

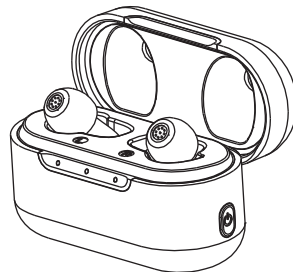


Life cycle of product is three years

VER: A17B-20220219-V0

HEARING AMPLIFIER

Instruction Manual Model: JH-A17



Please read this user manual thoroughly and completely before using the product.

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I. IMPORTANT SAFETY INSTRUCTIONS

Read all the information in this instruction manual and any other literature included in the box before using the device.

1. CONTRAINDICATION

The device should not be used in the following situations:

- Patients with chronic suppurative otitis media (CSOM), congenital ear atresia, or any type of ear discharge
- Anyone under 36 months old

2. WARNINGS ⚠

- Keep small parts (hearing instrument, ear domes, battery or other detachable parts) that can be swallowed out of children's reach. Dropping, immersing in liquid, exposure to strong electromagnetic fields or excessive heat will damage the hearing amplifiers. Remove devices prior to any type of X-ray, MRI, or CT scan. If parts become stuck in the ear canal, seek medical assistance - do not attempt to remove by yourself.

3. Notice ⚠

- Do not use at high volume for extended periods of time - ear injury can result.
- If you experience any pain or strong discomfort using the devices, remove and consult a doctor.

- Routine maintenance to keep the device clean is required. Ensure that ear domes are free of debris and moisture at all times.

- Avoid shocks or dropping the product.

- Do not store or use the product in environments of high humidity or temperature (such as sauna room), to avoid damage.

- Batteries should be properly recycled and not disposed in the trash.

- Keep the devices away from small children. Injury or damage may result.

- Do not set volume levels too high. Listening with high-output devices for extended periods at high volume levels can cause further hearing damage.

- Do not share your hearing amplifiers with others. Using a hearing amplifier configured for someone else can result in hearing damage or injury.

- Monitor for any unusual skin reaction. If you notice any allergic reaction (itchiness, swelling, or rash), stop wearing the hearing amplifiers and consult a medical specialist.

- Do not touch the hearing amplifiers to any type magnet or magnetized object. Your hearing amplifiers are delicate electronic instruments and may be damaged by contact with

strong magnetic fields.

- Do not attempt to open or repair the devices yourself. Damage can result and will void the warranty.

- Do not store your devices in a hot/humid locations. You should never leave your hearing amplifiers near heating appliances or in direct sunlight.

- Do not leave your hearing amplifiers in the car as inside temperatures can reach dangerous levels which could damage the devices.

- Please contact the MANUFACTURER:

- For assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.

| Specific warnings / statements |
|---|
| Keep small parts away from and out of children's reach to avoid accidental ingestion |
| Warning not to use in explosive or oxygen-enriched atmospheres, as doing so may damage the device |
| Warning that it should only be used by intended person as using hearing amplifiers designed for someone else may result in hearing damage |

II. DO NOT USE IF ANY OF THE FOLLOWING APPLY TO YOU:

- 1) Congenital atresia of external ear or deformity of any part of the ear canal
- 2) Deafness is unstable, and the degree of hearing loss often fluctuates
- 3) Persistent headaches, dizziness, earaches, tinnitus or other symptoms that are not suitable for adaptation
- 4) Sudden onset of hearing loss within the past 3 months; rapid progressive deafness; unilateral hearing loss or other acute

ear disease;

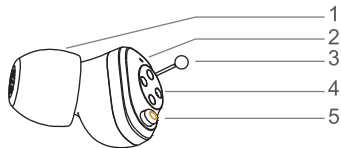
- 5) Effusion (secretions/discharge) in the ear and/or frequent purulence (pus)
- 6) Central deafness (central nervous system) or non-organic deafness
- 7) Patients with acute otitis externa and tympanitis
- 8) Patients with acute and chronic suppurative otitis media (in the period of purulent infection)
- 9) Patients who are allergic to the materials of this product

III. MATTERS NEEDING ATTENTION, WARNINGS AND TIPS

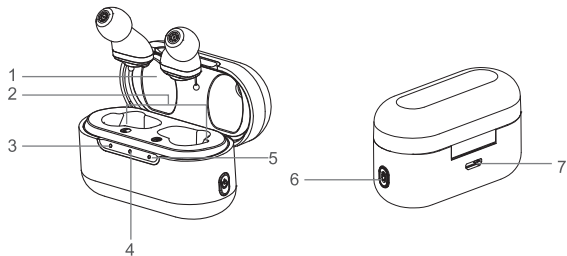
1. Do not immerse the hearing amplifier in any liquid. Remove the hearing amplifier before swimming or bathing. After swimming or washing, wait for the ear canal to dry before wearing the hearing amplifier.
2. After removing the hearing amplifier at night, it should be placed in a case with a desiccant if possible, protected from light, high temperature and high humidity environment.
3. The external surfaces of the hearing amplifier should be kept clean, and earwax in the ear domes should be cleaned out daily

4. Applicable objects: Suitable for people with air-conducting hearing loss of about 30-50dB
5. When you do not use hearing amplifiers, please charge the product regularly to avoid battery damage; the recommended charging time interval of hearing amplifiers is ≤ 28 days

IV. HOW TO USE YOUR DEVICE



1. Ear dome
2. Microphone
3. Pull string
4. Charging contact
5. Volume control /ON /OFF

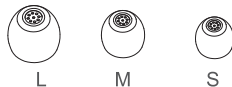


1. Lip
2. Hearing amplifier charging inserts with left/right indicators
3. Left-side hearing amplifier charging indicator
4. Charging case charging indicator
5. Right-side hearing amplifier charging indicator
6. Battery check button
7. Micro USB connection to external power supply

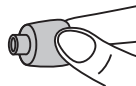
1. 【HOW TO APPLY DOMES】

Please follow these steps to mount domes, because Incorrect dome replacement could result in the dome being left in the ear when you remove the hearing amplifier.

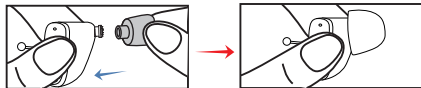
Step 1: Choose a suitable size ear dome.



Step 2: Push the ear dome rim membrane outward.



Step 3: Hold on to the end of the hearing amplifier and push firmly to ensure that the dome is fastened securely.



⚠ Warning:

Make sure the notch point of the ear dome is aligned with the hearing amplifier.

Notes:

After the ear dome is installed, pull the ear dome gently to see if it is firmly installed and ensure the ear dome does not fall off easily.

2. 【LEFT & RIGHT HEARING AMPLIFIER MARKINGS】

There is a L or R marking on the hearing amplifier. This will tell you if it is a left or a right hearing amplifier.



Left ear



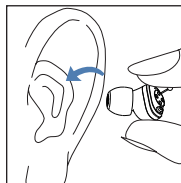
Right ear

3. 【WEARING & WEARING HEARING AMPLIFIER】

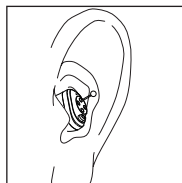
3.1 Wearing hearing amplifier

Step 1: Hold the hearing amplifier body (hard part), place in the ear (Make sure it is in right direction like picture).

Step 2: Move the body slightly into auricle for holding.



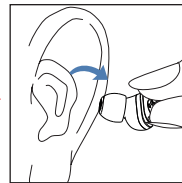
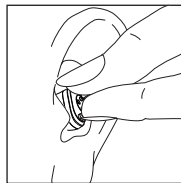
Step 1



Step 2

3.2 Removing hearing amplifier

Hold the removal cord with your thumb and index finger and pull outward.



⚠ Security Risk:

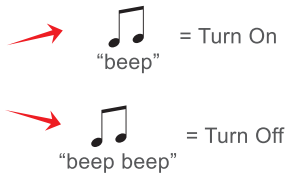
1. It may be in a few circumstances that the ear dome remains attached to the auditory meatus after the hearing amplifier is taken out. In that case, please ask a professional doctor to take the ear dome out.

2. When the hearing amplifier is not functioning properly, please check the "Troubleshooting Guide". If none of the solutions works, please contact our after-sales service team.

4. 【TURN ON/TURN OFF】

Turn On: Turn on your hearing amplifier by pressing the button for three seconds and you will hear the hearing amplifier beep one prompt sound.

Turn Off: Turn off your hearing amplifier by pressing the button for three seconds and you will hear the hearing amplifier beep two prompt sound.



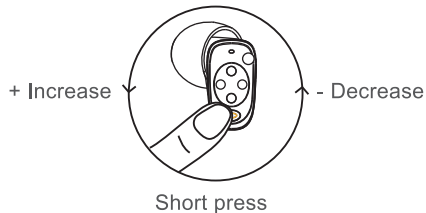
5. 【VOLUME ADJUSTMENT】

1、 The hearing amplifier has six(6) volume levels.

2、 When the hearing amplifier is turned on, adjust the volume until the level you are comfortable with. Short press the button to increase or decrease the volume

* You will hear a "Beep" when you turn the volume up or down, and when the volume is adjusted to highest level, it will give out the prompt tone of "Beep-Beep-Beep".

3、 The hearing amplifier can automatically record the previously tuned volume .

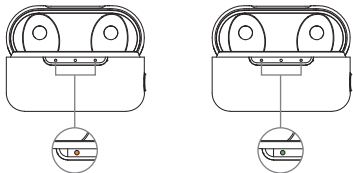


6. 【HEARING AMPLIFIER CHARGING】

Before using your hearing amplifier for the first time, it is recommended to charge it for 2 hours. Turn off the hearing amplifiers and put them back into the correct slot of the charging case, they will start charging.

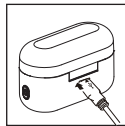
There are two lights on either side of the charging case to show the charging status of the hearing amplifiers. The orange lights indicate that hearing amplifiers are being charged, and the green lights indicate that hearing amplifiers are fully charged. (See details in table for Charging Indicator Changes of the Charging Case)

*Note: hearing amplifier Low Power: You will hear the notification sound when the hearing amplifier battery drops below 10%.

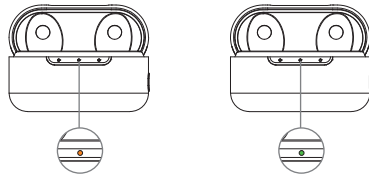


7. 【HOW TO USE THE CHARGING CASE】


























(1) Plug the small Micro-USB cable tip into the USB charging port of the Case. Plug the large USB-A end into a USB-A power source such as a wall charger or your computer.



(2) The light in the middle shows the charging status of the charging case, the light in orange shows that the charging case is being charged, and the light in green shows that the charging case is fully charged.



(3) With the hearing amplifiers in the case, all charging will automatically turn off when the case and hearing amplifiers are fully charged. The case will continue charging with or without the case lid closed but it is recommended to close the lid when charging overnight to keep out dust and moisture.

|  Orange Light Flashing  Indicator off  Solid Green Light  Solid Orange Light | | | | |
|---|--|---|--|---|
| | Power | Left hearing Device charging indicator | Charging indicator of the charging case | Right hearing Device charging indicator |
| Hearing Device Charging | 100% |  |  |  |
| | ≥ 25% |  |  |  |
| | ≤ 25% (Charging Case battery below 25%) |  |  Flash |  |
| Charging Case Charging | ≤ 25% |  |  |  |
| | ≥ 25% |  |  |  |
| | 100% |  |  |  |
| Discharging | |  |  |  |

Charging Indicator Changes of the Charging Case

(4) Charging case Turn ON/OFF



Turn ON: Press and hold the button of the charging case for 1 second, the indicators will display green and flash 3 times, and the charging case will be turned on.

Turn OFF: Press and hold the button of the charging case for 5

seconds, the indicators will turn orange and flash 3 times, and the charging case will be turned off.

Remark: If you found the charging box cannot be charged normally, please refer to the charging case fault self-checking table. If it still cannot work normally, please contact the customer support.

*The fully charged case offers 2 full charging cycles for a pair of hearing amplifiers.

| | | |
|---|---|---------------------------|
|  | Indicator will flash in green once a second, flashing by 1 second alternately and lasting by 3 times | Charging case is turn on |
|  | Indicator will flash in orange once a second, flashing by 1 second alternately and lasting by 3 times | Charging case is turn off |

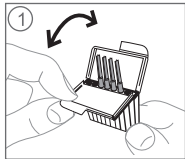
*Note:

1.To check the remaining battery status of the charging case, press the battery check button. The indicator will show the status.

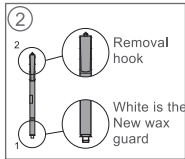
2.Charging case Low Power: The charging case indicator will flash orange when the charging case battery drops below 25%, please charge the case.

8. 【CHANGING THE WAX GUARD】

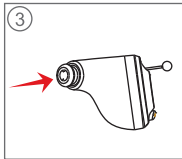
The wax guard helps to protect the hearing amplifier against earwax. Ask your hearing care professional about where to buy it. The wax guards not supplied by JINGHAO with your hearing amplifier.



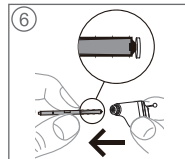
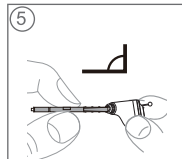
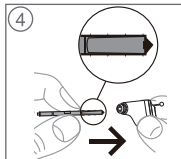
Open the wax guard case as illustrated



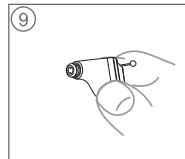
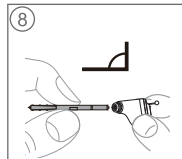
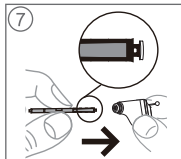
Take out the earwax baffle



Hearing amplifier wax guard position



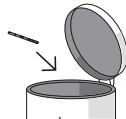
Insert the removal hook into the used wax guard., Keep the holder at a right angle. Pull the used wax guard straight out.



Insert the new wax guard into the opening of the sound outlet and press it gently and pull the holder straight out

IMPORTANT NOTICE

1. The wax guard is a disposable product and cannot be cleaned.
2. Throw away the used wax guard.
3. If the wax guard cannot be locked on the hearing amplifier, please replace the new wax guard.
4. The wax guard should be kept away from children, pets and persons with intellectual disabilities.



5. In rare cases, the wax guard is accidentally left in the ear canal, please seek medical treatment and the help of a professional doctor immediately. Please do not handle it by yourself or non-professionals, this may cause serious ear damage.

All data in this manual, such as service time, charging time, continuous working time, and charging times are derived from our internal laboratory testing and meant for reference purposes only. Your exact usage and times may differ depending on various conditions and use patterns. It is a normal phenomenon to hear some high-pitched whistling or buzzing when the hearing amplifier is at a high volume level and not fitted well into the ear as a result of mic feedback. If this occurs, lower the volume and adjust the hearing amplifier within the ear. Also check to make sure you are wearing the best size ear domes to ensure a proper fit in the ear canal, as this may also induce some minor feedback if not snug in the ear.

V. MAINTENANCE AND CLEANING

1. Daily maintenance

It is important to keep your devices clean and dry. On a daily basis, wipe them clean using a soft cloth or tissue.

To avoid potential damage from excess humidity or perspiration, the use of a drying kit is also recommended.

2. Care and maintenance

When not in use, store in a secure area away from small children and pets.

Do not place hearing amplifiers or charging case near high-temperature areas such as stoves or direct sunlight. Do not leave the devices in a humid place for a long time, such as bathroom.

Take care not to poke the microphone holes with any sharp objects to avoid damage.

Do not disassemble or attempt any repairs by yourself. Doing so will void your warranty.

3. Cleaning

1) Cleaning the ear tips

Remove any earwax buildup using the enclosed tool. Wipe clean with a tissue or soft cloth.

2) Cleaning Tool

Use a soft cloth or tissue to wipe any moisture, perspiration, or debris from the surface of the tool.

VI. HEARING AMPLIFIERS CARE

- Keep your hearing amplifiers clean. Extreme temperatures (heat or cold), moisture, and foreign substances can result in poor performance.
- Use the cleaning brush tool or soft cloth to clean debris from around the buttons, microphones, and charging contacts; inspect the receiver, ear tips, and charging case regularly.
- Never use water, solvents, cleaning fluids or oils to clean your hearing amplifiers.
- Charging contacts should always be kept clean and dry.
- Always store your hearing amplifiers in the charging case when not in use or cleaning.

Charging Case Care

- Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.
- Using the provided cleaning brush keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Keep lid closed as much as possible to avoid dust and debris build up.
- Store your charger in a clean and dry location, i.e. a dresser

or shelf rather than the bathroom or kitchen.

- To ensure the longest life of your rechargeable hearing amplifiers batteries and the batteries in the charger:
- Fully charge hearing amplifiers batteries every night.

Service and Repair

If, for any reason, your hearing amplifier does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage. Should your hearing amplifier fail or perform poorly, check the Troubleshooting Guide on the next page for possible solutions. If problems continue, contact us or your hearing professional for advice and assistance. Many common problems may be solved right in your hearing professional's office or clinic.

WARNING:

DO NOT OPEN HEARING AMPLIFIER OR CHARGER, NO USER-SERVICEABLE PARTS INSIDE.

VII.TROUBLESHOOTING GUIDE

| SYMPTOM | POSSIBLE CAUSES | SOLUTIONS |
|---------------------------------------|--|---|
| No Sound | Incorrect wearing, the in ear detection sensor failure | Remove the hearing amplifier, wear it correctly |
| | Volume too low | Increase volume if volume control available |
| | Device is not charged | Place charging the hearing amplifier until the indicator is lighted in green color. |
| | Microphones are clogged | Clean out any debris from the mic holes |
| | Ear Domes or speaker tip are clogged | Clean out any debris from the ear domes and receiver area with the cleaning brush |
| | Battery fully discharged | Connect the hearing amplifier to the charging case for charging |
| Voices are low, very weak, or unclear | Low battery | Place the amplifiers into the Charging Case for at least 1.5 hours |
| | Volume is set too low | Increase volume if volume control available |
| | Ear Domes are too loose | Hearing amplifier not inserted correctly into ear , wear it correctly |
| | Earwax in ear dome | Clean out any debris from the ear domes and receiver area with the cleaning brush |

| | | |
|--|---|---|
| | Hearing has changed | Contact your physician to report any sudden drop in hearing |
| Hearing Amplifier plays notification sound | Indication for low battery | Charge hearing amplifier |
| Inconsistent performance Distorted sound | Restart required | Place amplifiers in charger until charging begins and remove-this will power cycle your hearing amplifiers |
| Hearing amplifiers whistling in the charger | Charger battery depleted | Ensure the USB cable is connected to the Charging Case plugged into power. The Case power status lights will shows a solid orange to indicate charging. |
| | Incorrect orientation | Reposition your hearing amplifiers in their slots, ensuring the contact points are touching the charge points in the case. |
| | Put the hearing amplifier in the charging case without turning it off | Take out the hearing amplifier and turn it off before putting it in the charging case |
| After the hearing amplifiers is connected, the device indicator is not lit | Poor contact between hearing amplifier and charging case | Reinsert the hearing amplifier into the charging case |
| | Hearing amplifier reverse | Check to see if the hearing amplifier is reversed |

Hearing amplifier fault self-checking table

| Project | Possible Causes | Solution |
|--|--|---|
| Indicator light of hearing amplifier does not light up when hearing amplifier placed in charging inserts | Poor contact between hearing amplifier and charging case | Reinsert the hearing amplifier into the charging case |
| | Hearing amplifier reverse | Check to see if the hearing amplifier is reversed |
| | Hearing amplifier not inserted correctly into charger | Insert hearing amplifier correctly into charger |
| | Charger not connected to power source | Connect charger to external power supply |
| | Battery fully discharged | Wait three hours after placing hearing amplifier in charger, regardless of LED behavior |
| hearing amplifier indicator lights are dark or dim | Low battery | Connect USB cable to charge |
| | Dirty charging contacts | Clean the contacts of the hearing amplifier and the charger |
| Charging does not start | Hearing amplifier not inserted correctly into charger | Insert hearing amplifier correctly into charger |

Charging case fault self-checking table

*Note: If the problem persists, contact your hearing care professional for assistance.

VIII.TIPS FOR BETTER COMMUNICATION

It will take practice, time, and patience for your brain to adapt to the new sounds that your hearing amplifiers provide. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions, and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room if possible
- Try out different locations to find the optimal places to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot “see” your hearing loss

- Develop realistic expectations of what your hearing amplifiers can and cannot do
- Better hearing with hearing amplifiers is a learned skill combining desire, practice, and patience. You will learn and adjust, it just takes a little time. Remember to be patient with yourself.

For Your Family and Friends

Your family and friends are also affected by your hearing loss.

Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

IX. TECHNICAL SPECIFICATION

| | |
|-------------------------------------|---|
| OSPL ₉₀ Max. | ≤115dB |
| FOG Gain | ≤40dB+3dB |
| EQ Input Noise | ≤29dB+3dB |
| Frequency Range(Not narrower than) | 250Hz ~ 5000Hz |
| Working Current | 10mA |
| Total Harmonic Distortion | ≤5% |
| Working Voltage | d.c.3.7V |
| Operating Temperature/Humidity | -10℃~+40℃ (14°F-104°F), ≥30%RH, ≤75%RH |
| Storage Temperature/Humidity | -10℃~+55℃ (14°F-131°F), ≥10%RH, ≤90%RH |

| | |
|------------------------------|---------------|
| Item | Charging Case |
| Charging case Input voltage | d.c.5.0V |
| Charging case input current | 400mA |
| Charging case output current | 35mA X2 |
| Charging case output voltage | d.c.4.2V |











*Notice: The above parameter index testing is on basis of FONIX8000Hearing Amplifier Test System; Inspection standard: IEC 60118-7 2005, 2CC coupling cavity HA-1

X. Accessories List

Hearing Amplifiers: 2 Manual: 1
 Ear Domes: 6
 Cleaning Tool: 1 USB Cable: 1

* Optional accessories list:
 Adapter: 1
 Input: 100-240V~50/60Hz 0.2A
 Output: 5V --- 1A 5W

XI. NORMALIZED SYMBOLS

| | | | |
|---|---|---|--------------------------|
|  | Follow operating instructions | | |
|  | B type applied part | | |
|  | Disposal in accordance with Directive 2002/96/EC (WEEE) | | |
|  | CE Labeling This product satisfies the European Union's (EU) mandatory conformity marking for regulating the goods sold within the European Economic Area (EEA) | | |
|  | Date of manufacture |  | Manufacturer information |
|  | Serial number | | |
|  | Warning/ Danger: Improper use might cause serious injuries. | | |
| IP21 | IP code of the device: this device's grade of against ingress of solid foreign objects – the access probe of $\geq \varnothing 12.5\text{mm}$ shall not penetrate; the grade of waterproof is vertically falling drops shall have no harmful effects. | | |
| Storage/Transport  | Permissible storage and transport temperature and humidity | | |
| Operating  | Permissible operating temperature and humidity | | |

Notes: This hearing amplifier is produced under the strict quality system of Huizhou JINGHAO Medical Technology Co., Ltd.

XII. MAINTENANCE, STORAGE, AND DISPOSAL

Maintenance

- 1) We do not authorize any institution or individual to maintain and/or repair the product. If you suspect that the products may be in question, please contact us immediately.
- 2) The user must not attempt any repairs to the device or any of its accessories. Please contact us for any repair needs.
- 3) Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to warranty. Warning: No modification of this equipment is permitted.

Storage

- 1) Always store your devices in the Charging Case when not in use.
- 2) Do not store or expose the devices and/or case to extreme hot/cold temperatures, moist/humid environments, or shock/vibration.
- 3) Keep the devices and case in following environmental ranges: $-10^{\circ}\text{C} \sim 55^{\circ}\text{C}$, 10%-90%RH, 700-1060 hPa

Disposal



Please dispose of the device in accordance with the directive 2002/96/EC – WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

XIII.WARRANTY

This limited warranty covers defects in material and workmanship for a period of one (1) year from the date of purchase, which includes the hearing devices, charger case, and cord within the warranty period.

Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty. All other damage claims excluded. A warranty claim must be submitted with the purchase receipt.



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