

Instructions for Use

# BEHIND-THE-EAR HEARING AIDS Nano RITE

Saphira, Juna,  
Carista, Acriva,  
Chronos, Inizia



**bernafon**<sup>®</sup>  
Your hearing • Our passion



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Congratulations on the purchase of your new Bernafon hearing aid. Your hearing care professional has adjusted your hearing aid to meet your needs. With a little practice, you will soon be on your way to better hearing.



Please read the entire contents of this booklet before using your hearing aid. It contains instructions on how to use and how to handle your hearing aid and batteries. It also contains important safety information.

### **Indications for Use**

The hearing aid is intended to amplify sound to compensate for the loss of hearing.

It compensates for mild to severe hearing loss as defined by the American Speech-Language-Hearing Association (ASHA).

The following Bernafon hearing aid models are covered within these instructions for use:

### **Juna 9|7**

- JU9 NR, with wireless functionality
- JU7 NR, with wireless functionality

### **Acriva 9|7**

- AR9 NR, with wireless functionality
- AR7 NR, with wireless functionality

### **Chronos 9|7|5**

- CN9 NR, with wireless functionality
- CN7 NR, with wireless functionality
- CN5 NR, with wireless functionality

### **Saphira 5 | 3**

- SA5 NR, with wireless functionality
- SA3 NR, with wireless functionality

### **Carista 5|3**







- CA5 NR, with wireless functionality
- CA3 NR, with wireless functionality

### **Inizia 3|1**

- IN3 NR
- IN1 NR

# Earpiece Overview

Domes and custom molds are earpieces used to secure the speaker in your ear canal and to protect the sound outlet from wax.



Open Dome <input type="checkbox"/>	Tulip Dome <input type="checkbox"/>	Power Dome <input type="checkbox"/>
		
Micro Mold <input type="checkbox"/>	Lite Tip <input type="checkbox"/>	Power Mold <input type="checkbox"/>
		

# General Warnings and Safety Information

Hearing aids and batteries can be dangerous if swallowed or improperly used. Improper use can result in severe injury, permanent hearing loss, or even fatality. Before you use your hearing aid, please read the following hazard warnings.

## Hazard Warnings

### Warnings for Hearing Aid Users

-  Never allow others to wear your hearing aid. It could permanently damage another person's hearing.
-  Avoid wearing your hearing aid while playing contact sports (e.g., rugby, football, etc.). A slap to your ear while wearing a hearing aid could be harmful.



- ⚠ Keep your hearing aid, parts, and batteries out of the reach of infants, children, and anyone who might swallow these items
- ⚠ Discard batteries safely. Keep discarded batteries out of sight of infants, small children, vulnerable persons, and pets.
- ⚠ Clean your hearing aid (including parts) on a regular basis, as recommended by your hearing care professional. Microorganisms from an unclean hearing aid may cause skin irritations.
- ⚠ Be careful of leaking battery liquid. Battery liquid is a hazardous substance.
- ⚠ Never try to recharge non-rechargeable batteries
- ⚠ Never change the battery, or adjust the controls of the hearing aid, in front of infants, small children, and vulnerable persons

- ⚠ Be aware of the possibility that your hearing aid may stop working without notice. Keep this in mind when you depend on warning sounds (e.g., when you are in traffic).
  
- ⚠ Be aware of the possibility that the directional microphone in your hearing aid may reduce the volume of some warning sounds coming from behind you
  
- ⚠ Remove your hearing aid before applying aftershave, hairspray, oils, perfume, mosquito repellent, lotions, etc. If your hearing aid is exposed to such a product, allow the product to dry before you put your hearing aid on.

## **Warnings to Hearing Care Professionals and Users**

- ⚠ Take special care when fitting and using a hearing aid with maximum sound pressure capability in excess of a maximum of 132 dB SPL (IEC 60318-4). In this case, there may be a risk of damaging the hearing aid user's hearing.

## **Safety Information**

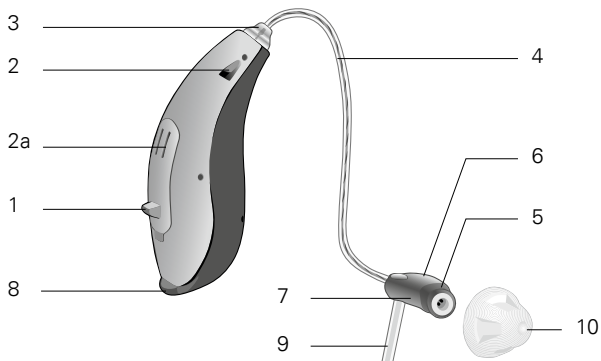
- Only use hearing aids as directed
- Hearing aids should be adjusted by a trained hearing care professional
- Misuse or improper adjustments can result in sudden and permanent hearing loss
- Hearing aids will not restore normal hearing or prevent hearing loss resulting from organic conditions
- Never put your hearing aid or batteries in your mouth, they could easily be swallowed
- Keep batteries away from medications. Batteries can easily be mistaken for pills.
- See a doctor immediately if a battery or hearing aid is swallowed
- Be aware that hearing aid use may cause excess ear wax to build up in the ear canal
- Excess ear wax may require removal by a trained medical professional
- See a doctor immediately if your hearing aid or earmold causes a discharge from the ear or allergic reaction
- See your hearing care professional if you experience discomfort or irritation of your ear

- Never insert cleaning tools into the sound outlet or microphone inlet. This could damage the hearing aid.
- Do not expose your hearing aid to extreme heat by leaving it in the car, near a radiator, etc.
- Do not wear your hearing aid while swimming, snorkeling, or diving. Your hearing aid is not designed for such activities.
- Do not immerse your hearing aid in water or other liquids
- Never attempt to dry your hearing aid with a hair dryer, microwave oven, etc.
- Remove your hearing aid before sleeping
- Keep your hearing aid in the case for protection when you are not wearing it
- Manipulate the speaker unit with caution
- Do not pull the speaker unit off the hearing aid by yourself
- Do not twist the cable connected to the speaker
- Should the speaker detach from the hearing aid, ask your hearing care professional for support
- In some cases, the speaker unit has to be changed. Your hearing care professional will make the change.

# Hearing Aid Description

## Nano RITE Model

Option A: with speaker unit and dome



1 Push button

2 Microphone

2a Second microphone

3 Connector plug

4 Wire

5 Left/right indicator

6 Speaker

7 Speaker unit size marking

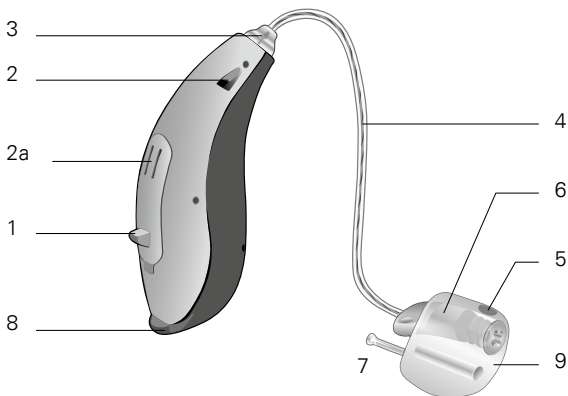
8 Battery door

9 Ear grip

10 Dome

## Nano RITE Model

Option B: with speaker unit and custom mold



1 Push button

2 Microphone

2a Second microphone

3 Connector plug

4 Wire

5 Left/right indicator

6 Speaker

7 Pull out cord

8 Battery door

9 Custom mold

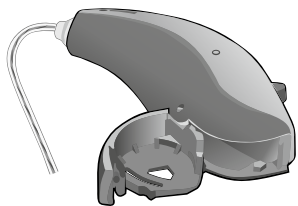
## Battery Size

Your hearing aid uses a size 312 battery.

# Step-by-Step Instructions for Using Your Hearing Aid

## Step 1: Inserting the Battery

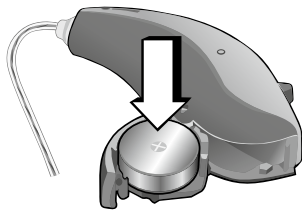
- Gently swing the battery door fully open, but do not force it (A)
- Remove the sticker from the new battery (B)
- Place the battery into the empty compartment. The + sign on the battery should face up. (C)



A



B



C



## Step 2: Turning the Hearing Aid ON

Close the battery door completely. You should notice a click. The hearing aid is now ON.



Click "ON"

## Step 3: Inserting Your Hearing Aid

Your hearing aid has been programmed individually for your right or left ear.

You will see a color marking inside the battery door, the speaker or the custom mold. This can help you to distinguish between the left and right hearing aid.

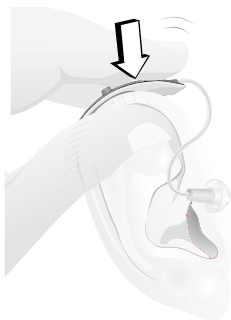


Red = right  
Blue = left

**i** Never use excessive force to open or close the battery door.

- Make sure the dome is pushed firmly onto the speaker
- Position the hearing aid behind your ear (A)
- Grasp the speaker between your thumb and index finger. The dome or custom mold should point towards the ear canal opening.
- Gently push the speaker into your ear canal, until the wire sits flush against the side of your head (B)
- If you have an ear grip attached to the speaker, push the ear grip into the bowl of your ear. If the ear grip is sticking out, it has not been positioned correctly. Try adjusting it again. (C)

When looking in the mirror, the speaker should be difficult to see.



A



B



C

**i** Never insert the speaker in the ear canal without the dome attached. Do not force the speaker too deeply into your ear canal. Do not apply any lubrication to the earpiece as this may damage the speaker.

**i** If the dome is not correctly attached and falls off in the ear canal, please see your medical practitioner.

## Step 4: Changing the Volume

If you want to change the volume yourself, your hearing care professional can program the push button to be used as a volume control:

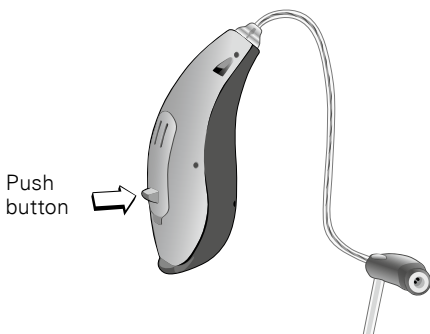
### Two Nano RITE hearing aids\*

	Left	Right
Short push (less than 1 sec.)	<input type="checkbox"/> volume down	<input type="checkbox"/> volume up

### One Nano RITE hearing aid\*

Short push (less than 1 sec.)	<input type="checkbox"/> volume down
Medium push (about 1 sec.)	<input type="checkbox"/> volume up

\*These VC features are not available in Inizia



The hearing aid will click to confirm that the volume has been changed and then will beep when you reach the programmed maximum or minimum. You may hear a beep, when you return to the preset loudness level in your hearing aid. Please ask your hearing care professional for further information.

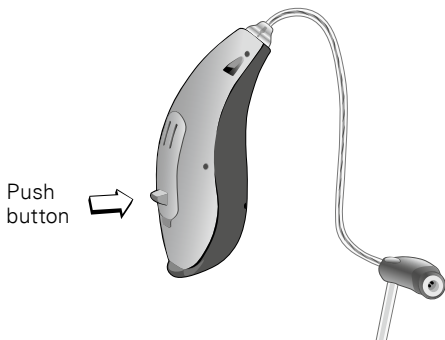
- i** Your hearing aid automatically returns to a preset loudness level when it starts, the battery is low, or when the program is changed. If you find that the volume is not adequate, your hearing care professional may need to adjust your hearing aid settings.

## Step 5: Changing the Programs

If you wear two hearing aids, a medium press (about 1 second)\* on the push button will change the program.

If you wear one hearing aid, a long press (about 2 seconds)\* on the push button will change the program.

It will take 1 – 2 seconds until you hear the program change. The number of beeps you hear will tell you which program you are in.



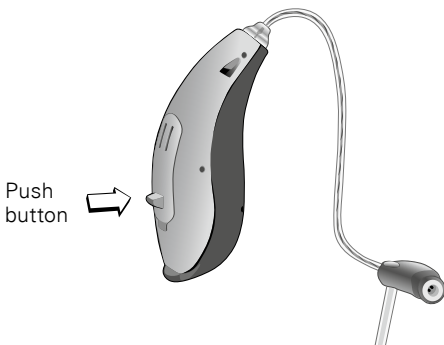
Up to 4 listening programs can be configured by your hearing care professional depending on your hearing aid. Please ask your hearing care professional about the programs that are available with your hearing aid.

\* If you wear one Inizia hearing aid, a short press is needed to change the program

## Step 6: Muting Your Hearing Aid

Your hearing aid may have the mute function. Please ask your hearing care professional if this function is available with your hearing aid.

A long press (about 2 seconds) on the push button will cause your hearing aid to mute.



To un-mute the hearing aid, give any control on the hearing aid a push.

**i** If you wear one hearing aid (monaural fitting), it is not possible to mute it.

**i** Do not use the mute function to turn off the hearing aid. In this mode, the hearing aid is still drawing current from the battery.

## Step 7: Removing Your Hearing Aid

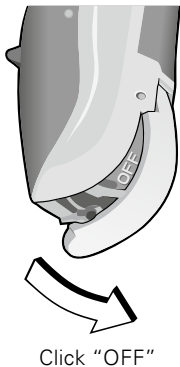
- Grasp the wire of the speaker unit between your thumb and index finger. Do not pull on the ear grip.
- Gently pull the speaker out of your ear

**i** Do not remove by pulling on the hearing aid, as the speaker may be damaged at the connector.



## Step 8: Turning the Hearing Aid OFF

Open the battery door slightly until a click is felt. The hearing aid is now OFF.



Click "OFF"

## Step 9: Changing the Battery

When the battery is running out, the hearing aid will beep at regular intervals. You should be prepared to replace the battery. The time until the hearing aid stops working depends on the battery type and manufacturer. Mercury-free batteries generally cause earlier warning beeps.

## Features of Your Hearing Aid

The following feature may be activated in your hearing aid. Please consult your hearing care professional to find out how your hearing aid is configured.

- Telecoil** helps you hear better when using a telephone or in buildings where inductive loop systems are installed.



This symbol or a similar sign should be displayed wherever a permanent loop has been installed.

- Auto Telephone** can be automatically activated eliminating the need to access a dedicated phone program with the push button.
- Telephone Program** allows you to answer the phone on both ears or on your preferred ear when you are wearing two hearing aids. If you have a preferred ear, the hearing aid on the opposite side can be programmed to sound softer or to mute when the Telephone Program is active.

# Caring for Your Hearing Aid

Healthy ears produce a waxy substance that can clog your hearing aid. Please follow these cleaning instructions to prevent wax build-up and ensure optimal performance of your hearing aid.

For further information on the care of your hearing aid, please consult your hearing care professional or watch our instructional videos, available on our website [www.bernafon.com](http://www.bernafon.com) in the section "Our Products".

## **General Care Instructions**

Treat your hearing aid like any other delicate electronic device (check the safety guidelines on page 8) and make sure that the hearing aid and the speaker do not come in contact with moisture or water.

- Always clean and dry your hands thoroughly before handling your hearing aid
- Do not use your hearing aid without a dome or mold
- Never mount a used dome on the speaker unit

Should your hearing aid come in contact with water and stop working, please follow these guidelines:

- Gently wipe off any water on the outside of the hearing aid
- Open the battery door and remove the battery
- Gently wipe off any water in the battery door
- Let the hearing aid dry with the battery door open for approximately 30 minutes
- Insert a new fresh battery and close the battery door. Your hearing aid should work normally again.

## **Daily Care Instructions**

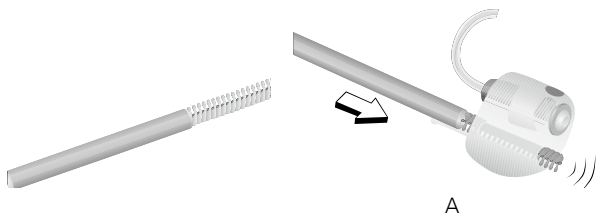
- Check your hearing aid for ear wax and wipe it clean with a cloth or tissue
- Clean your custom mold after every use by wiping it with a clean dry cloth
- Open the battery door fully to allow air to circulate
- A dry storage kit is recommended to remove any moisture that may have accumulated in the hearing aid. Always remove zinc-air batteries before drying your hearing aid with a drying kit. Drying out zinc-air batteries shortens their lifetime.

## Specific Care Instructions

### A: How to Clean Your Custom Mold

In most cases, there is a hole through the custom mold (below the speaker unit). This is the vent. The vent should never be clogged with earwax.

- Handle your hearing aid over a soft surface to avoid damage in case you drop it
- Insert a cleaning tool from the opposite end (nearest the speaker wire), and push through to remove wax (A)
- If no cleaning tool was supplied with your hearing aid, please contact your hearing care professional



## **B: How to Exchange the Wax Protection Filter on your Custom Mold**

Visually inspect the wax protection filter in the sound outlet of your custom mold. If it is clogged or there is no sound coming from the device, the wax protection filter needs to be replaced.

Depending on your acoustic setup, there are two different types of wax protection systems to keep the sound outlet free from wax.

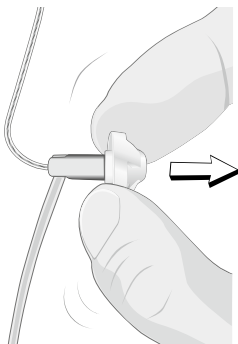
Please consult your hearing care professional to get the relevant information about how to exchange the wax protection filter on your custom mold.

## C: How to Exchange the Dome

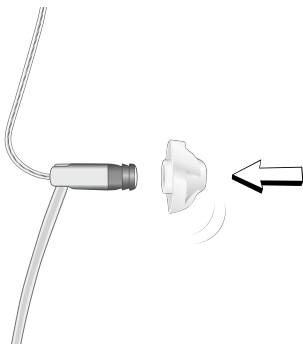
Inspect your hearing aid's dome for yellowing, hardening and cracks. In the case of these changes, consider replacing your dome or contacting your hearing care professional. Spare domes may be obtained from your hearing care professional.

Clean your hands thoroughly before replacing the dome. Never change the dome with wet or dirty fingers.

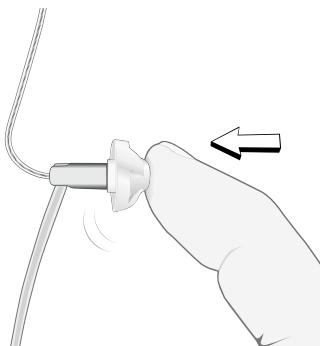
- Hold the end of the dome between your fingers and pull it off (A)
- Push a new dome as far as possible onto the speaker (B)



A



B



B

**i** If the dome is not securely attached to the speaker, it could fall off in your ear canal. If this happens, please see your medical practitioner.

**i** Never remount a used dome on the speaker. A remounted dome is more likely to fall off in the ear canal.



## **D: How to Exchange the Wax Protection Filter on Your Speaker Unit**

- Visually inspect the wax protection in the sound outlet of your speaker unit. If it is clogged or there is no sound coming from the device, replace the wax protection filter.
- Depending on your speaker unit type (M- or P-Speaker), there are two different types of wax protection systems to keep the sound outlet free from wax
- Please consult your hearing care professional to get the relevant information about how to exchange the wax protection filter on your speaker unit

## Common Problems and Solutions

### **Hearing aid whistles or squeals**

Check that the earpiece is inserted correctly. If this is the case and the hearing aid still whistles or squeals, please consult your hearing care professional.

### **No volume, level too soft or humming noise**

Check if the volume level is too soft and adjust by increasing the volume level with the control on your hearing aid. If you have no volume at all, check whether the hearing aid is in mute position. If the problem still occurs, check that the battery door is closed completely. Also check if the battery is inserted correctly. If the problem still remains, change the battery. If the problem still persists, contact your hearing care professional.

### **Whirring noise, fading, weak or motor-boating sounds**

Open and close the battery door several times or clean the battery contacts carefully with a dry cotton swab. If the problem still occurs, change the battery. If the problem still remains, contact your hearing care professional.

**Hearing aid switches from ON to OFF periodically**

Your battery is running down. Please change the battery.

**Hearing aid beeps without any action from you**

Your battery is running down. Please change the battery.

**Other problems with your hearing aid**

If other problems occur with your hearing aid which are not listed, contact your hearing care professional.

## Accessories

Bernafon offers a wide range of optional accessories that may be purchased to enhance your hearing aid. Depending on the hearing aid family and local regulations, the following accessories are available:

- Remote control
- SoundGate communication device (for wireless connection to mobile phones, music players, etc.)
- SoundGate Mic (for wireless external microphone connection)
- TV Adapter (for wireless connection to your television via the SoundGate)
- Phone Adapter (for wireless connection to your landline phone via the SoundGate)
- Cleaning and drying kit

**For further information on accessories, please contact your hearing care professional.**

# Product Approval, Markings and Compliance

All Bernafon hearing aid models covered by these instructions for use comply with international standards concerning electromagnetic compatibility. Due to the limited size available on the hearing aid, all relevant approval markings are found in this document.

## **Electromagnetic Interference**

Your hearing aid has been thoroughly tested for electromagnetic interference. However, some products may emit electromagnetic energy causing unforeseen interference with hearing aids. Examples include induction cooking appliances, shop alarm systems, mobile phones, fax machines, personal computers, X-rays, CT scans, etc.

Even though your hearing aid is designed to comply with the most stringent international standards of electromagnetic compatibility, it may emit electromagnetic energy that can cause interference with other devices.

Your hearing aid contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz.

The magnetic field strength of the transmitter is  $< -42 \text{ dB}\mu\text{A/m @ 10 m}$ .

The electromagnetic emission from the radio system is well below international limits for human exposure. By comparison, the electromagnetic energy of the hearing aid is lower than that generated by household items such as halogen lamps, computer monitors, dishwashers etc.

## Compliance with Requirements for Europe

All devices covered in these instructions for use are in conformance with the requirements of the Directive 93/42/EEC of the Council of the European Communities concerning medical devices, MDD. This is certified by applying the following marking:



All devices with wireless functionality (Juna, Acriva, Chronos, Carista, and Saphira families) also comply with the essential requirements of the Directive 1999/5/EC of the European Parliament on radio equipment and telecommunications terminal equipment, R&TTE. It operates as an inductive application in a harmonized frequency band according to the Commission Decision 2008/432/EC and may be used in all member states of the EU and EFTA. This is certified by applying the following marking:



Declaration of conformity is available at:  
Bernafon AG  
Morgenstrasse 131  
3018 Bern  
Switzerland

# International Warranty

Your hearing aid has a limited warranty, covering defects in materials and workmanship.

This warranty covers the hearing aid itself, but not accessories such as batteries, tubing, earmolds, etc.

This warranty is void if a defect is the result of misuse or mistreatment. The warranty is also void if the hearing aid has been repaired by nonauthorized service personnel.

Please review the warranty with your hearing care professional.

**i** Changes or modifications not expressly approved by Bernafon AG could void the user's authority to operate the equipment.



Date: \_\_\_\_\_ Model: \_\_\_\_\_

Warranty period: \_\_\_\_\_

Model L: \_\_\_\_\_ Model R: \_\_\_\_\_

Serial no.: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Battery size: \_\_\_\_\_ Battery size: \_\_\_\_\_


Hearing Centre





# Information and Explanation of Symbols

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 The CE conformity marking indicates conformance to all applicable European Directives

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This symbol indicates that the products described in these instructions for use adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.\*

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This symbol indicates that it is important for the user to read and take into account the relevant information in these instructions for use

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**IP57** This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2000. IP5X indicates dust protection. IPX7 indicates the protection against the effects of temporary immersion in water.

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\* only for Juna, Acriva, Chronos, Carista, and Saphira



This sign indicates important safety information that must be observed to minimize risks or to avoid hazardous situations

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Important information for handling and product safety

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The crossed-out wheeled bin indicates that the European Directive 2002/96/EC on waste of electronic equipment applies.

Please recycle your hearing aid and batteries according to your local regulations or return them to your hearing care professional for disposal.

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#### **OPERATING CONDITIONS**

The product is designed such that it functions without problem or restrictions if used as intended, unless otherwise noted in these instructions for use

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#### **TRANSPORT AND STORAGE CONDITIONS**

During transport or storage, the temperature should not exceed the limit value of  $-25^{\circ}/60^{\circ}$  Celsius ( $-13^{\circ}/140^{\circ}$  Fahrenheit)

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## Service

If none of the actions listed on the previous pages solve the problem, contact your hearing care professional.

**Do not attempt to repair your hearing aid yourself.**

Place stamp with dispenser name and address here:

< >  
8,15 mm

Placeholder  
for FSC logo  
FSC  
MIX  
Paper  
FSC® C043970

^  
9,0 mm  
v

< 15 mm >

^  
19 mm  
v

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0543 0682



IP57



0000153433000001

**bernafon**<sup>®</sup>  
Your hearing • Our passion