



Advanced **Affordable Hearing**

Hearing Aid User Manual



HearClear™
HCRA



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Helpful Videos:

Go to advancedhearing.com/videos to watch useful and informative videos about how to clean your hearing aids.

Package Contents

1



2



3



4



5



6



- 1) Size 13 Batteries
- 2) HCRA Hearing Aid
- 3) Storage Case
- 4) Cleaning Tool (Brush/Filament)
- 5) Dome Variety
- 6) App Manual

Note: Items and quantities shown are for a single hearing aid; quantities may change for a pair. The contents of this package are subject to change any time.

Your Product Information

Record Your HearClear™ HCRA Information:

Your Serial Number(s): _____

Warranty Included With Your HCRA:

Standard 6 Month Manufacturer Warranty

(If you purchased an Advanced Care Extended Warranty plan, please see warranty certificate for details.)

Tube and Dome Sizes You Use:

Battery Size:

Size 13, or orange

6mm
Open
Magic



9mm
Open
Magic



10mm
Double
Magic



Sample domes printed at approximate size.

Notes: _____

Preface

Congratulations on becoming the new owner of HearClear HCRA hearing aids!

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Welcome to the Advanced Affordable Hearing family! Our products have helped thousands of satisfied customers in all corners of the globe. We are passionate about helping you find an affordable solution to your hearing loss challenges. Your new HCRA is the perfect mix of price and quality, and we are confident it will help you to hear more clearly.

Becoming comfortable with using the HCRA will take time and patience. Practice wearing your HCRA while speaking with friends and family, watching TV, and listening to music.

You can also customize your hearing experience using Soundwear app. For more instructions, please refer to your enclosed App User Manual.

Intent Of Hearing Aids

Hearing aids help people with diminished hearing by amplifying and correcting the sounds around them. The amplification helps to compensate for your hearing loss and allows you to connect more clearly with those around you.

Precautions

If you have an ear infection, it is highly recommended that you do not wear a hearing aid until the infection has been treated. Please consult with a hearing healthcare professional or your doctor prior to resuming use.



IMPORTANT: Please take time to carefully read through this entire manual to learn how to use the HCRA and ensure optimal performance!

HearClear HCRA Features



1) Microphone

2) Program Button

3) Battery Door

4) Hearing Tube

5) Dome



IMPORTANT: Allow 4-8 weeks for your brain to adjust to sounds with your new hearing aids. The more you wear them, the quicker your brain will adjust.



Helpful Tip: When you start to use your hearing aids, you may experience your voice sounding “*plugged up*” or “*too loud*.” This occlusion effect is normal, and usually goes away within the first few weeks.

HearClear HCRA Assembly

Assembling the HearClear HCRA

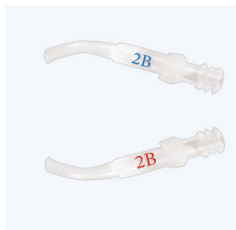
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With these 3 simple steps, you'll have your hearing aid assembled in no time! If you purchased the **Power Upgrade** please go to **page 12-13 for Thick Tube Assembly**.

Step 1

Select the hearing tube with the **blue** numbering for the hearing aid you are going to wear on your **left** ear.

Select the hearing tube with the **red** numbering for the hearing aid you are going to wear on your **right** ear.



Step 2

Choose the dome that fits you best and connect it to the hearing tube by pushing the dome over the grooves on the tube until it is secure.



Step 3

Align the hearing tube over the fitting that sticks out of the HCRA casing. Twist the tube onto the fitting in a clockwise direction until it fits snugly against the HCRA casing.



Batteries

Putting A New Battery In Your HCRA

Step 1

The HCRA uses a size 13 hearing aid battery. When placing a new battery in your HCRA, grip the HCRA firmly upside down. Press your thumb against the swinging door. (If there is already an old battery, remove and discard.)



Step 2

Remove the protective foil sticker from the new battery. **Wait 1-2 minutes before inserting it in the hearing aid.** (This activates the zinc-air battery, allowing it time to breathe, and increasing the overall battery life.)



Step 3

Insert the battery with the positive(+) side (or completely flat side) facing up and insert it into the battery door.



Step 4

Gently close the battery door until you hear it click shut. It should be able to close easily. If not, the battery is inserted improperly.



Batteries Cont'd and Choosing Domes

Low Battery Warning

When the battery life is expiring, you will hear a low battery warning (one short beep). This warning will continue intermittently, until you replace the old battery with a fresh, new one. After the first warning, it is normal to experience some reduction in sound quality.

Choosing The Correct Dome

Your HearClear HCRA is shipped with a variety of domes in different sizes and styles. This allows you to select the dome that provides you with maximum comfort and hearing.

Open Style Domes



Open domes have openings for sound to pass through from outside of the hearing aid. They are intended for people with noticeable to moderate and high frequency losses. These domes work great for people that use lower volume settings (because whistling may occur with higher volumes). The openings allow some natural sound to pass into your ear and provide more ventilation.

Closed Domes



Closed domes provide a seal to the ear canal which helps trap the sound providing more volume. In this way these domes most greatly benefit those who have trouble hearing low frequency sounds. These domes can also help eliminate feedback.

Choosing Domes Cont'd



Double Domes

Double closed domes are intended for people with significant to severe losses. Double closed domes have a “double dome” appearance with the second dome acting as an additional sound seal. In addition to providing the same functionality as regular closed domes, double closed domes can provide additional volume and less feedback.

Other Sizes:

The Domes shipped with the HCRA fit a majority of people with hearing loss however, if you find that you need a bigger or smaller fitting then feel free to call our customer service line at **1-888-570-2740** for more options.



Helpful Tip: To achieve the best hearing aid experience and most comfortable fit, we recommend trying all the supplied dome sizes.



Helpful Tip: Try a tulip or double magic dome to avoid *whistling and/or feedback* when the volume is at higher settings.



IMPORTANT: Keep hearing aids, batteries, tubes, domes and other small parts away from *children, pets and water!*

Turning On/Off and Storage

Turning Your HCRA ON/OFF And Storage

Turning ON the HCRA

Once the battery is gently inserted with the positive side facing up, there will be a 10 second delay before the HCRA begins to operate.

Turning OFF the HCRA

Simply open the battery door (and keep it open) to turn off the device.

Note: This can also be achieved with your app (see enclosed App User Manual pg 6).



Storing Your Device

Store your hearing aid with the battery door open in a safe, dry, cool place until the next use. (**Note: Remember to remove the battery if your hearing aid is not being used for long periods of time.**) Also, remove your hearing aid(s) while sleeping, to allow your ear canals to dry.



IMPORTANT: Handle the battery door gently. If the battery is inserted incorrectly, the door will not close easily. **Never force the door open or closed.** Breakage could occur.



Helpful Tip: To extend battery life, turn the HCRA OFF by opening the battery door when not in use or use the app to turn off your hearing aids.

How To Put Your HCRA On

How To Put Your Hearing Aid On

Step 1

Once assembled, hang the hearing aid so it rests over the top of your ear.



Step 2

Gently insert the dome end of the tube into your ear canal until it fits snugly and comfortably (it should be completely inside your ear canal opening).



Step 3

Wrap the retention cord (the clear plastic tail) into the bottom of the outer bowl of your ear using your index finger. It can be trimmed shorter to fit the size of your ear. (You may want to file the end if it is too sharp after cutting.)



Step 4

Check to see if you're wearing the correct dome size, by gently shaking your head up and down and then side to side, while chewing. If the dome slides out, it's too small. If you wear glasses, place the arm between the HCRA and your head.



IMPORTANT: Never insert the hearing tube into the ear canal without a dome attached. Also, do not force the tube and dome too deep into your ear canal.

Thick Tube Assembly

Power Upgrade (Thick Tubing) Assembly

If you were advised by your hearing specialist to use the Power Upgrade (an earhook and thick tubing), please read all the directions below to fit your tubing properly.

How To Attach The Earhook and Thick Tubing

Your hearing aid is sent to you with the standard thin tubing already attached.

To attach the Power Upgrade (thick tubing), the thin tubing must be removed and replaced with the earhook.

Step 1

To remove the thin tubing, pinch the hard clear plastic pyramid attached to the hearing aid and turn counterclockwise until removed.



Step 2

Attach the earhook where the thin tube was by placing it on top of the grooves and turn clockwise until it fits snugly and aligns with the hearing aid.



Step 3

Choose the suitable dome and push it onto the thick tube.



Thick Tube Assembly Cont'd

Step 4

Hang the hearing aid over the top of your ear (with just the earhook attached).



Step 5

Gently push the dome end of the tube into your ear canal until it fits snugly and comfortably.



Step 6

Hold the open end of the tube up to earhook, noting if there is an extra length of tubing.



Step 7

Trim off any unneeded tubing, leaving 3/16" to connect to the earhook (this will overlap).



Step 8

Connect the tube to the earhook by gripping the ear hook and firmly pushing until it is securely attached.



Cleaning and Maintenance

Cleaning and Care Maintenance

Earwax buildup is a very common issue that can be solved with simple daily hygiene practices. Earwax blockages in your tube can lead to poor sound quality or no sound at all.

Clean Hearing Tubes As Needed.

Remove tube by twisting the hard plastic pyramid at the end of the tube counter-clockwise until it separates completely from the hearing aid. Insert the cleaning filament (small plastic thread) into the tube and push it all the way in to remove any ear wax and debris from the hearing tube. Clean off the filament before removing it from the tube. Replace tubes every 3-4 months.



Helpful Tip: Regularly cleaning your ears and hearing aids will keep them working in top condition and help you to get the most out of your hearing experience.

Cleaning and Maintenance Cont'd

Clean Domes/Earmold Daily. Remove any ear wax residue on the dome/earmold with an alcohol swab/pad. Replace domes every 3-4 months.

Clean Casing Regularly. Use a soft cloth to clean oils or particles of moisture off the casing.



Helpful Videos:

Go to advancedhearing.com/videos to watch useful and informative videos about how to clean your hearing aids.



IMPORTANT: Always keep your hearing aids away from sources of excess heat and moisture of any kind, to prolong their lifespan and protect against damage.



IMPORTANT: To make sure hearing aid is actually working, remove the tubing and turn the volume all the way up. If it whistles, your hearing aid is in fact working and the tube or dome just needs to be cleaned or replaced.

Volume and Program Settings

How To Change Programs

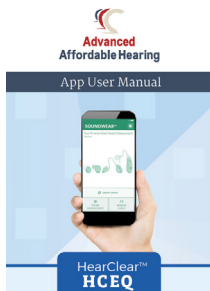
By pressing the Program Button, your HCRA will switch between 4 preprogrammed settings, which adjusts the type of amplification used for each environment. You'll either hear 1, 2, 3 or 4 beeps. Every time the hearing aid is turned on, it will reset to the last setting used.



Program	Works Best For...	Signal
1) All Around	Normal Everyday Situations, Around The House, Speaking 1 on 1, On The Phone, Watching TV, Family Time	1 Beep
2) Restaurant	Noise Reduction, Social Settings, Restaurants, Small Groups, Church, Time With Friends	2 Beeps
3) Traffic	Reducing Background Traffic Noise, Noisy Environments	3 Beeps
4) Outdoor	Reducing Wind Noise	4 Beeps

Using the App

To change programs through the app, please refer to page 11 in your enclosed App User Manual for instructions.



Troubleshooting

Problem: Hearing Aid Has Weak Or No Sound	
Possible Causes	Solutions To Try
No battery or it is inserted improperly	Make sure to insert the battery correctly
Dead or low battery	Replace the battery with a fresh new one
Excessive ear wax	Thoroughly clean your ears and consult your physician
Volume is set too low	Adjust volume on Soundwear app
Wax or debris is clogging the microphone or tube	Unscrew and remove the tube before cleaning. Clean the tube with the cleaning filament. Clean the mic with the little black brush. Remove the dome from the tube and clean with an alcohol swab.
Tube is kinked/bent	Gently reshape or replace with a new tube
Tube and dome not flush in the canal	Insert dome into canal
Need Power Upgrade (thick tubing package)	Remove the thin tubing and attach earhook and thick tubing if already purchased (or purchase if necessary). See page 12.
Not using the correct dome	Try using a closed dome

Troubleshooting Cont'd

Problem: Whistling, Noise and Feedback Occurring	
Possible Causes	Solutions To Try
Loose insertion of hearing instrument	Remove and re-insert so it fits better
Excessive ear wax	Thoroughly clean your ears and consult your physician
An improper dome style or size is being used.	Try using a closed, double or tulip dome instead
Tube is too short	Call us during your 30 day trial and we'll send you the replacement tube for free
Object (such as your hand or headset) is close to the hearing aid	Remove the object and the whistling should stop
Wax or debris is clogging the microphone or tube	Unscrew and remove the tube before cleaning. Clean the tube with the cleaning filament. Clean the mic with the little black brush. Remove the dome from the tube and clean with alcohol swab.
Need more volume than the hearing aid allows	One of our hearing specialists can talk to you about the Power Upgrade or other options Contact Info: See Page 19

Troubleshooting Cont'd

Problem: Sound Is Distorted Or Unclear	
Possible Causes	Solutions To Try
Low battery	Replace the battery with a new one
Trapped moisture	Consider leaving your hearing aid in uncooked rice or a dehumidifier overnight
You are a new hearing aid user or just started wearing them recently	Allow 4-8 weeks for your brain to adjust to sounds with your new hearing aids. Keep wearing them, as much as practical, to allow your brain to adjust to the new sounds you are hearing.
The hearing aid may be damaged	Contact: support@advancedaffordablehearing.com or Call: 1-888-570-2740

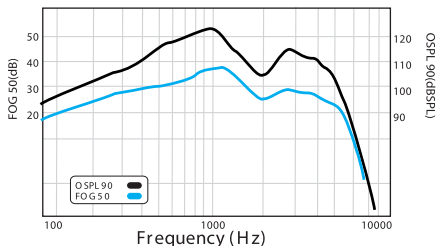


Contact Information: For any further assistance, please call us at **1-888-570-2740**, or email **support@advancedaffordablehearing.com**

Technical Information

Technical Information

Testing Diagram



Technical Data

Technical Data	HCEQ
Peak OSPL 90(dB SPL)	122
HFA OSPL 90(dB SPL)	111
Peak Gain(dB)	38
Reference Test Gain (dB)	33
HFA full on Gain(dB)	29
Total Harmonic Distort :	
500Hz(%)	3.0
800Hz(%)	3.0
1600Hz(%)	3.0
EQ Input Noise(dB)	32
Battery Current(mA)	2.3
Frequency Range	300-4000

Note: The Manufacturer reserves the right to modify the technical specifications of the product without any prior notice.

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Benefits Of 2 Hearing Aids



Ears Are Designed To Work Together

Your brain is designed to use the sound each ear hears to fully understand what you hear. Studies have shown that the benefit of wearing 2 hearing aids can be up to 3 times more effective than wearing just one.

Better At Understanding Speech

The biggest improvement is found when understanding speech in noisy situations. Your brain can separate background noise from speech better when it hears equally through both ears than it can when there is more sound coming from one ear. Also, since your brain can do a better job of identifying where sounds come from, you can do a better job of listening to what you want to hear and ignoring what you don't.

Budget Friendly

If you are on a limited budget, it's better to buy two lower cost hearing aids than it is to buy one expensive hearing aid. Wearing two hearing aids is almost always better than wearing just one.

Warranty, Repairs and Returns

Warranty and Repairs

Your hearing aid comes with a **6 month warranty** against manufacturer defects from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials or workmanship, we will repair or replace it for free. *This warranty does not cover malfunctions or damage due to unusual wear and tear or mistreatment of your hearing aid.*



If you require **Warranty or Repair Service**, please call Customer Service at **1-888-570-2740** for a *Return Merchandise Authorization (RMA) number*. We'll discuss any problems, instructions and any repair costs with you.

Return Policy

Providing complete *customer satisfaction is our top priority*. We strive to ensure that your experience when purchasing from us will always be a positive one.

If you are unsatisfied with your purchase for any reason, we offer a **full 30-day money-back guarantee** (when items are returned complete and undamaged). This means that we are providing you with a Risk Free 30-Day Trial to try our products to see if they can help you! *(Note: Shipping and handling charges are nonrefundable.)*



If you want to **return our hearing aids** please call our Returns Department at **1-877-269-4252** for a *Return Merchandise Authorization (RMA) number*.

Special Statements and Information

Special Statements Regarding Hearing Aids

- Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing health care professional and contact your physician.
- The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing aids does not provide full benefits. Once you have become accustomed to your hearing aids, wear them everyday, as much as is practical.
- **If your hearing aid(s) need(s) to be repaired, please see the “Warranty, Repairs and Returns” page of this manual.** You may send the hearing aid to Advanced Affordable Hearing, LLC, 310 K St., Ste 286, Anchorage, AK, 99501, but if you do, you will incur additional service charges.

FDA Information

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 Cont'd

information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear.

Important Notice For All Prospective Hearing Aid Users

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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, 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 aid 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 aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

Information Cont'd

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 who is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss is recommended.



Advanced Affordable Hearing

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FDA **CE**⁰⁴⁸² **MED/CERT**

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