

M-CORE SR

GUIDE FOR HEARING CARE PROFESSIONALS



Made for

 iPhone | iPad | iPod

REXTON

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Introduction

This guide is intended for Hearing Care Professionals. It provides important information on hearing instruments with permanently built-in power cells (lithium-ion batteries).



CAUTION

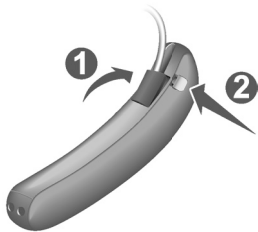
It is important to read this guide, the user guide and the safety manual thoroughly. Follow the safety information to avoid damage or injury.

Before and after fitting

You have to prepare the hearing instruments before you can start fitting.

Assembling

- ▶ A power cell is installed in every hearing instrument on delivery. There is no need to insert a battery.
- ▶ Attach a suitable ear piece to the suitable receiver unit.
- ▶ Attach the receiver unit to the hearing instrument by clicking it in place.
- ▶ Push the receiver locking bar into the housing.



Activating

Before first use or first fitting you have to activate the hearing instruments. Place the hearing instruments in the charger (if they are not already inserted) and press the charger's button until the LEDs for the hearing instruments light up green.

Note:

- Hearing instruments that are activated and **not used** may discharge faster than hearing instruments that have **not** been activated. Only activate the hearing instruments before first use or first fitting.

Charging

Charge the hearing instruments for at least 15 minutes before a first fitting session.

Fully charge the hearing instruments before delivery to the client. A full charging cycle takes approximately 4 hours.

Follow the operating conditions in both the hearing instrument's and the charger's user guide.

Connecting

Use Noahlink Wireless to fit the hearing instruments wirelessly.

Noting the serial number

The serial number is printed on the housing.

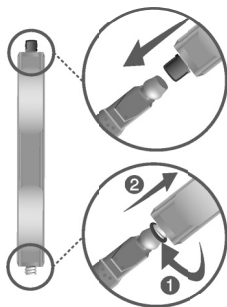


Troubleshooting

Before sending a hearing instrument to our service address, perform a visual check to see if the receiver is blocked by cerumen. If this is the case, exchange the receiver wax guard.

Exchanging the receiver wax guard

- ▶ Remove the ear piece.
- ▶ Screw the threaded end of the wax guard changing tool into the filter of the external receiver.
- ▶ Remove the used filter.
- ▶ Flip the tool over and push the new wax guard into place.
- ▶ Release the filter by tilting the changing tool to the side. Then dispose of the changing tool.



Important safety information

This section contains important safety information regarding the power cell. For more safety information, refer to the safety manual and the user guide supplied with the hearing instruments.



NOTICE

- ▶ Do not exchange power cells. This may only be performed by Service Center only.

General warnings



WARNING

A power cell (lithium-ion rechargeable battery) is permanently built into the hearing instrument. Incorrect use of the power cell or the hearing instrument can cause the power cell to burst.
Risk of injury, fire or explosion!

- ▶ Follow the safety instructions for power cells in this section.

Defective power cells

In case you think the power cell is defective comply with the following steps:

- ▶ Place the hearing instrument into the charger. If you get a red LED then the power cell is defective.
- ▶ Perform visual inspection of the hearing instrument. The test is considered failed if it has any of below criteria:
 - There is physical sign of deformation caused by bloated lithium power cell inside.
 - There is visible leakage from the lithium power cell.
 - Product is generating heat on its own or hot to the touch.

If any of the test steps failed, consider the power cell defective. Due to safety concerns the hearing instrument cannot be shipped anymore. Please record the serial number of the hearing instrument, take a photo of the damages, and consult with Sivantos Customer Service team before disposal of the product according to local regulations.

Further information

Storage periods

Unused hearing instruments lose their charge. Observe the following storage periods to avoid deep-discharge:

- Hearing instruments that have not been activated or used can be stored up to 12 months after production date. The production date is printed on the hearing instrument's label on the packaging.
- Once a hearing instrument is activated, in order for it to remain in good condition it needs to be charged at least every 6 months.

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.

Made for

iPhone | iPad | iPod

"Made for iPhone", "Made for iPad", and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone, iPad, or iPod may affect wireless performance.

Risk mitigations (for internal use only)

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