

EarMate®-4210 CLEAR

User Guide



- FDA-Listed • Advanced Technology
- 100% Digital • Feedback Cancellation
- Noise Reduction • Voice Prompts

 **HearingHelp** *express*
an IntriCon company

1-800-221-2099

My D-ring size: _____

My battery size: 10 (yellow 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 EarMate®-4210 CLEAR 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 Audiologist's. Your EarMate 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 EarMate®-4210 CLEAR has to offer, especially knowing you saved thousands of dollars without sacrificing hearing improvement. So, put your EarMate® 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 dispensers and hearing advocates are here to help.

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

Chat with us online: HearingHelp.com

or email us at: info@hearinghelp.com



Table of Contents

Table of contents.....	2	Removing the D-ring.....	9
Parts identified.....	3	Attaching the D-ring.....	10-11
How to insert battery.....	4	Wax guard – remove & replace.....	12-13
Which is left and right.....	5	Care and cleaning.....	14-15
Getting the proper fit.....	6	Helpful tips.....	15
Inserting the EarMate-4210.....	7	Troubleshooting / Service.....	16
Removing the EarMate-4210.....	8	Additional Info & Technical data.....	17-18
Adjusting the volume.....	8	Accessories.....	18-19
Talking on the telephone.....	8	Warranty.....	20

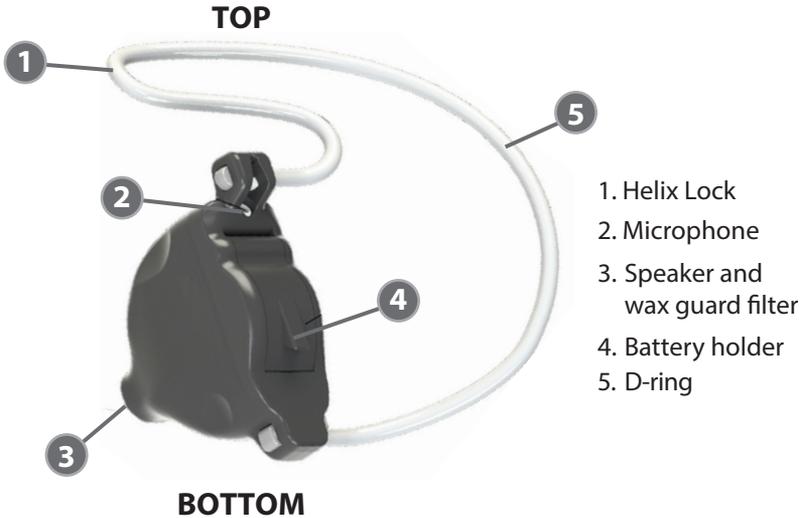
IMPORTANT NOTICE

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.

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 – EarMate-4210



On: With a battery installed, close the battery door to turn the EarMate-4210 on.

Off: Open the battery door to turn the EarMate-4210 off.

Serial number is located on the outer shell of the hearing aid.

Everything you need to enjoy better hearing!

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



Size 10
Eco-Gold MAX
Batteries



Wax guards & changing tool



Cleaning Brush
with battery magnet

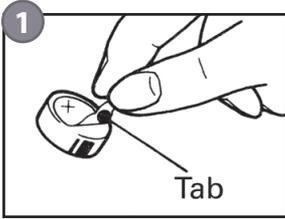


Helpful tips to guide you along
your journey to better hearing.

Inserting the Battery



It may be easiest to use the battery magnet located on the end of the enclosed cleaning tool.



1. Remove the yellow colored tab from the flat, (+) positive side of the size 10 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 EarMate-4210.



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.



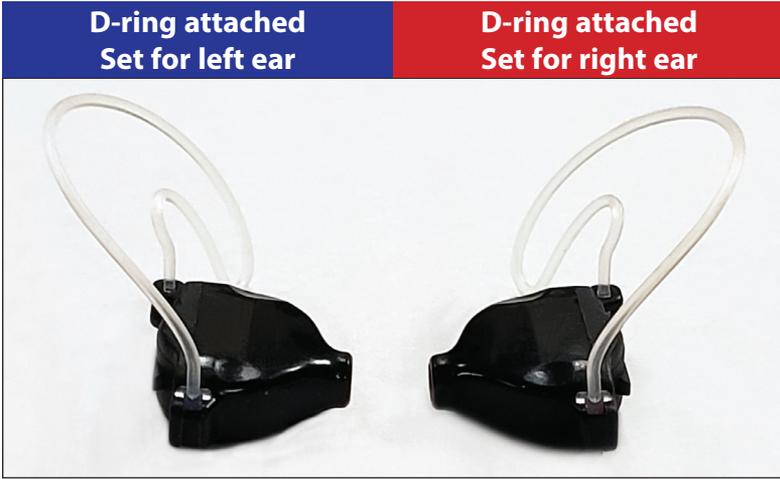
4. Place the battery in the battery holder – **NOT directly inside the aid**. Fit the battery in the holder with the flat, positive (+) side facing up.



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 EarMate you will hear a voice prompt say "low battery" (this repeats every 8 minutes). Your EarMate will shut down after you hear a voice prompt say "replace battery".

Which is left and right



There are color coded wax guard filters that are inserted into the sound opening on your EarMate. This is the easiest way to identify which is for the left or right ear.



The D-ring's are specifically designed for either the left or right ear.

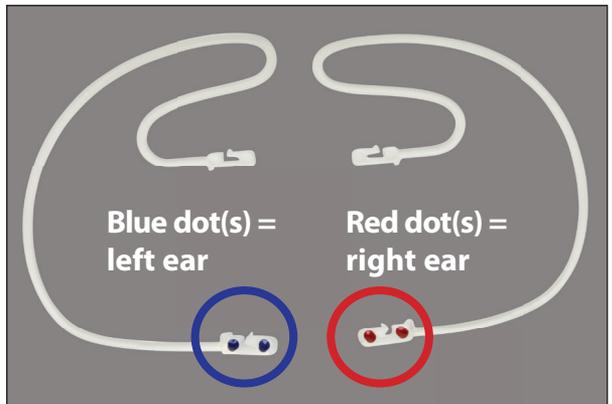
Left D-ring:

Size small has 1 blue dot
Size medium has 2 blue dots
Size large has 1 white and 1 blue dot

Right D-ring:

Size small has 1 red dot
Size medium has 2 red dots
Size large has 1 white and 1 red dot

The colored dot(s) are only visible when the D-ring has been removed.
It might be helpful to use a magnifying glass.



Getting the proper fit

It is important that the D-ring fits precisely in the bowl of your ear. Please take a look at the references below before inserting your EarMate. If you do not have the proper fit it is possible that you will have trouble with feedback or the EarMate could fall out of your ear.



We have sent your EarMate with the D-ring attached that fits most. Extra sizes included. If you need to try a different size see pgs 9-11.

Men – Medium D-ring will be attached to your aid.

Women – Small D-ring will be attached to your aid.

Too Small

There should not be a large gap between the D-ring and the area of the ear the arrow is pointing to. Choose a larger D-ring.



Too Big

The Helix Lock on the D-ring should not overlap the area of the ear the arrow is pointing to. Choose a smaller D-ring.

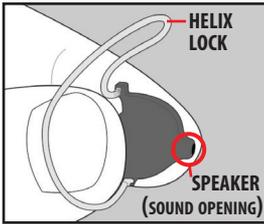


Good Fit

The D-ring should fit into the bowl part of the ear as shown.

The Helix Lock on the D-ring should tuck behind the part of the ear the arrow is pointing to.

Inserting your EarMate



1. Hold the EarMate between your thumb and forefinger as shown.

1a) Double check the color of the wax guard filter located in the sound opening:

red = right blue = left

1b) Make sure the Helix Lock is at the top.

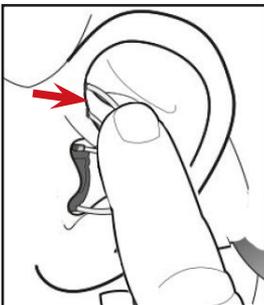


2. Gently push the EarMate into your ear canal with the speaker pointed toward the eardrum.

The speaker of the hearing aid should not come into contact with the canal wall.



3. Using your fingertip, gently curl the D-ring into the bowl part of your ear.



4. Tuck the Helix Lock portion of the D-ring behind the area of the ear the arrow is pointing to.

Make sure your EarMate-4210 fits securely before wearing it outside. If you do not have a proper fit, it may fall out of your ear.

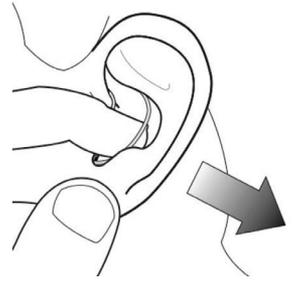
If you need to try a different D-ring see pgs 9-11.



Removing your EarMate

To remove the EarMate from your ear, use your fingertip to locate the D-ring and gently pull. The EarMate will slip out of your ear.

Confirm no missing pieces each time the hearing aid is removed from the ear. If you are not able to retrieve the missing piece from your ear (which is probable), seek professional assistance.



Adjusting the volume

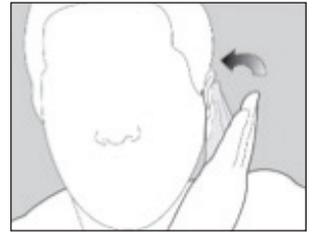
To change the volume on your EarMate, gently tap your hand over your ear two times. There is no need to make direct contact with the hearing aid. As you change the volume program you will hear a voice prompt tell you which program you are on ("Program 1", "Program 2", "Program 3" or "Program 4").

"Program 1" = ▲ lowest volume level

"Program 2" = ▲ ▲

"Program 3" = ▲ ▲ ▲

"Program 4" = ▲ ▲ ▲ ▲ highest volume level



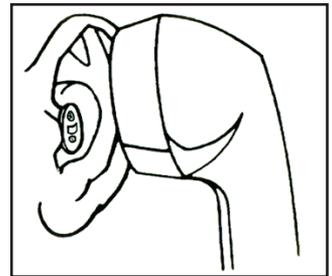
You have a "smart" EarMate-4210

Each time you turn your EarMate-4210 on, it will be on the program setting you were using when you turned it off.

Talking on the telephone

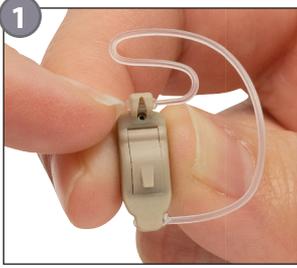
You can use your EarMate-4210 while talking on the telephone. Hold the handset slightly away from your ear and/or hold it at a slight angle to prevent feedback. This may take a little practice.

Note: Your EarMate-4210 may feedback (squeal) if it is set too high, a hand or object is near it, or when inserting and removing it.



How to remove the D-ring

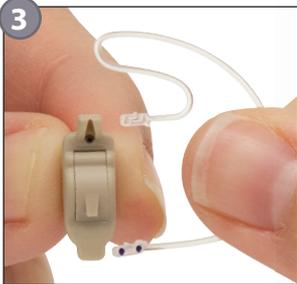
The D-ring is connected to your EarMate at the top and the bottom.



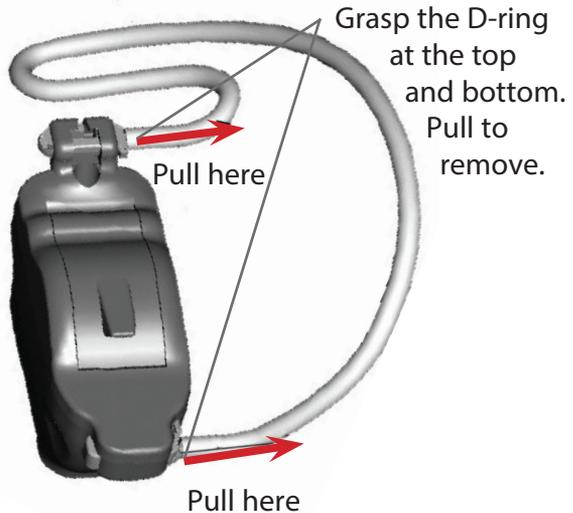
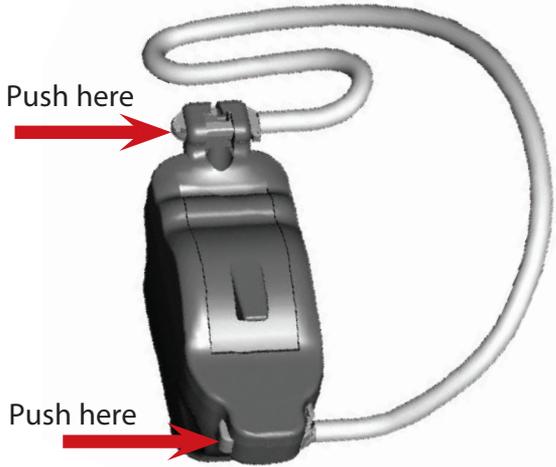
1
RELEASE THE TOP: Use your fingernail or a non-scratching object to push on the end of the D-ring just enough to release it.



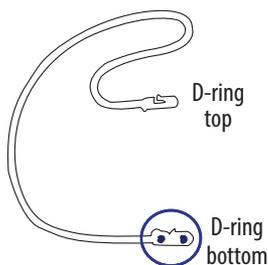
2
RELEASE THE BOTTOM: Use your fingernail or a non-scratching object to push on the end of the D-ring just enough to release it.



3
Pull the D-ring away from the hearing aid

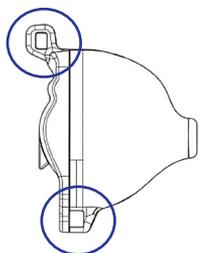


LEFT EAR – How to attach D-ring



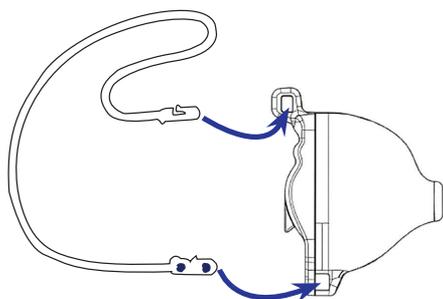
1. Select a left D-ring - it will have at least 1 blue dot depending on the size selected.

2. Select the EarMate that has the blue wax guard filter in the sound opening.



3. Place your hearing aid on a flat surface exactly as pictured. You will see two openings (holes), one at the top and one at the bottom of your EarMate. This is where the ends of the D-ring will be inserted.

TIP: The opening (hole) that protrudes the most should always be at the top.



4. Insert the top of the D-ring into the opening (hole) at the top of the hearing aid. You may feel a slight "snap".

5. Insert the bottom of the D-ring into the opening (hole) at the bottom of the hearing aid. You may feel a slight "snap".

6. Gently wiggle the D-ring to make sure you have it securely attached.

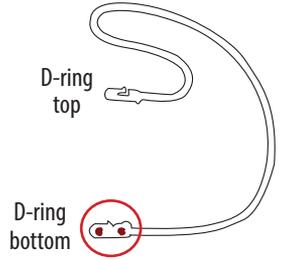


Once your D-ring is attached, your left EarMate should look like the image to the left.

RIGHT EAR – How to attach D-ring

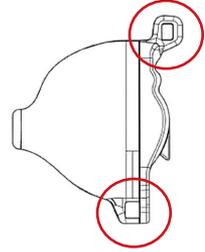


1. Select a right D-ring - it will have at least 1 red dot depending on the size selected.
2. Select the EarMate that has the red wax guard filter in the sound opening.

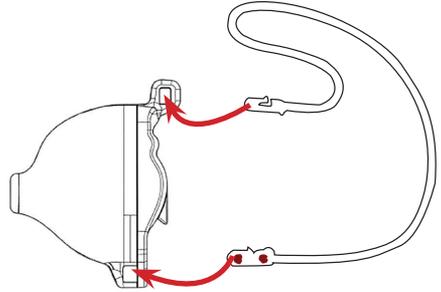


3. Place your hearing aid on a flat surface exactly as pictured. There are two openings (holes), one at the top and one at the bottom of your EarMate. This is where the ends of the D-ring will be inserted.

TIP: The hole that protrudes the most should always be at the top.



4. Insert the top of the D-ring into the opening (hole) at the top of the hearing aid. You may feel a slight "snap".
5. Insert the bottom of the D-ring into the opening (hole) at the bottom of the hearing aid. You may feel a slight "snap".
6. Gently wiggle the D-ring to make sure you have it securely attached.



Once your D-ring is attached, your right EarMate should look like the image to the right.



Wax guard filters

The wax guard filter discs contain 16 filters and a filter change tool. The discs are color coded as well as the filters themselves. It is recommended that you change the filter once a month. Some will find that they need to change it more or less often.

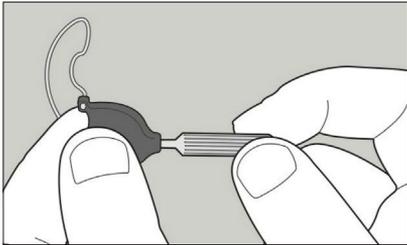


Removing the wax guard filter



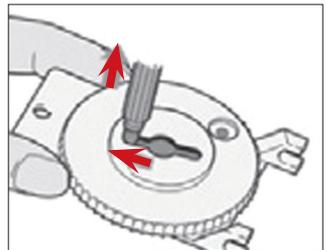
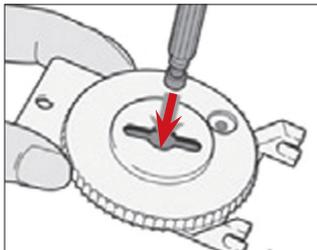
Grasp the filter change tool and pull it away from the wax guard filter disc.

The threaded end is used for removing the used wax guard.



Gently screw the threaded end of the filter change tool into the old wax guard located inside the sound opening of the hearing aid. Pull out the old wax guard.

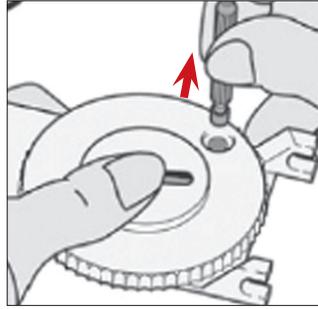
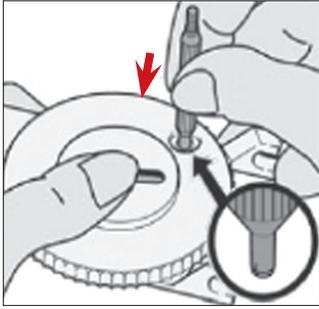
To dispose of the used wax guard, push the changing tool with the old wax guard into the center of the filter disc, and slip off the wax guard by sliding the tool to the side. Then pull the tool out of the slot.



Replacing the wax guard filter

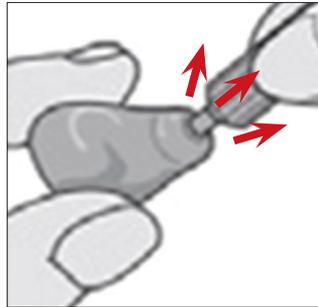
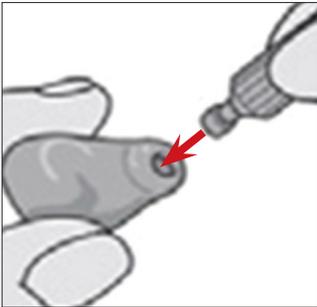
Rotate the dial on the filter disc to locate a new filter. Use the non-threaded end of the change tool to remove the filter from the disc.

Tip: The blue filters are for your left hearing aid and the red filters are for your right aid.



Non-threaded end

Line up the sound opening on the end of your hearing aid with the wax filter on the end of the changing tool. Insert the new wax filter into the hearing aid. Gently wiggle the changing tool back out of the hearing aid.



Showing new wax filter inserted into left and right hearing aids.

Snap the changing tool back into its holder located on the wax filter disc.

Care and Cleaning

Open the battery holder when not wearing your EarMate-4210. Any moisture inside your hearing aid can then evaporate, extending the life of your EarMate-4210.

Always clean your EarMate-4210 at the beginning of each day prior to using it. Without regular cleaning, wax can build up and prevent your EarMate-4210 from working properly. Wax is more easily removed after not using your hearing aid for a few hours.

Cleaning your EarMate-4210:

1. Wipe off the outside of the EarMate-4210 hearing aid with a soft, dry cloth or hearing aid cleaning wipes (call to order).
2. Gently brush across the microphone opening  using the enclosed cleaning brush.
3. Gently brush across the wax filter to remove earwax. Replace the wax guard filter if brushing does not remove the earwax (pgs. 12-13).



(colors may vary)

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.

Specialty ITE Cleaning Kit, item #88531 \$12.99

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.

IMPORTANT CARE INSTRUCTIONS

BEGINNING THE DAY: After showering, apply all lotions, creams, hairspray, perfume and cologne BEFORE putting on your EarMate-4210s. 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 EarMate-4210 in water. If it becomes wet, immediately remove the battery and let your EarMate-4210 stand in a dry place or DryAid dehumidifier for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your EarMate.



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 EarMate-4210. 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 EarMate-4210 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.

Troubleshooting your EarMate

If your hearing aid is: WEAK, DISTORTED, DEAD

1. Test to be sure the EarMate 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 EarMate thoroughly (pg. 14).
5. Check the wax guard filter and replace it if necessary (pgs. 12-13).
6. If your EarMate 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 EarMate. Wear it for only a few hours at a time for the first few days or less if causing soreness. If soreness persists, stop using the EarMate and call for assistance.
2. Try a different size D-ring (pg. 6, 9-11).

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

1. Make sure the hearing aid is inserted correctly (pg. 7).
2. Turn the volume down, it may be set too high (pg. 8).

If your hearing aid is: DAMAGED

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

Service

If your EarMate-4210 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.

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:

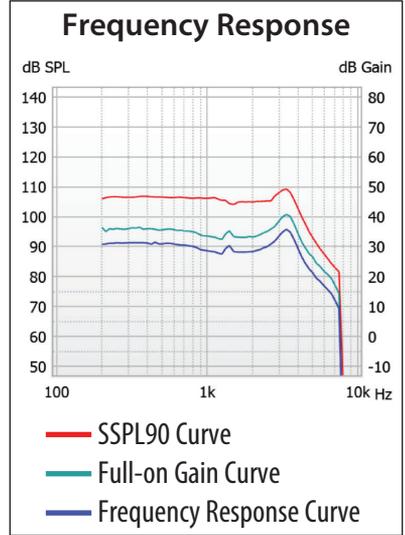
- 1. Visible congenital or traumatic deformity of the ear.***
- 2. History of active drainage from the ear within the previous 90 days.***
- 3. History of sudden or rapidly progressive hearing loss within the previous 90 days.***
- 4. Acute or chronic dizziness.***
- 5. Unilateral hearing loss of sudden 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.

EarMate-4210 Technical Information

Maximum SSPL90	109.3 dB
HFA SSPL90	105.5 dB
HFA full-on gain	34 dB
Reference test gain	28.9 dB
Frequency range	200 Hz to 7501.2 Hz
Equivalent input noise	25.8 dB SPL
Total harmonic distortion... 500 Hz: 2.2%, 800 Hz: 2.1%, 1600 Hz: 1.7%	
Attack time (msec)	6
Release time (msec)	71
Battery type and current	size 10 (Yellow), .9 mA
Battery life	approx. 100 hours
Dimensions64 x .47 x .24 inch



Helpful Accessories

Premium hearing aid batteries for less!



You always get:

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

Your EarMate-4210 uses a size 10 (yellow tab) zinc-air battery.

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

Replacement D-rings

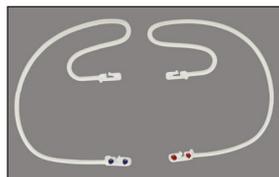
When you received your EarMate the following size was attached to your aid: Men - size Medium and Women - size Small

D-ring Left Ear – \$2.50 ea

Small left #86341
 Medium left..... #86342
 Large left..... #86343

D-ring Right Ear – \$2.50 ea

Small right..... #86346
 Medium right..... #86347
 Large right..... #86348



Wax Guard Filters – \$14.95 per disc

Each disc contains 16 wax guards and a filter change tool.

Wax Guard Filter for Left Aid (Blue) #88341

Wax Guard Filter for Right Aid (Red) #88336

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



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 itchiness, allergies, and other irritations of the ear canal. Includes USB power supply.

PerfectDry Lux, item #88745.....\$90.00

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® EarMate-4210 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 EarMate-4210 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 EarMate-4210 to Hearing Help Express for this warranty to apply. Ship insured mail.

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



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HH.440-191115

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