



# User Guide

**HORIZON RIC G8**



## WARNING

**If you are younger than 18, do not use this.**

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.



## WARNING

### **When to see a doctor.**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- ▶ Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- ▶ You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- ▶ Your ear feels painful or uncomfortable.
- ▶ You have a lot of ear wax, or you think something could be in your ear.
- ▶ You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- ▶ Your hearing changed suddenly in the past 6 months.

- ▶ Your hearing changes: it gets worse, then better again.
- ▶ You have worse hearing in one ear.
- ▶ You hear ringing or buzzing in only one ear.



### WARNING

**This hearing aid should not cause pain when inserting it.**

Remove the device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort does not go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.



## WARNING

Risk of injury!

Always wear the hearing aid with a sleeve.

- ▶ Make sure that the sleeve is completely attached.
- ▶ Ensure that only a single sleeve is attached to each hearing aid.
- ▶ In the very rare case that the sleeve gets stuck in the ear canal and you cannot remove it yourself, please contact a physician.
- ▶ Do not insert the sleeves in your ears without the hearing aid attached.



## WARNING

In case you have any doubt whether this device is appropriate for you, consult a licensed physician before using this device.



## WARNING

This hearing aid is intended for you only and should not be worn by others.



## NOTICE

Do not use your hearing aids while swimming or while taking a shower.



## WARNING

Choking hazard!

Your hearing aids contain small parts which can be swallowed.

- ▶ Keep hearing aids, batteries and accessories out of reach of children and pets.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



## CAUTION

### **This is not hearing protection.**

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you are in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.



## CAUTION

### **The sound output should not be uncomfortable or painful.**

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.



## CAUTION

**You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

**Note: If you remain concerned, consult a professional.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

## **Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening – for example noisy environments.

## **Note: Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events”, and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at:

- <https://www.fda.gov/Safety/MedWatch>,
- or call 1-800-FDA-1088.

You can also download a form to mail to FDA.



## NOTICE

In case of a serious incident, report the occurrence to the manufacturer of the device.



## CAUTION

Read this user guide thoroughly and completely to avoid damage and injury.



## NOTICE

The left and the right hearing aid are intended to be worn together. They operate as a set.

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# 1 Your hearing aids

Intended use

What you'll find in the box

Get to know your hearing aids

Get to know your charger

# Your hearing aids

Your hearing aids are a RIC (Receiver-in-Canal) model. The receiver is placed within the ear canal and connected to the aid via a receiver cable.

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing aid. This enables easy charging with Travel Charger RIC.

The wireless functionality enables advanced audiological features and synchronization between your two hearing aids.

Your hearing aids feature Bluetooth® Low Energy\* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone\*\* and for some Android smartphones that support Audio Streaming for Hearing Aids (ASHA).

\* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by WS Audiology Denmark A/S of this product is under licenses. Other trademarks and trade names are those of their respective owners.

\*\* iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

## **Intended use**

The hearing aid is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. The device is intended for direct-to-consumer sale.

## What you'll find in the box



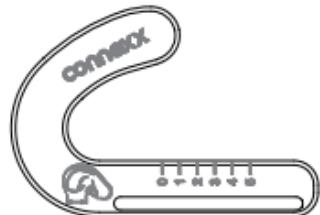
Left and Right hearing aid,  
Sleeve XS attached



Travel Charger RIC + USB power cable  
+ power adapter



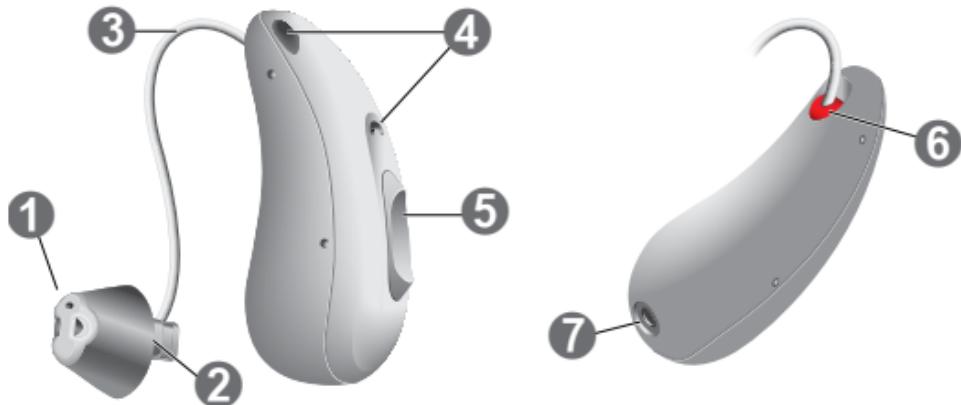
Cleaning kit (towel, brush and waxguard)



Measuring gauge

- This user guide and safety manual

## Get to know your hearing aids



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1	Sleeve	5	Rocker switch (control, on/off switch)
2	Receiver	6	Side indicator (red = right ear, blue = left ear) and receiver connection
3	Receiver cable	7	Charging contacts
4	Microphone openings		

---

You can use the following standard sleeves:



Closed sleeve XS

Standard



Eartip 3.0 Open

Optional



Sleeve 3.0 Vented/Closed/Power

Optional



Eartip 3.0 Tulip

Optional

See “How to change sleeves” section for more information on sleeve types.

## Get to know your charger



- ① Removable silicone lining
- ② Charging slots
- ③ Hearing aid LEDs
- ④ Charger LED

- ⑤ Push button
- ⑥ Power port
- ⑦ USB power cable
- ⑧ Power adapter



Fully charge your hearing aids before using them for the first time.

# 2 Handling of your device

Charge your device

Turning on and off

Inserting and removing the hearing aids

How to change sleeves

Download the hear.com HORIZON app

# Handling of your device

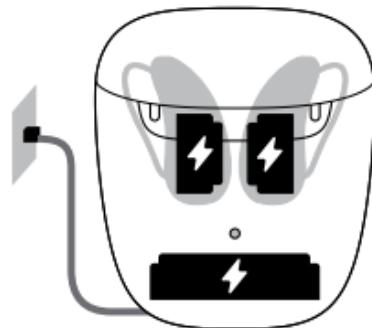
## Charge your device

Connect the charger and the power adapter with the USB power cable. Use the power adapter and USB power cable which came with the device.



Keep the hearing aids inside the charger. The hearing aids start charging.

While charging, the lights are pulsing green. The lights change to constant green when the batteries are fully charged.



For more information, refer to chapter “Charging”.

## Turning on and off

You have the following options to turn your hearing aids on or off.

Via charger:

► Turning on: Take the aids out of the charger.

The startup melody is played in your hearing aids. The **default** volume and hearing program are set.

- ▶ Turning off: Place the hearing aids in the charger.

Via rocker switch:

- ▶ Turning on: Press and hold the lower part of the rocker switch until the startup melody starts to play. Release the rocker switch while the melody is playing. The **default volume** and hearing program are set.



- ▶ Turning off: Press and hold the lower part of the rocker switch for several seconds. A power down melody is played.



## Inserting and removing the hearing aids

Your hearing aids have been fitted for your right and left ear. Coloured markers indicate the side:

- red marker = right ear
- blue marker = left ear

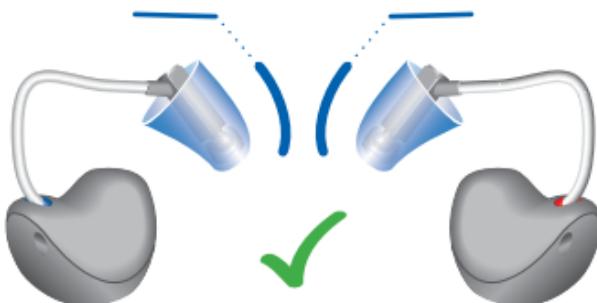


## Inserting a hearing aid:

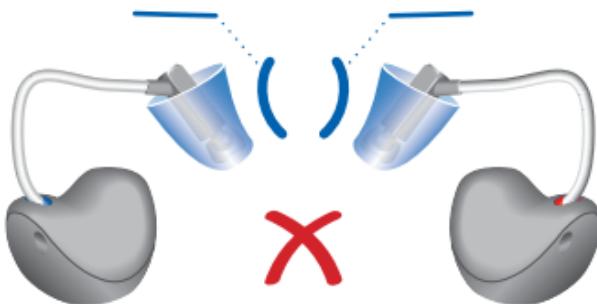
- For sleeves, take care that the bend of the sleeve is in line with the bend of the receiver cable.

See following illustrations.

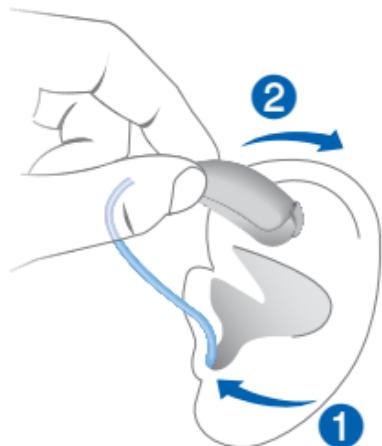
Correct:



Incorrect:



- ▶ Hold the receiver cable at the bend closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal ①.
- ▶ Twist it slightly until it sits well.  
Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the hearing aid and slide it over the top of your ear ②.





## CAUTION

Risk of injury!

- ▶ Always wear the receiver cable with a sleeve.
- ▶ Make sure that the sleeve is completely attached.
- ▶ Ensure that only a single sleeve is attached to each hearing aid.
- ▶ In the very rare case that the sleeve gets stuck in the ear canal and you cannot remove it yourself, please contact a physician.
- ▶ Do not insert the sleeves in your ears without the hearing aid attached.



## CAUTION

Risk of injury!

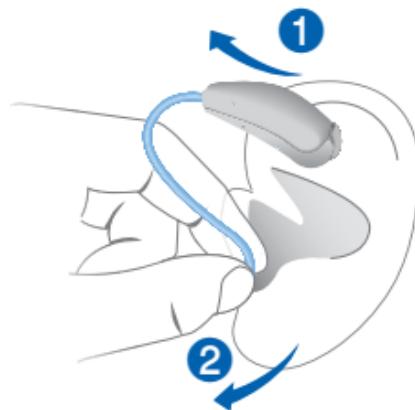
- ▶ Insert the sleeve carefully and not too deeply into the ear.

**i**

- It may be helpful to insert the **right** hearing aid with the **right** hand and the **left** hearing aid with the **left** hand.
- If you have problems inserting the sleeve, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the sleeve.

Removing a hearing aid:

- ▶ Lift the hearing aid and slide it over the top of your ear **1**.
- ▶ Grip the receiver in the ear canal with two fingers and pull it carefully out **2**.  
Do not pull the receiver cable.





## CAUTION

Risk of injury!

- ▶ In very rare cases the Sleeve could remain in your ear when removing the hearing aid. If this happens, have the Sleeve removed by a medical professional.

Clean and dry your hearing aids after usage. Read more in section “Cleaning and maintenance”.

## How to change sleeves

The hearing aids come with the size XS sleeves pre-attached.

If you do not feel comfortable using this size. You can change the sleeve, consult with the customer service for alternative sleeves.

Choose a **smaller size** if the hearing aid feels tight in your ear.

Choose a **larger size** if the hearing aid feels loose or makes whistling noise.

Left and right ear sizes may differ.

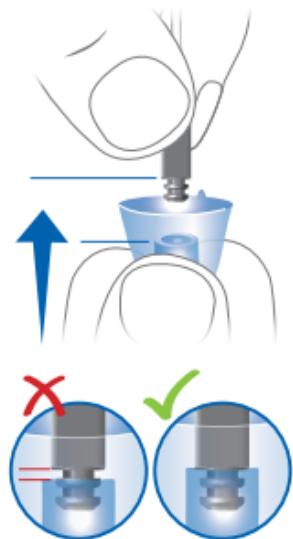
### Removing Sleeve

Follow the illustration. Be careful not to pull the receiver cable.



## Installing new Sleeve

- ▶ Take particular care that the new Sleeve fully covers the retention rings of the receiver.
- ▶ Check the firm fit of the new Sleeve.



### NOTICE

Select the sleeve size that gives you the best wearing comfort in each ear. Left and right ear sizes may differ. Choose a larger size in case of whistling problems.

## **Download the hear.com HORIZON app**

In addition, download the hear.com HORIZON app to make handling of your device even easier.

The hear.com HORIZON app is available for both Apple (iOS) devices and Android devices. You can find it on the Apple App Store and the Google Play Store, respectively, by searching for “hear.com HORIZON”.

For more information or to view instructional video, visit:

<https://www.hear.com/hearing-aids/horizon/app/>

# 3 Charging

Charging hearing aids

Safety information

Charging via electrical outlet

Requirements for the USB power adapter

Mobile charging

Check charging status

Low power indication

Best practices for charging

# Charging

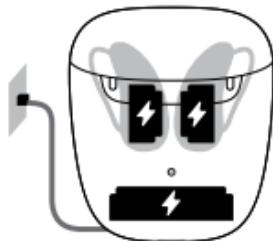
## Charging hearing aids

- ▶ As illustrated, place the right hearing aid in the charging slot marked with an “R”, and the left hearing aid in the charging slot marked with an “L”.
- ▶ Make sure the bottom of the hearing aids are placed well into the charging slots.
- ▶ Correct placement will be indicated by the LED.
- ▶ Close the charger’s lid.
- ▶ The hearing aids are automatically turned off and start charging. The charging status is shown for 7 seconds.
- ▶ You can charge both hearing aids at the same time.



## Charging via electrical outlet

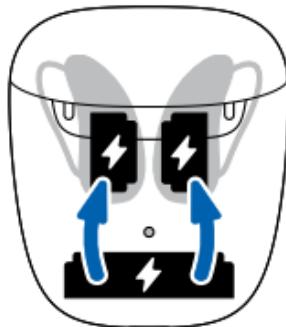
- ▶ Connect the charger to the power adapter and plug it into an electrical outlet.
- ▶ The internal battery of the charger is charged.
- ▶ Put the hearing aids in the charger to also charge the hearing aids.
- ▶ The LEDs start pulsing green to indicate that the hearing aids and the charger are being charged.
- ▶ Constant-on green LEDs indicate that charging is completed.



## Mobile charging

When you are mobile with no electrical outlet available, you can still charge your hearing aids. Energy is fed from the charger's integrated battery into your hearing aids. The charger must be turned on to do so.

The charging status of charger and hearing aids is shown by pushing the button or opening the lid.

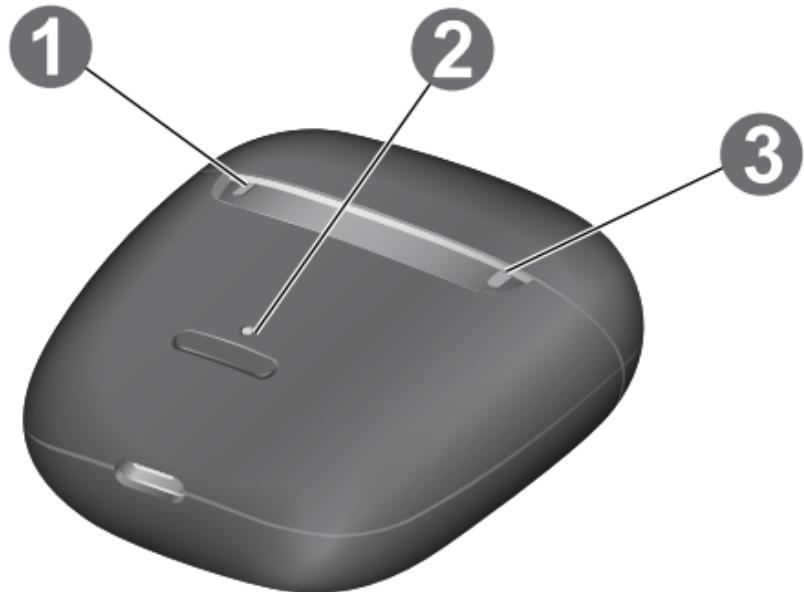


## Check charging status

The two LEDs next to the hearing aids indicate the charging status of the hearing aids.

Note that the status is only displayed immediately after putting the hearing aids in the charger, when you briefly press the button or when you open the lid.

When the charger is off, no status is displayed at all.



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① Left hearing aid LED

② Charger LED

③ Right hearing aid LED

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Charger LED	Status
Solid green 	Internal battery has enough capacity to fully charge a pair of hearing aids.
Solid orange 	Internal battery does <b>not</b> have enough capacity to fully charge a pair of hearing aids.
Blinking orange 	Internal charger battery is empty. Charging of hearing aids is not possible.

## Left and right hearing aid LED

### Status

Pulsing green



Hearing aid is being charged.

Solid green



Hearing aid is fully charged.

LED is off



No hearing aid is in the charger, a hearing aid is not placed correctly, or the charger is discharged.

Blinking red



Hearing aid error. Refer to section "Troubleshooting".

## **Low power indication**

You will hear an alert signal to indicate the power cell is running low. The signal will be repeated every 15 to 30 minutes depending on your settings. Depending on the usage of your hearing aids, you have approximately 1.5 hours to charge your hearing aids before they stop working.

Note that the power cell runtime is reduced if too many features are used simultaneously.

## **Best practices for charging**

You may have some questions on how to best charge your hearing aids. Read the questions and answers below.

### **How often do I need to charge the hearing aids?**

We recommend charging the hearing aids daily, even if the power cell is not empty. Charge them overnight so you can be sure to start your day with fully-charged hearing aids.

## How long does charging take?

A full charging cycle takes approximately 4 hours.

After 30 minutes, it is possible to use your hearing aids for up to 6 hours.

Charging times may vary due to the use of the hearing aids and the age of the power cell.

## What happens if I forgot to charge?

Your hearing aids will automatically switch-off when the power cell is empty. Charge the hearing aids as soon as possible.

Hearing aids which have not been charged for over 6 months may be damaged due to an unrecoverable deep-discharge of the power cell.

Deep-discharged power cells cannot be charged anymore and have to be replaced.

## Safety information

### Safety information on lithium-ion rechargeable batteries



#### WARNING

A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.

Risk of injury, fire or explosion!

- ▶ Follow the safety instructions for lithium-ion rechargeable battery in this section.



## WARNING

- ▶ Charge your hearing aids only with the approved charger.
- ▶ Immediately discontinue use if the hearing aids or the charger feel hot.
- ▶ Do not dispose of the device in fire or water.
- ▶ Keep the device away from combustible materials, due to the unlikely event of a lithium-ion battery bursting or exploding.

In any of the above cases, contact the customer service for help.



## NOTICE

- ▶ To avoid environmental pollution, do not throw batteries or hearing aids into household trash.
- ▶ Recycle or dispose hearing aids, accessories, batteries and packaging according to local regulations.



## WARNING

Risk of burns!

- ▶ Do not place anything other than your hearing aids in the charger.

## Requirements for the USB power adapter



### NOTICE

Use of incompatible parts poses a risk of malfunction.

- ▶ Use only the power supply and country specific adapter that is provided with the charger.
- ▶ Use only the USB cable that is provided with the device.
- ▶ Do not insert incompatible or foreign objects into the charger port.
- ▶ Use standard USB power adapter which supports an output voltage of 5 V DC and an output current of 0.5 to 1 A.



### WARNING

Risk of electric shock!

- ▶ Connect the charger only with a USB power supply which complies with EN 62368-1.

# 4 Daily use

Adjusting the volume

Adjusting your hearing aid

What to do in loud environments

Use with medical implants

Contraindications

Possible physiological side effects

Explosive atmospheres

Further adjustments (optional)

# Daily use

## Adjusting the volume

Your hearing aids automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, press the upper part of the rocker switch to increase the volume or press the lower part to decrease the volume.

An optional signal can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.



## NOTICE

- ▶ Do not drop the hearing aids or the charger. Internal components may get damaged.



## NOTICE

- ▶ Protect your hearing aids from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.

## Adjusting your hearing aid



### WARNING

Do not adjust the hearing aid when your attention is required on other activities, for example when crossing a street or driving a car.



### WARNING

Your hearing devices may reduce certain background sounds, potentially also traffic or warning signals. Adjust the hearing aid to ensure you can hear surrounding sounds, including alarms and warning signals. Be aware that it may be more difficult to identify where a sound is coming from during the first few weeks of use.

## What to do in loud environments



### WARNING

Do not use this device as hearing protection in loud environments.



### WARNING

Remove hearing aids before using hearing protection equipment.  
Noise-cancelling headphones should not be used as hearing protection.



### WARNING

Frequent exposure to loud sounds may harm your hearing. Keep the loudness at comfortable listening levels. Wear hearing protection when exposed to loud environmental noise.

## Use with medical implants



### WARNING

#### Risk of interference with implants

Your charger can interfere with other devices if it is too close to them. This includes electronic implanted medical devices such as pacemakers, insulin pumps, and neurostimulators. It also includes inactive ferromagnetic implants such as stents, valves, and electrodes.

If you have an implanted medical device, take the following precautions:

- ▶ Keep the charger at least 4 centimeters (about 1.6 inches) away from any implanted device, or any potential source of interference.
- ▶ Do not place the charger in clothes pockets near the site of the implant.

## Contraindications



### WARNING

If you know you have any contact allergies, ask the manufacturer of the hearing aids about potential allergens before you start using the hearing aids. If you get an allergic reaction from wearing the hearing aids, stop using them, and talk to a licensed physician.

## Possible physiological side effects



### WARNING

Contact your physician if you experience any unusual skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there might be an object in your ear canal.



### WARNING

This product can expose you to Nickel (Metallic), which is known to the State of California to cause cancer. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## Explosive atmospheres



### WARNING

Risk of explosion!

- ▶ Do not use your hearing aids in explosive atmospheres (e. g. mining areas).

## Further adjustments (optional)

If you are not satisfied with the hearing qualities of your hearing aid, contact customer service via phone or email to book an appointment for an adjustment.

# 5 Special listening situations

Audio streaming with iPhone

Audio streaming with Android phone

Bluetooth

# Special listening situations

## Audio streaming with iPhone

Your hearing aids are Made for iPhone hearing aids. This means you can get phone calls and listen to music from your iPhone directly into your hearing aids.

Additionally, your hearing aids may offer hands-free calling with compatible iPhone and iPad devices.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact customer service.

To view instructional video, visit:

<https://www.hear.com/resources/videos/>

## **Audio streaming with Android phone**

If your mobile phone supports Audio Streaming for Hearing Aids (ASHA), you can get phone calls and listen to music from your mobile phone directly into your hearing aids.

For more information about compatible Android devices, pairing, audio streaming and other useful functions, contact customer service.

To view instructional video, visit:

<https://www.hear.com/resources/videos/>

## **Bluetooth**

Your hearing aids are equipped with Bluetooth wireless technology to enable audio streaming from mobile phones or other compatible devices.

In an airplane, the use of Bluetooth functionality may be restricted, especially during take-off and landing. If this is the case, you can switch off Bluetooth wireless technology in your hearing aids via the smartphone app.

# 6 Cleaning and maintenance

Hearing aid

Charger

Sleeves

Exchanging the receiver wax guard

Exchanging the receiver

Storage

# Cleaning and maintenance

## Hearing aid

Your hearing aids have a protective coating. However, if not cleaned regularly you may damage the hearing aids or cause personal injury.

- ▶ Clean your hearing aids daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.
- ▶ Do not use alcoholic solvent on the charging contacts.
- ▶ To avoid corrosion, use a soft and dry tissue to wipe off sweat or liquid from the charging contacts or hearing aids before inserting them in the charger.



## Charging contacts on the hearing aid:

- ▶ Never use alcoholic solvents on the charging contacts of your hearing aids.
- ▶ To prevent corrosion, use a soft and dry tissue to wipe off any sweat or liquid from the charging contacts or hearing aids before inserting them into the charger.
- ▶ Optionally, moist wipes made for use with hearing aid products can be used for effective cleaning of the charging contacts in case of charging issues.



### NOTICE

- ▶ Clean your hearing aids daily with a soft and dry tissue. Never use water. Only use cleaning products declared for use with hearing aids.



### WARNING

Protect your hearing aids from sunlight and extreme heat like fire, micro-wave ovens, induction ovens, and other high induction fields.

## Charger

- ▶ If cleaning is required, disconnect the charger from the power supply.
- ▶ Clean the charger using a soft, dry tissue.
- ▶ Never use running water or immerse the charger in water.
- ▶ Do not sterilize or disinfect the charger.
- ▶ After use and before placing in the charger, wipe the charging pins on the hearing aid with a soft, dry tissue to remove grease or moisture.

Contact your customer service for recommended cleaning products, special care sets, or more information on maintaining your hearing aids in optimal condition.



### NOTICE

- ▶ In the unlikely event corrosion becomes visible on the surface of the charging contacts and cannot be wiped off, discontinue wearing the device and contact your customer service.

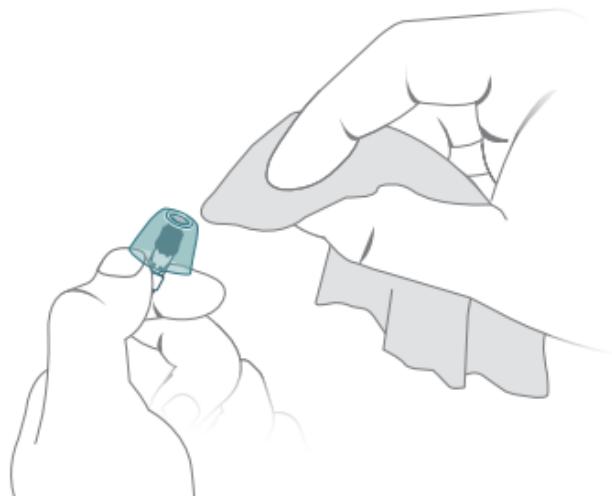
## Sleeves

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- ▶ Clean the sleeves when you take it out of the ear with a soft and dry tissue.
- ▶ This prevents that cerumen (ear wax) becomes dry and hard.

Exchange standard sleeve approximately every three months. Replace them sooner if you notice cracks or other changes.

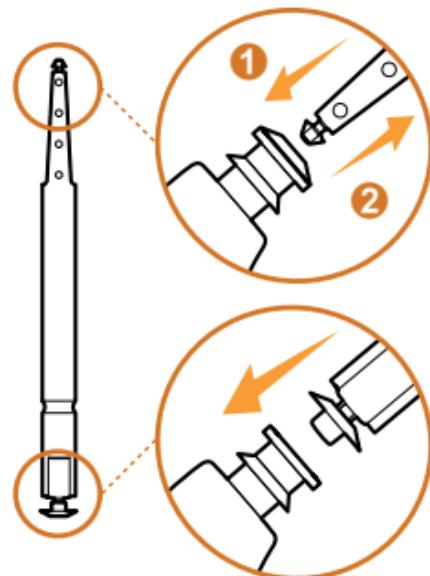
If wax has collected underneath the sleeve and it cannot be wiped off, contact customer service.



## Exchanging the receiver wax guard

If your hearing aid does not sound loud enough or there is no sound and cleaning or changing the sleeve did not help, please exchange the wax guard.

- ▶ Take off the sleeve.
- ▶ Press the end of the wax guard changing tool into the white wax guard in the receiver opening.
- ▶ Remove the old wax guard.
- ▶ Flip the tool over and insert the new wax guard into the receiver.
- ▶ Tilt the changing tool to the side to release the wax guard. Dispose the changing tool after that.



## **Exchanging the receiver**

If your receiver is dirty or worn for a long time, contact customer service to exchange the receiver.

Customer service may require you to measure the length of your receiver. For this case, there is a measuring gauge included in the kit.

## Storage

- Short-term storage (up to several days): Turn off your hearing aids via the rocker switch or place them in the powered charger.  
The charger must be connected to the power supply. If the charger is not connected to power supply and you place your hearing aids in the charger, the hearing aids are **not** turned off.  
Note that when you turn off the hearing aids via a remote control or smartphone app, the hearing aids are **not** turned off completely. They are in standby-mode and still draw some power.
- Long-term storage (weeks, months, ...): First, fully charge your hearing aids. Turn them off via the rocker switch before storing them. We recommend using drying products while storing the hearing aids.  
At 6 month intervals you will have to charge the hearing aids to avoid an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and they have to be replaced. We recommend recharging more frequently than 6 month intervals.
- ▶ Observe the storage conditions in section “Operating, transport and storage conditions”.

# 7 Troubleshooting

Hearing aid

Charger

# Troubleshooting

## Hearing aid

### Problem and possible solutions

---

Sound is weak.

---

- Increase the volume.
- Charge the hearing aid.
- Clean or exchange the ear piece.

---

Hearing aid emits whistling sounds.

---

- Reinsert the ear piece until it fits securely.
- Decrease the volume.
- Clean or exchange the ear piece.

---

## Problem and possible solutions

---

Sound is distorted.

---

- Decrease the volume.
- Charge the hearing aid.
- Clean or exchange the ear piece.

---

Hearing aid emits signal tones.

---

- Charge the hearing aid.

---

Hearing aid does not work.

---

- Turn the hearing aid on.
- Charge the hearing aid. Observe also the status LEDs on the charger.

---

## Problem and possible solutions

---

Hearing aid does not charge.

---

- Check if the power supply of the charger is connected correctly.
- Check if hearing aid is placed correctly in the charger.
- Clean charging contacts of your hearing aid.
- Clean charging contacts of your charger.

---

If you encounter further problems, contact costumer service.

## Charger

### Problem and possible solutions

---

LED light is off.

- Check if the power supply is connected correctly.

---

LED light is blinking red 3 times: An error in the charger has occurred.

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
- Reconnect the charger to the power supply and re-insert the hearing aids in the charging slots.
- Charger has reached the temperature limit and needs to cool down. Charging is resumed when the temperature decreases below 45°C (113°F).

---

## Problem and possible solutions

---

LEDs are still blinking red.

---

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
- Contact your customer service for support.

---

If you encounter further problems, contact customer service.

# 8 Technical information

Clinical and non-clinical data

Damaged devices, unauthorized changes

Restricted areas for wireless devices

Interference by strong radiation

# Technical information

Output	2cc coupler
Maximum OSPL90	110 dB SPL
Maximum FOG	40 dB
Frequency range and noise	
Frequency range	130–6300 Hz
Equivalent input noise	26 dBA
Total harmonic distortion 500 Hz, 70 dB SPL / 100 dB SPL output	3% / 1%
Latency	8 ms

## Battery

Battery runtime (with 5h streaming)	up to 22 h
Battery runtime (without streaming)	up to 26 h
Battery capacity in the charger	400 mAh (1480 mWh)

All measurements performed according to ANSI/CTA 2051:2017.

## **Clinical and non-clinical data**

All hearing aids developed by the manufacturer undergo clinical evaluation. The hearing aids have well-established clinical performance in compensating for hearing loss and are considered the standard of care for hearing loss.

Supporting non-clinical data includes electro-acoustic and software verification, along with assessments of electrical, mechanical, and radio frequency properties to ensure overall device performance.

## Damaged devices, unauthorized changes



### WARNING

Risk of injury!

- ▶ Do not use damaged devices. Please consult the customer service.



### WARNING

Note that any unauthorized changes to the device may cause damage to the device or cause injury.

- ▶ Use only approved parts and accessories. Contact the customer service for support.
- ▶ Do not modify this equipment without authorization from the manufacturer.
- ▶ If this product is modified, appropriate inspection and testing must be conducted to ensure safe use of the equipment.

## Restricted areas for wireless devices



### WARNING

Switch off the hearing aid in areas where the use of wireless devices is restricted.

## Interference by strong radiation



### NOTICE

Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage hearing aids.

- ▶ Do not wear the hearing aids during these or similar procedures like electrosurgery (diathermy, electrocautery, HF-surgery). Weaker radiation, e. g. from radio equipment or airport security, does not damage the hearing aids.



## NOTICE

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) to other radio communications equipment.



## NOTICE

Your hearing aids are designed to comply with international standards on electromagnetic compatibility, but interference from nearby electronic devices like induction cookers, electromagnetic security systems, anti-theft systems, metal detectors, mobile phones, RFID, and surveillance systems could occur. In this case, move away from the source of interference.

# 9 Explanation of symbols

# Explanation of symbols

## Symbols used in this document

---



Information about potentially dangerous and harmful situations that the user should be aware of.

---



Information about potential situations that might damage the device and other property.

---



Information and warnings specifically related to children using the product.

---



Information that improves or eases the experience of using and handling the device.

---



The CE marking which may appear on the device, is not applicable to the US market.

---

## Symbols used in this document

---



Indicates the distributor of the device.

---

## Symbols on the device or packaging

---



Packaging can be recycled.

---



Read and follow the instructions in the user guide.

---



Do not dispose of the device with general domestic waste.

---

## Symbols on the device or packaging

---



According to IEC 60601-1, the applied parts of this device are classified as type B.

---



Keep dry during transportation and storage.

---



Limit of temperature during transportation and storage. Read more in section “Operating, transport and storage conditions”.

---



Limit of relative humidity during transportation and storage. Read more in section “Operating, transport and storage conditions”.

---



Limit of atmospheric pressure during transportation and storage. Read more in section “Operating, transport and storage conditions”.

---

## Symbols on the device or packaging

---



Serial number

---



Part number

---



Medical device

---



Bluetooth® Low Energy technology.

---



The product is compliant with relevant USA 47 CFR Rules.  
FCC - Federal Communications Commission.

---

# 10 Important information

Operating, transport and storage conditions	Nearfield Magnetic Induction (NFMI) functionality
Technical data of the power supply adapter	EMI/EMC compliance
Disposal information	Wireless security measures
Conformance information	Cybersecurity
For hearing aid users	
Bluetooth Low Energy	

# Important information

The hearing aids are designed for an expected service life of 5 years. They are expected to remain safe for use for this duration.

## Operating, transport and storage conditions

The hearing aids operate in the following environmental conditions (also valid in between uses):

---

Temperature	0 to 50 °C (32 to 122 °F)
Relative humidity	5 to 93 %
Atmospheric pressure	700 to 1060 hPa

---

Note that you have to charge the hearing aids at least every 6 months.

## Hearing aids:

<b>Operating conditions</b>	<b>Discharging</b>	<b>Charging</b>
Temperature	0 to 50 °C (32 to 122 °F)	10 to 35 °C (50 to 95 °F)
Relative humidity	5 to 93 %	5 to 93 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

During extended periods of transport and storage, please observe the following conditions:

	<b>Storage</b>	<b>Transport</b>
Temperature (recommended)	10-25°C (50-77°F)	-20-60°C (-4-140°F)
Temperature (maximum range)	10-40°C (50-104°F)	-20-60°C (-4-140°F)
Relative humidity (recommended)	20-80%	5-90%
Relative humidity (maximum range)	10-80%	5-90%
Atmospheric pressure	700-1060 hPa	700-1060 hPa

Charger:

## Operating conditions

---

Temperature	10-35°C (50-95°F)
Relative humidity	20-75%
Atmospheric pressure	700-1060 hPa

---

During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10-40°C (50-104°F)	-20-60°C (-4-140°F)
Relative humidity	10-80%	5-90%
Atmospheric pressure	700-1060 hPa	700-1060 hPa

---

For other parts, such as hearing aids, other conditions may apply.

## Technical data of the power supply adapter

---

Input voltage:	100-240 V AC
Input current:	0.5 A
Input frequency:	50-60 Hz
Output voltage:	5 V DC
Output current:	1 A

---



### WARNING

Risk of injury, fire or explosion during shipment.

- Ship lithium batteries and hearing aids according to local regulations.

## **Disposal information**

Recycle hearing aids, accessories and packaging according to local regulations.

## **Conformance information**

Devices with the FCC marking comply with the standards of the FCC regarding electromagnetic interference.

## **Notices**

Changes or modifications made to this equipment not expressly approved by the legal manufacturer may void the FCC authorization to operate this equipment.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following conditions:

- ▶ this device may not cause harmful interference, and
- ▶ this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ▶ Reorient or relocate the receiving antenna.
- ▶ Increase the separation between the equipment and receiver.

- ▶ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with the legal manufacturer's accessories supplied or designated for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

## **For hearing aid users**

Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of hearing aids prohibits the wearer from attaining the full benefit from it. The use of hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

## Health considerations

If soreness or skin irritation develops, discontinue wearing your hearing aids, and contact the customer service.

Minor fit adjustments can often correct this condition. If soreness persists, discontinue wearing the hearing aid and see your physician.

If excessive earwax accumulates when wearing your hearing aids, consult your physician.

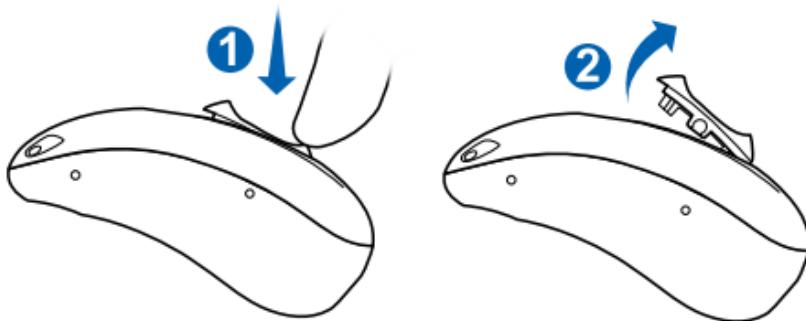
## Battery tips

If a battery is accidentally swallowed, seek medical attention immediately, or call the National Button Battery Ingestion Hotline collect at **1-800-498-8666**.

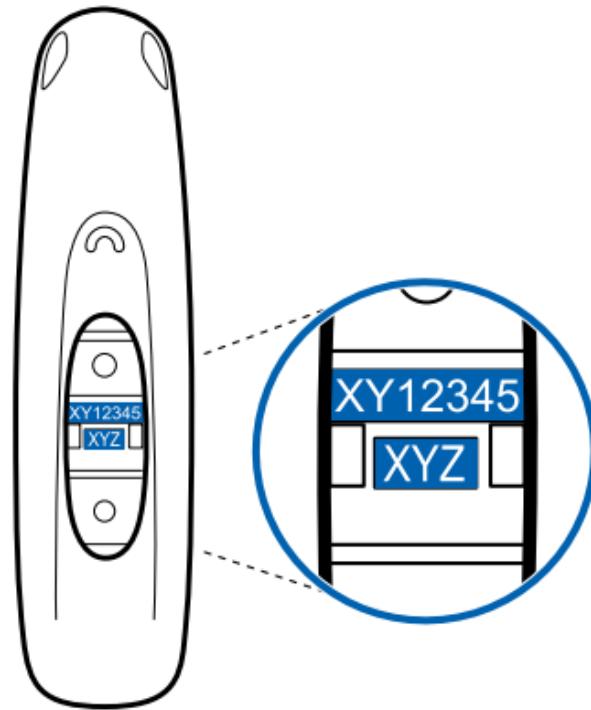
## Identification information

Your hearing aids have a serial number imprinted on them. Record the serial number in your user guide for future reference. The year of manufacture is incorporated into the serial number. For RIC hearing aids, the year of manufacture is derived from the second digit.

Press the lower part of the rocker switch and remove this from the top.



Note: If you press the lower part of the rocker switch more than 3 seconds, the hearing aid may turn on. After reassembly, you can turn off the hearing aid by a long press of the lower part of the rocker switch.

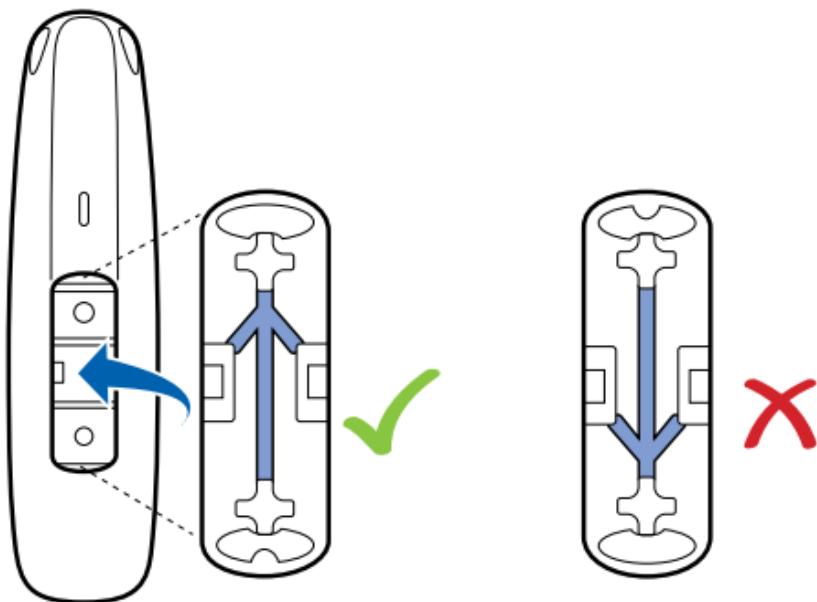


Code (first digit)	Month	Code (first digit)	Month
A, N	Jan	G, U	Jul
B, P	Feb	H, V	Aug
C, Q	Mar	J, W	Sep
D, R	Apr	K, X	Oct
E, S	May	L, Y	Nov
F, T	Jun	M, Z	Dec

Code (second digit)	Year	Code (second digit)	Year
H, J, 5	2025	P, Q, 8	2028
K, L, 6	2026	R, S, 9	2029
M, N, 7	2027	T, U, 0	2030

Please note the warranty is based upon the date of purchase, not the date of manufacture.

Note: When you reassemble the rocker switch, make sure to face this correctly. The arrow underneath should face towards the microphone (upwards) as illustrated.



## Bluetooth\* Low Energy

The following tables show the main information Bluetooth BLE, some parameters are different from product to product, so the worst case is indicated.

Wireless technology	Radio frequency - Bluetooth Low Energy (BLE)
Output power (EIRP)	3.9 mW
Range	< 10 m between smartphone/accessory and hearing aids
Frequency	2,400 – 2,480 MHz
Channel	40 channels
Bandwidth	2 MHz per channel, 2 MHz spacing
Modulation type	Gaussian Frequency Shift Keying

\* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by the legal manufacturer of this product is under license. Other trademarks and trade names are those of their respective owners.

## Nearfield Magnetic Induction (NFMI) functionality

The following table shows the main information on NFMI connectivity, some parameters are different from product to product, so the worst case is indicated:

Wireless technology	Nearfield Magnetic Induction (NFMI)
Modulation	Phase Shift Key
Magnetic field strength	0.14 A/m
Output power (EIRP)	53 $\mu$ W
Range	< 20 cm between hearing aids
Center frequency	3.27 MHz
Channel	Single channel radio
Bandwidth	330 kHz (-15 dB)



In some countries restrictions for the usage of wireless equipment exist.

- Refer to local authorities for further information.



### WARNING

Risk of affecting electronic equipment!

- In areas where the use of electronics or wireless devices are restricted, verify if your device has to be turned off.



### NOTICE

Your hearing aids are designed to comply with international standards on electromagnetic compatibility but interference with nearby electronic devices could occur. In this case, move away from the source of interference.



## WARNING

### Interference with implantable devices

- ▶ The device can be used with all electronic implants that comply with the ANSI/AAMI/ISO 14117:2019 Electromagnetic compatibility standard for human implants.
- ▶ In case your implant does not comply with the ANSI/AAMI/ISO 14117:2019 standard, consult the manufacturer of your implantable device for information about the risk of disturbance.

## EMI/EMC compliance

The wireless hearing aids comply with the following EMC/EMI standards:

Standard	Test Type	Note
47 CFR Part 15, Subpart C	RF emissions	U.S. FCC requirements for intentional radiators.
EN 300 330	RF emissions including spurious emission	EMC and radio spectrum matters for short range devices in the frequency range 9 kHz - 25 MHz.
EN 301 489- 1/3/17	Immunity, RF and ESD	Standard for low power transmitters in the frequency range 9 kHz - 40 GHz.

Standard	Test Type	Note
EN 300 328	Signal integrity and emissions	Wideband transmission systems; data transmission equipment operating in the 2.4 GHz ISM band and using wide band modulation techniques
IEC 60118-13	RF immunity	International product standard for hearing aids to ensure adequate immunity to radio interference from mobile telephones.

Standard	Test Type	Note
ANSI C63.19	RF immunity	American National Standard method of measurement of compatibility between wireless communication devices and hearing aids.
ANSI/AAMI PC69	RF emissions	Implantable medical device EMC immunity, American National Standard.
ISO 14117	RF emissions	Implantable medical device EMC immunity, International Standard.
EN 45502-2-1	RF emissions	Particular requirements for pacemakers.

---

Emissions	CISPR 11, Group 1, Class B.
Immunity	ESD, Conducted up to +/-8 kV, Air discharge up to +/-15 kV Power frequency magnetic fields: 30 A/m, 50/60 Hz
Immunity to RF fields	80 MHz-2.7 GHz 10 V/m, 2.7 GHz-6 GHz 3 V/m
Proximity to wireless communication devices	Up to 28 V/m – See IEC 60601-1-2:2014/AMD1:2020, Table 9
Proximity to magnetic fields	8 A/m@30 kHz, 65 A/m@134.2 kHz, 7.5 A/m@50 kHz

---

## Wireless security measures

Wireless signal security is assured through the device system design that includes:

- A built-in pairing table which specifies valid and legitimate pairing among units.
- A proprietary communication protocol which checks the package numbers during each transmission.
- A Cyclic Redundancy Check (CRC) to check data validity.

## Cybersecurity

Proper set-up and operation of your hearing aids requires a safe, private and secure operating environment.

The U.S. Federal Trade Commission's guidance for online security

<https://consumer.ftc.gov/online-security>

provides examples of best practices for securing your home network and mobile device to ensure your security.



### NOTICE

#### **Privacy and data security notice for hearing aid users**

Your hearing aids may contain Bluetooth technology to enable features like audio streaming, remote control, and connectivity with smartphones or other devices. While these features enhance usability, they may also pose data privacy and security risks.

Be aware of the following:

- ▶ Bluetooth connections can potentially be intercepted if not properly secured. Always ensure your hearing aid is paired only with trusted devices.
- ▶ Your hearing aids are open for pairing 3 minutes after power-on. If you hear an unexpected pairing signal, this could indicate a malicious intrusion.
- ▶ Be attentive when pairing your hearing aids in public or unsecured environments, such as airports or cafés.
- ▶ Do not restart your hearing aid if requested by someone you do not trust.
- ▶ For further guidance, consult your hearing aid provider or audiologist.

# 12 Country/region specific information

Conformance information for charger

Support

# **Country/region specific information**

Certification information for hearing aids with wireless functionality:

Horizon RIC G8

Model: RFM003

Contains FCC ID: 2AXDT-RFM003

## **Conformance information for charger**

This device complies with IEC60601-1-2.

This device complies with Part 15B of the FCC rules and with  
CAN ICES-003 / NMB - 003.

Operation is subject to the following conditions:

- This device may not cause harmful interference,
- this device must accept any interference received, including interference that may cause undesired operation, and
- the user shall keep a minimal distance of 20 cm (8 in) during the charging process.

## Support

You can reach out to hear.com for more detailed information, repair services or replacement:

- Visit our website for support: <https://www.hear.com/support-horizon>
- Phone: 888-780-3450

Supported systems:

For Apple iOS version 15 or above, Google Android version 10 or above.  
(Supported versions are subject to change.)







Manufactured for:  
hear.com LLC  
396 Alhambra Circle #S1200  
Coral Gables, FL 33134, USA

Hearing aids: Charger, Power supply adapter:  
Made in Singapore Made in China

Document No. 06059-99T01-7600 EN-US

Order/Item No. 210 523 28

Master Rev01, 10.2025

[wsaud.com](http://wsaud.com)

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