audiologist or hearing device dispenser will conduct a hearing device evaluation to assess your ability to hear with and without a hearing device. The hearing device evaluation will enable the audiologist or dispenser to select and fit a hearing device to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing device dispensers now offer programs that permit you to wear a hearing device for a period of time for a nominal fee after which you may decide if you want to purchase the hearing device. Federal law restricts the sale of hearing device to those individuals who have obtained a

medical evaluation from a licensed physician.

Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

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 educational 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 a hearing loss.

Warning to Hearing Aid Dispensers: A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

Warning Signs:

- 1. Visible congenital or traumatic deformity of the ear.***
- 2. History of active drainage from the ear within the previous 90 days.***
- 3. History of sudden or rapidly progressive hearing loss within the previous 90 days.***
- 4. Acute or chronic dizziness.***
- 5. Unilateral hearing loss of sudden or recent onset within the previous 90 days.***
- 6. Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hz, 1,000 Hz and 2,000 Hz.***
- 7. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.***
- 8. Pain or discomfort in the ear.***

NOTE: Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be a risk of impairing the remaining hearing of the hearing aid user.

Hearing with Your New Amplification The world will seem noisier at first, but in time, you should become accustomed to your new listening experiences, learn to hear speech more clearly, and enjoy many of the special sounds you may have been missing. Obtaining maximum benefit from your new hearing aid(s) requires effort and practice on your part. Your new hearing aid(s) will not restore normal hearing and will not prevent or improve hearing impairment resulting from organic conditions. In most cases, infrequent use of the hearing aid(s) will not permit you to obtain full benefit from it. Follow the program recommended by your hearing professional. The use of your hearing instrument(s) is only part of your hearing rehabilitation, and you may need supplemental auditory training and instructions in lipreading.

Eartips & Tubing

Eartips



Tulip Dome Eartip – \$4.95 each or 3 for \$11.97

Tulip Dome..... #89115

Open, Closed, and Double Dome Eartips– \$2.50 each or 3 of any size for \$5.95



Open Dome Eartips

Small Open Dome..... #86251

Medium Open Dome..... #86252

Large Open Dome..... #86253



Closed Dome Eartips

Small Closed Dome..... #89121

Medium Closed Dome #89122

Large Closed Dome..... #89123



Double Dome Eartips

Small Double Dome..... #86231

Medium Double Dome. . #86232

Large Double Dome..... #86233

Slim-Tubing



Blue writing on slim-tube indicates **left** ear tubing size.

Left Ear Slim-tubing

Size 0L Left..... #86280..... \$5.95

Size 1L Left..... #86281..... \$5.95

Size 2L Left..... #86282..... \$5.95

Size 3L Left..... #86283..... \$5.95



Red writing on slim-tube indicates **right** ear tubing size.

Right Ear Slim-tubing

Size 0R Right..... #86285..... \$5.95

Size 1R Right..... #86286..... \$5.95

Size 2R Right..... #86287..... \$5.95

Size 3R Right..... #86288..... \$5.95

All prices subject to change.

Helpful Accessories

Battery Care Kit – *Worry-free hearing aid battery use.*

Battery Care Kit includes:

- **Digital Keychain Battery Tester** – Small enough to go with you anywhere. Takes the guesswork out of battery testing.
- **Battery Caddie** – Convenient way to carry extra batteries. Caddie holds two hearing aid batteries and comes with a convenient chain to attach to key ring.
- **Magnet Stick** – Hearing aid batteries are small and hard to handle. With the Magnet Stick you can easily insert and remove batteries.
- **Handy vinyl bag** – Helps you keep everything together for easy access.



Battery Care Kit, item #25101.....\$24.99



Itchy ears? Here's the solution!

ProEar by MiraCell helps relieve itchy, irritated ears! It has mild antibacterial, anti-fungal and anti-yeast properties. MiraCell is a safe, all-natural solution. Use it without worry to maintain healthy, itch-free ears. (1/2 ounce bottle)

MiraCell Ear Solution, item #88851..... \$14.99

Protect your hearing aid

Remove harmful moisture from your hearing aid with the Best Value DryAid dehumidifier. Even a little moisture can attack sensitive electronics in hearing aids and needlessly shorten their life. Prevent damage. Store your hearing aid in a dehumidifier overnight.



Best Value DryAid, item #88742.....\$16.95

Easiest-to-Use Battery Tester



Put your mind at ease... test your hearing aid battery and you'll know for sure if it has enough power to run your hearing aid. Simply place your battery in the appropriate size slot, squeeze the blue bar and color coding indicates the remaining power.

Activair Battery Tester, item #88776.....\$27.99

Helpful Accessories



PerfectDry Lux

The PerfectDry Lux dehumidifier provides 30 minute rapid drying time. Also provides UV-C disinfection which destroy 99% of microorganisms which are often responsible for itchininess, allergies, and other irritations of the ear canal. Includes USB power supply.

PerfectDry Lux, item #88745\$90.00

Easy-to-use cleaning tools

Hearing aids will last longer if you clean them regularly. Make daily cleaning easy with premium cleaning tools. Brush is larger so it fits comfortably in your hand. More bristles makes cleaning your hearing aid a quick task. Handy magnet that makes it easier to pick up batteries. The wax loop helps remove grime from hearing aid crevices. Specialty cleaning pin for slim-tubing.

Specialty BTE Cleaning Kit, item #88532\$13.99



Disinfectant towelettes – Clean and disinfect your hearing aids with this handy pack of Tech-Care Clean Wipes. Ultra fabric wipes are pre-moistened with a hospital grade disinfectant. Alcohol-free and safe to use on all hearing products. (36 wipes per container)

Tech-Care Clean Wipes, item #88534 \$9.95

NANOCLEAN – NanoClean Advanced Technology features a stiff threader and a soft, spongy, nylon brush that safely and effectively sweeps away debris and absorbs moisture from hearing aid tubing. A unique “thread-and-pull” cleaning action gets the job done quickly and easily! (20 per container)

NANOCLEAN, item #88755 \$10.99



Order Risk-free! Try any Hearing Help Express accessory for 30 days risk-free. If you're not 100% satisfied, return all materials within 30 days from the date of delivery, and we'll refund 100% of your purchase price.

We thought you'd like to know...

Two hearing aids are better than one!

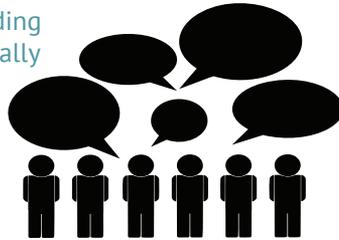
If you have hearing loss in both ears, then you most likely need two hearing aids. Being able to hear with both ears allows for a balanced and full sound experience. It is important that if you find yourself needing two hearing aids that you try using two before making the decision to purchase only one. Wearing only one hearing aid can allow your other ear to deteriorate further from lack of use.

When needed, wearing two hearing aids offers many benefits, here are just a few:

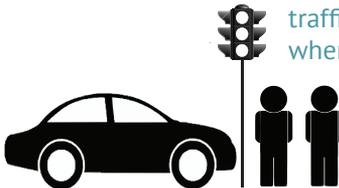


Better understanding of speech – wearing two hearing aids allows your brain to focus on the conversation you want to hear.

Speech understanding is improved especially in noisy situations like restaurants.



Wearing two hearing aids increases your ability to locate the direction of sound. Especially in traffic or situations where your safety is a concern.



So do yourself a favor, if you need two hearing aids and are only trying one, give us a call and we'll rush you a second hearing aid to try. Remember, at Hearing Help Express you have a 45-day home trial.

**Thank you for choosing Hearing Help Express
to take you on your journey to improved hearing.**



8 out of 10 people
said having hearing aids
improves their quality of life.

3 out of 4 people
said having hearing aids makes them
feel more confident in social situations.

7 out of 10 people
said having hearing aids
improves their relationships
with those closest to them.

*“Many thanks to your caring staff for being so kind
and patient with me over the phone. Thank you Hearing
Help Express for making a difference in my life.”*

J.B. – Temecula, CA

We urge you to take full advantage of your
FREE support from our dedicated staff
of licensed hearing aid specialists.

If you have any questions or concerns give us a call toll-free!

1-800-221-2099

(Monday - Friday • 7:30 am - 5:00 pm CST)

or email us at: info@hearinghelp.com

YOUR MONEY-BACK GUARANTEE FROM HEARING HELP EXPRESS®

Your 2-way assurance of complete satisfaction

1. 45-Day, Risk-Free Trial Money-Back Guarantee

Try your Hearing Help Express® Apollo-6310 hearing aid for 45 days risk-free. If you are not 100% satisfied, simply return all materials within 45 days from the date of delivery, and we will refund any money paid towards the purchase price. You are responsible for the safe return of all materials in their original condition. Ship insured mail.

2. One Year Limited Manufacturer's Warranty

Your Apollo-6310 hearing aid is warranted for one year against defects in manufacturer's materials and workmanship. That means if they didn't do a good job making your hearing aids then we're going to fix them. For service, you must send your Apollo-6310 to Hearing Help Express for this warranty to apply. Ship insured mail.

Questions, call toll-free: 1-800-221-2099



1-800-221-2099 • HearingHelp.com

PO Box 586 • DeKalb, IL 60115



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