

EarMate®-4260 Sapphire

User Guide



- 100% Digital • Feedback Cancellation
- Noise Reduction
- Screw-set Volume Control

 **HearingHelp** *express*
an IntriCon company

1-800-221-2099

My eartip 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

Congratulations on your choice of the EarMate®-4260 Sapphire 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 EarMate®-4260 Sapphire has to offer, especially knowing how little you paid.

So, put your EarMate®-4260 Sapphire 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 EarMate®-4260 Sapphire hearing aid. And do take advantage of your 45 day home trial.

For your better hearing. *Jim*

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

Call toll-free: 1-800-221-2099 (M-Th • 7:30 am - 8 pm • Fri 7:30 am - 5 pm • Sat 8 am - Noon CST)

Chat with us online: HearingHelp.com

or email us at: info@hearinghelp.com

YOUR SUCCESS
IS OUR SUCCESS!

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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).

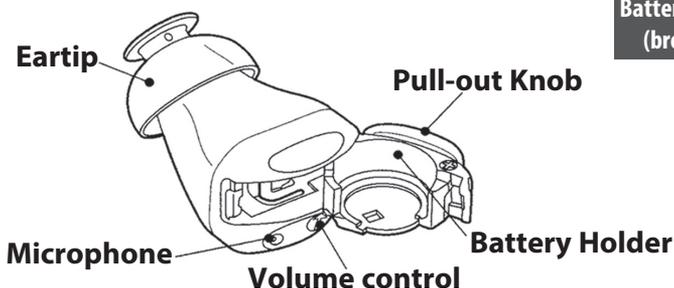
IMPORTANT NOTICE

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

Parts Identified

Get to know your EarMate-4260 Sapphire

Battery Size: 312
(brown tab)



Serial number: Located on the outer casing of the hearing aid.

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

Off: Open the battery door to turn off.

Storing your EarMate-4260: The special case provided with your EarMate-4260 is designed to allow you to easily store your hearing aid. You do not need to remove the battery or open the battery holder.

Place the hearing aid in the case as illustrated and close the lid. The case is designed to open the battery holder on your hearing aid just a little bit, turning off the power to your hearing aid.



Fit and Eartip Information

Getting the best fit possible is one of the most important steps with any hearing aid. Your EarMate-4260 comes with three sizes of soft eartips (2 vented and 3 unvented).

The size medium vented eartip has already been attached to your EarMate.

Enclosed with your EarMate you will find the eartips attached to a sheet that explains when to try the different sizes.

Vented Eartips



medium large

medium.....#88403
large.....#88405

Try the size small unvented eartip if:

- Medium eartip is hard to insert
- Medium eartip is too big
- Medium eartip causes the hearing aid to work its way out of your ear
- Medium eartip is causing soreness
- You experience feedback (squeal)

Try the size large vented eartip if:

- Medium eartip feels too small
- Medium eartip has a loose fit
- You experience feedback (squeal)

Unvented Eartips



medium large

small.....#88401
medium.....#88404
large.....#88406

Try the size medium unvented eartip if:

- Regular medium vented eartip fits well but you experience constant feedback (squeal)

Try the size large unvented eartip if:

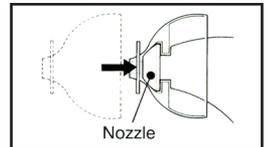
- Regular large vented eartip fits well but you experience constant feedback (squeal)

Eartips can easily be replaced. How often will vary for each person. Most find it best to replace eartips several times a year. Call to order: 1-800-221-2099.

How to attach the eartip

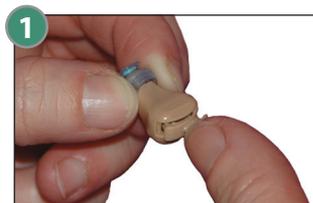
Push the large open end of the eartip over the nozzle (the small, narrow part of the EarMate-4260). You should feel the eartip “snap” over the flange on the EarMate-4260. Gently tug and/or twist on the eartip to ensure that it is securely attached.

CAUTION: It is important that the eartip is firmly attached so that it does not fall off in your ear.



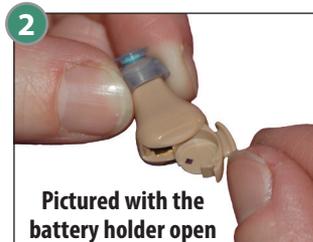
Inserting the Battery

1. Hold the hearing aid as shown. Place your forefinger and thumb on each side of the hearing aid with the serial number facing down.



2. **OPENING THE BATTERY HOLDER**

Gently open the battery holder from the left side with a fingernail. A small, raised dot on the battery holder indicates which side to pull open.

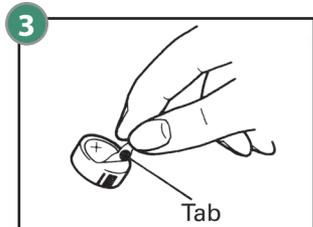


The battery holder should open easily.

Note: If the battery holder does not open easily, try flipping the aid over. You may be trying to open it from the wrong side.

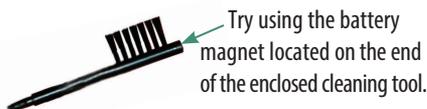
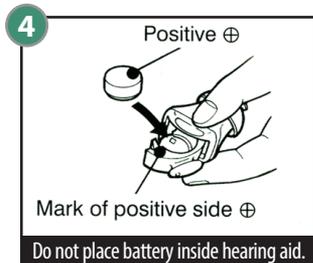
3. **Remove the colored tab from the battery.**

Wait one minute for the battery to reach full power before using (or testing) the battery.



4. **Place the battery in the battery holder (NOT directly inside the hearing aid).**

Make sure the flat, (+) positive side is up.



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

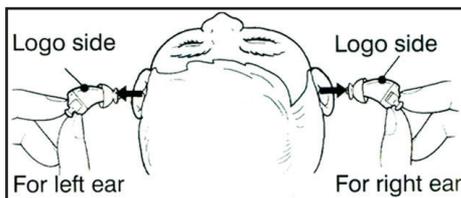
NEVER FORCE THE BATTERY HOLDER CLOSED.

The battery holder should close easily. If not the battery is probably upside down.

LOW BATTERY INDICATOR: You will hear three beeps when the battery voltage is getting low. This will repeat every 5 minutes until you replace it with a fresh battery.

Inserting and Removing

1. Hold the EarMate by the battery holder so it curves backward. The logo, on the back of the hearing aid, should face forward away from you.
2. Push the EarMate-4260 into your ear canal until it fits securely in place. You may need to rotate it slightly to get a good fit.
3. Remove the EarMate-4260 by gently pulling on the pull-out knob. Wiggle it out slowly.



The EarMate-4260 fits in either ear.

IMPORTANT: Check the fit of your EarMate-4260 before wearing it outside. If a hearing aid doesn't fit well, it can fall out of your ear!

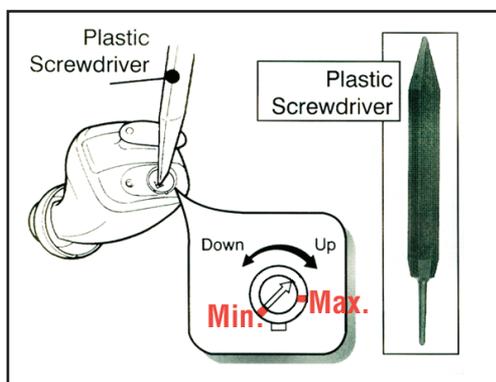
Confirm no missing pieces each time the hearing aid is removed from the ear. If you are not able to retrieve the missing piece from your ear (which is probable), seek professional assistance.

Adjusting the volume

1. Use the included plastic screwdriver to adjust the volume control. **IMPORTANT:** Do not use any other object other than the plastic screwdriver provided.
2. To turn up the volume, gently turn the volume control clockwise. To turn down the volume, gently turn the volume control counter-clockwise.

Caution: To prevent damaging the volume control, always use great care when adjusting it. The volume control is designed to turn only $\frac{3}{4}$ of a revolution.

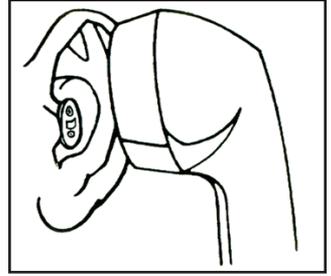
On/Off Control: You may turn the EarMate-4260 on by closing the battery holder and off by opening the battery holder.



Talking on the telephone

You can use your EarMate-4260 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-4260 may feedback (squeal) if it is set too high, a hand or object is near it, or when inserting and removing it.



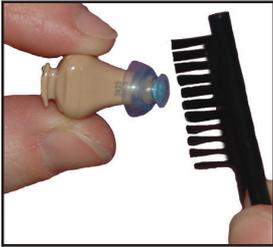
Care and Cleaning

If you are not using the storage case provided with your EarMate-4260, open the battery holder when not wearing your hearing aid. Any moisture inside your hearing aid can then evaporate, extending the life of your EarMate-4260.

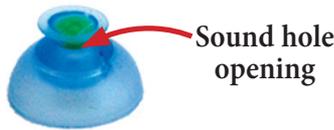
Always clean your EarMate-4260 at the beginning of each day prior to using it. Without regular cleaning, wax can build up and prevent your EarMate-4260 from working properly. Wax is more easily removed after not using your hearing aid for a few hours.

How to cleaning your EarMate-4260:

1. Wipe off the outside of the EarMate-4260 hearing aid with a soft cloth or hearing aid cleaning wipes (call to order).
2. Gently brush across the microphone opening using the enclosed cleaning brush.
3. Gently brush sideways between and around the sound hole opening on the eartip.



This will keep the sound hole opening clear of dirt and ear wax so sounds can be properly heard.



The eartip may eventually clog with wax and oil and the eartip will need to be replaced. Some customers almost never replace eartips while others find it best to replace them several times per year. Call toll-free to order replacement tips (see page 4). 1-800-221-2099.

IMPORTANT CARE INSTRUCTIONS

BEGINNING THE DAY: After showering, apply all lotions, creams, hairspray, perfume and cologne BEFORE putting on your EarMate-4260s. 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-4260 in water. If it becomes wet, immediately remove the battery and let your EarMate-4260 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-4260. 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-4260 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** - Water, droppage, step on it - you name it! We will fix or replace it free of charge for one year (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 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. 5).
4. Clean your EarMate thoroughly (pg. 8).
5. 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 eartip (pg. 4).

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

1. Turn the volume down, it may be set too high (pg. 6).
2. Try adjusting the fit by trying a different size eartip (pg. 4).

If your hearing aid is: DAMAGED

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

Service

If your EarMate-4260 requires service, send it to:

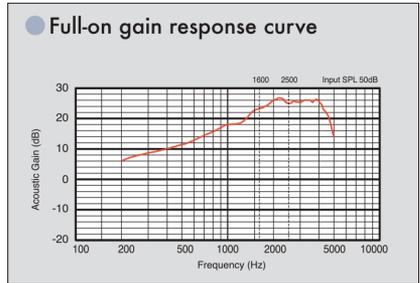
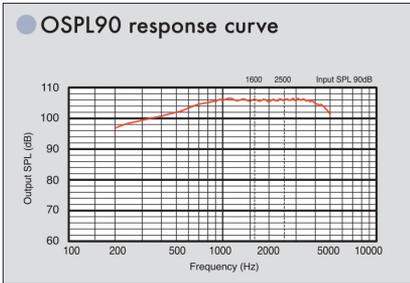
Hearing Help Express

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.

EarMate-4260 Technical Information

Maximum SSPL90	107 dB
HFA full-on gain	22 dB
Reference test gain	22 dB
Frequency range	200 Hz to 5000 Hz
Total harmonic distortion	500 Hz: 1%, 800 Hz: 1%, 1600 Hz: 1%
Equivalent input noise	18 dB
Attack time	5 msec
Release time	30 msec
Battery size and current	312 (brown tab), .95 mA
Battery life (estimated)	190 hours
Product size7/8 inch



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.

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

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

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



(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.....\$13.99

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

Your EarMate-4260 uses a size 312 (brown tab) zinc-air battery.

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)

ProEar by MiraCell, item #88851.....\$14.99

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-4260 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-4260 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-4260 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
1714 Sycamore Rd • DeKalb, IL 60115



HH.362-190708

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