

# Diplomat<sup>®</sup> Series

## *User Guide*



*Diplomat-3620 · Diplomat-3510 · Diplomat-3400*

My battery size: \_\_\_\_\_

**1-800-221-2099**

© Hearing Help Express<sup>®</sup>, Inc.

Congratulations on your choice of the Diplomat hearing aid. I'm pleased and delighted to make this available to you... And I believe you'll be pleased too. You'll enjoy all the benefits the Diplomat has to offer, especially knowing how little you paid.



Jim Houlihan  
President

So, put your Diplomat to the test and find out if it's right for you. We only ask that you read these instructions so you can make the most of your Diplomat hearing aid. And do take advantage of your 45 day home trial.

For your better hearing. *Jim*

YOUR SUCCESS  
IS OUR SUCCESS!

Remember, we're here to help. We're available by phone, chat, or email.

**Call: 1-800-221-2099 (M-Th 8am - 8pm • Fri 8am - 6pm • Sat 8am - 12pm CST)**

**Chat with us online: [www.HearingHelpExpress.com](http://www.HearingHelpExpress.com)**

**or email us at: [info@hearinghelp.com](mailto:info@hearinghelp.com)**

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### **IMPORTANT NOTICE**

**Do not mark on or damage the hearing aid during your 45-day trial (damage fees may apply).**

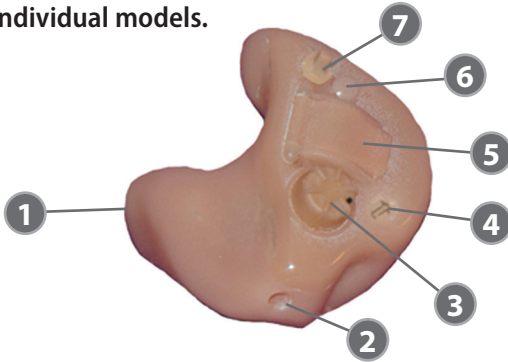
**If you need help identifying the left hearing aid from the right hearing aid see page 4 or give us at call 1-800-221-2099.**

# Parts Identified

## Get to know your Diplomat

The size and placement of features will vary with individual models.

Battery Size: varies



- |                                  |   |
|----------------------------------|---|
| 1. Sound opening                 | 5. Battery holder   |
| 2. Vent hole                     | 6. Microphone   |
| 3. Volume wheel                  | 7. Toggle switch (optional)                                 |
| 4. Screw-type control (optional) | Serial number is located on the outer casing of hearing aid |

**On / Off Control:** You may turn your hearing aid off by turning the volume control all the way down or by opening the battery door.

*Everything you need to enjoy better hearing!*

**FREE support from our staff of licensed hearing specialists!**



Eco-Gold MAX Batteries  
(battery size varies by model)



Cleaning Brush  
with wax loop



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

# Inserting the battery

Your battery size will vary depending on the Diplomat Series model you have. You will find the correct size needed enclosed with your Diplomat hearing aid.

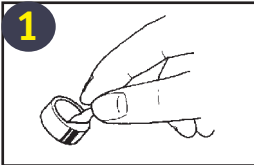
**IMPORTANT:** The battery holder for the left and right Diplomat hearing aids open in opposite directions.



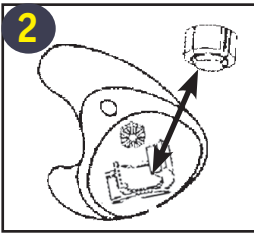
Left Aid



Right Aid

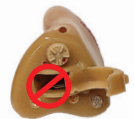


1. Remove the tab from the flat, positive (+) side of the battery. **Wait at least one minute for the battery to reach full power before using (or testing) the battery.**



2. Using a fingernail gently pull the battery holder to the side. Place the battery in the battery holder. **Make sure the flat, positive (+) side of the battery is facing up.**

NEVER put the battery directly inside the hearing aid.



Gently close the battery holder. Never force the battery holder closed. If the holder does not close easily, the battery is probably upside down.

## Which is left and right

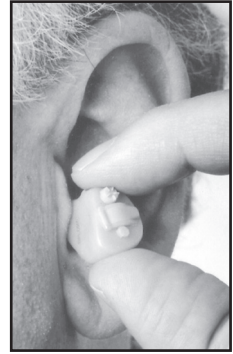
**How to tell right from left:** The color of the serial number located on the outside of your hearing aid will tell you.



# Insert & Remove Diplomat Hearing Aid

## To insert:

1. Hold your hearing aid so the sound outlet points towards your ear canal.
2. Gently push the hearing aid into your ear canal and rotate until it locks into place.
3. Try using a mirror the first few times.



## To remove:

1. Push backwards on your outer ear and slip your finger behind your hearing aid.
2. Rotate your hearing aid forward as you pull out.

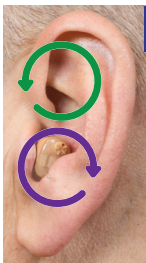
Your Diplomat hearing aid should have a secure, comfortable fit. If your hearing aid works its way out of your ear or is uncomfortable, call Hearing Help Express and talk with a licensed hearing aid specialist. 1-800-221-2099

Diplomat hearing aids can easily be modified to correct any problems with fit or sound quality.

**IMPORTANT:** Check the fit of your Diplomat before wearing it outside. If a hearing aid doesn't fit well, it can fall out of your ear!

## How to adjust the volume

**Fingertip Volume Control** – Change the volume by pressing one finger against the volume control (as if you were pointing at it).



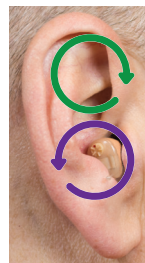
### LEFT EAR

#### Increase volume:

Twist forward, towards the front of you.

#### Decrease volume:

Twist backwards, towards the back of you.



### RIGHT EAR

#### Increase volume:

Twist forward, towards the front of you.

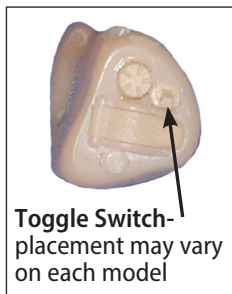
#### Decrease volume:

Twist backwards, towards the back of you.

# Diplomat Hearing Aid Options

Your Diplomat hearing aid may contain one or more of the following options. Placement of each option may vary depending on Diplomat model.

**Toggle Switch Controls** – flip up to activate, flip down to de-activate.

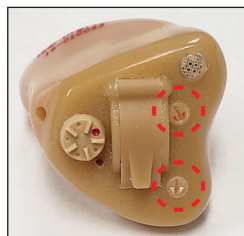


- **Telephone Switch** – This switch allows you to hear only the sounds from the telephone. Using it eliminates feedback (squeal) on the phone. When the telephone switch is “on” the microphone is “off.” Flip the switch back when finished with your phone conversation or you will only hear a static sound.

## Screw-type Controls

Rotating the control clockwise will increase the effect of the option. Most controls only rotate 3/4 turn.

Always use a plastic screwdriver when making adjustments (included).



- **Tone Control (low cut)** – Adjusting the control clockwise will reduce the amount of low frequency amplification. You may find it helpful if you have a constant problem with background noise.



- **Feedback Reduction Control (high cut)** – Adjusting the control clockwise will reduce the amount of high frequency amplification. This can help reduce feedback or “squeal”.



- **Maximum Output Control (MOP)** – Adjusting the control clockwise will reduce only very loud sounds but not affect moderate sounds like conversation. This can reduce loud irritating sounds like the clatter of dishes.

# Vent Plugs

Some custom hearing aids are made with a vent opening. A vent is simply a hole drilled through the hearing aid. Allowing air to flow through provides a more natural sound and prevents a stuffed-up feeling. Feedback (squeal) can occur if the vent opening is too large. You can change the size of the opening by inserting different plugs.

## Use vent plugs if you:

1. Experience constant feedback (squeal) – Insert a vent plug with a smaller opening
2. If you experience a stuffed-up feeling or it sounds like you are talking in a barrel – insert a vent plug that has a larger opening or use none at all.



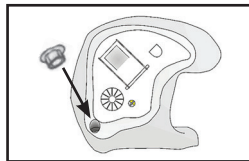
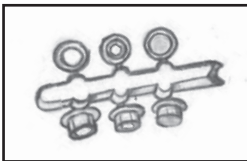
Vent Plugs

*If a vent plug is already in place, remove before inserting another vent plug.*

## How to use Vent Plugs

### To insert:

1. Select one of the vent plugs and remove from the plastic tree.
2. Insert the narrow end of the plug into the top of the vent hole (located on the same side as the volume control and battery door, NOT the end of the aid that goes into your ear canal.) Insert the plug until it will go no further.



### To remove:

1. Grasp inserted vent plug with tweezers and gently pull out.

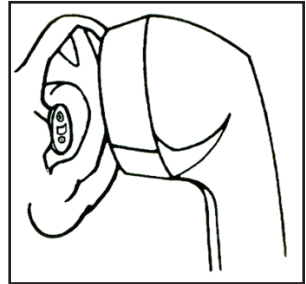
*You may need to experiment with different plugs until you find what works best for you.*

# Talking on the telephone

If your Diplomat was made with a telephone switch see page 6.

You can use your custom aid while talking on the telephone. Hold the handset slightly away from your ear and/or hold it at a slight angle to prevent feedback (whistling). This may take a little practice.

*Note: Your hearing aid(s) may feedback (squeal) if it is set too high, a hand or object is near it, or when inserting and removing it.*



## Care and Cleaning

Open the battery door when not wearing your custom hearing aid. Any moisture inside your hearing aid can then evaporate, extending the life of your custom hearing aid.

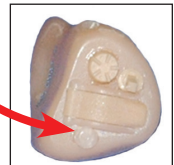
Always clean your hearing aid at the beginning of each day prior to using it. Without regular cleaning, wax can build up and prevent your custom hearing aid from working properly. Wax is more easily removed after not using your hearing aid for a few hours.

### How to clean your hearing aid:

1. Wipe off the outside of the hearing aid with a soft cloth.



2. Gently brush across the microphone opening using the enclosed cleaning brush.
3. Using the wax loop – gently insert the wax loop into the sound opening at the back of the custom made hearing aid. Twist the loop and pull out. Repeat if necessary to remove dried dirt and ear wax.



**Caution:** Do not force a needle or longer wax loop into the hearing aid. Too much pressure could damage components inside the hearing aid.



# IMPORTANT CARE INSTRUCTIONS

**BEGINNING THE DAY:** After showering, apply all lotions, creams, hairspray, perfume and cologne BEFORE putting on your Diplomats. 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 Diplomat in water. If it becomes wet, immediately remove the battery and let your Diplomat stand in a dry place or DryAid dehumidifier for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your Diplomat.

**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 Diplomat. 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 Diplomat overnight in a DryAid dehumidifier.

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## 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)*

1 AND 2 YEAR  
PLANS AVAILABLE

- **Get PROTECTED** - Water, droppage, step on it - you're covered! We'll fix it or replace it for one or two years (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 that 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 Diplomat

## ***If your hearing aid is: WEAK, DISTORTED, DEAD***

1. Test to be sure the Diplomat is turned on (pg. 3).
2. Try a fresh battery.
3. Check that the battery is inserted correctly and the battery holder is completely closed (pg. 4).
4. Clean your device thoroughly (pg. 8).
5. If your Diplomat 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.

## ***If your hearing aid is: CAUSING SORENESS IN YOUR EAR***

1. Let your ear get used to the Diplomat. Wear it for only a few hours at a time for the first few days or less if causing soreness.
2. If soreness persists, stop using the Diplomat and call for assistance.

## ***If your hearing aid is: WHISTLING, SQUEALING (FEEDBACK)***

1. Turn the volume down, it may be set too high (pg. 5).
2. Try using a different vent plug with a smaller opening (pg. 7).
3. Adjust the feedback control if your hearing aid was made with one (pg 6).

## ***If your hearing aid is: DAMAGED***

1. Call for detailed instructions. 1-800-221-2099.

## Service

### ***If your Diplomat requires service, send it to:***

#### **Hearing Help Express**

**1714 Sycamore Rd • 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.

**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.**

**Federal law permits an adult to purchase hearing aids by mail.**

**Important Notice for Prospective Hearing Aid 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 aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otolotists or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified & treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid 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 aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee, after which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids 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.

# Helpful Accessories

## Avoid costly repairs... at-home expert care

Almost all repairs are due to earwax and dirt. They work their way inside your hearing aid where a cleaning brush can't reach. Now you can clean your hearing aid like the professionals do. The Jodi-vac® vacuums out unwanted dirt, wax, oils, and moisture. It's easy and it only takes a couple of minutes each week. A few minutes of cleaning now can save you repair fees later!



**Jodi-vac®, item #88579.....\$139.00**



## 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. A handy hearing aid screwdriver is also included.

**Specialty Cleaning Kit, item #88532 ..... \$13.99**

## 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**

**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.*

# Helpful Accessories

## Premium hearing aid batteries for less!



**You always get:**

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

# 1-800-221-2099

order easily online: [www.HearingHelp.com](http://www.HearingHelp.com)

## 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**





# 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:

<p>Better understanding of speech – wearing two hearing aids allows your brain to focus on the conversation you want to hear.</p> 	<p>Speech understanding is improved especially in noisy situations like restaurants.</p> 	<p>Wearing two hearing aids increases your ability to locate the direction of sound. Especially in traffic or situations where your safety is a concern.</p> 
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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.

**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**

Mon-Thur 8 am - 8 pm • Fri 8 am - 6 pm • Sat 8 am - 12 pm CST

Chat with us online: [www.HearingHelpExpress.com](http://www.HearingHelpExpress.com)  
or email us at: [info@hearinghelp.com](mailto:info@hearinghelp.com)

“

Best company ever!  
Everyone is always very  
helpful and cheerful.  
Never a sub-par experience.  
These folks have never  
failed to impress!

**M.O. – Calhan, CO**

”

## **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® Diplomat 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 Diplomat 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 Diplomat to Hearing Help Express for this warranty to apply. Ship insured mail.

 **HearingHelp** *express*  
an IntriCon company

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

1714 Sycamore Rd • PO Box 586 • DeKalb, IL 60115-0586



HH.245-190410