

User Manual

NEO XS Hearing Aids • Series R



FDA Warnings

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 age 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: This hearing aid should not cause pain when inserting it.

Remove this 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 doesn't 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: 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 earwax, 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 gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're 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 further 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.

MDHearing has a team of U.S.-based licensed audiologists and hearing specialists ready to assist by phone, email, text, and video sessions.

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.

Congratulations



With the *NEO XS*, you are back in control of the sounds around you—thanks to digital, rechargeable technology paired with simple user-adjustable settings.

Please read this User Manual in its entirety before using your new hearing aids.

Practice and patience are important as your brain relearns how to hear. Your results, and improved quality of life, will depend on the type and degree of your hearing loss, your expectations, and frequency of use.

Table of Contents

FDA Warnings.....	1
Introduction	6
Support	8
Package Contents	9
<i>NEO XS</i> Diagram.....	11
Quick Start Guide.....	13
Charging Information.....	14
Turning On/Off.....	18
Inserting/Removing From Ear	19
Sound Settings.....	21
Care & Cleaning	25
Replacing Parts	27

Tips For Optimal Performance	31
Using the Telephone.....	32
Troubleshooting	33
Warranty & Replacements	37
Return Policy	38
Mailing Guidelines.....	39
Transport & Storage	40
Subscription Plan Terms.....	41
Advisory Statement.....	47
General Warnings	49
Technical Specifications	52
Notice of Cancellation.....	54

We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have.

To help our professionals improve your experience and provide the most accurate advice, take our free online hearing test at **www.MDHearingAid.com/hearing-test**.

800-918-3914

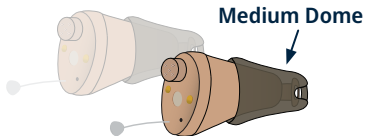
Monday-Friday (Visit www.MDHearingAid.com/contact-us for current hours of operation)

support@MDHearingAid.com

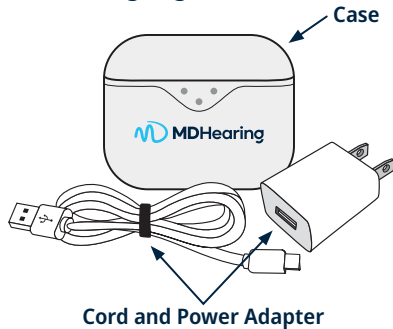
24 hours a day, 7 days a week

Package Contents

a) Hearing Aid(s)* (found inside of charging case)



b) Charging Case



c) Cleaning Tool



d) Oval Domes*



**Contents will vary depending on quantity ordered.*

e) Wax Guards/Tools (x8)



New Wax Guard



Removal End

NEO XS Diagram

1) Volume and Program Button

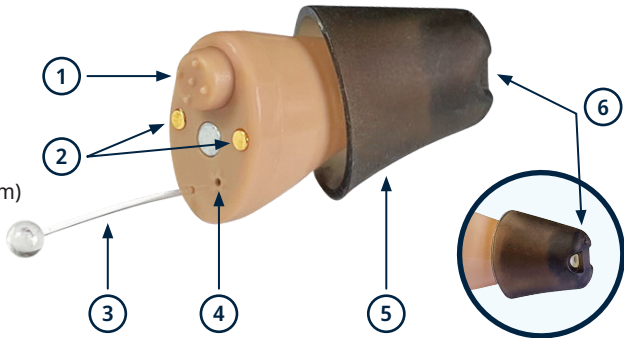
2) Charging Contacts

3) Removal String

4) Microphone

5) Oval Dome (size medium)

6) Wax Guard



Hearing Aid Dimensions:

Vertical Diameter - 11mm, Length - 15mm

In-The-Ear vs. Behind-The-Ear

The *NEO XS* is an in-the-ear style of hearing aid. Due to differences in the size and shape of ear canals, *NEO XS* may not work for you. Hearing aids that do not fit properly can cause discomfort in your ears and poor sound quality.

If you experience any discomfort or a poor fit, don't give up. Contact us immediately to discuss solutions or exchange for a different product. Behind-the-ear hearing aids can often be better optimized for the size and shape of your ear, providing more comfort and better sound quality.

You can exchange within your 60-day trial. Your exchange will also reset your trial period, so you have a full 60 days to try a different hearing aid.

Call us today at **800-918-3914** for more information or to start an exchange.

Quick Start Guide

If you have a pair of hearing aids, first identify the left and right aid (your hearing aids can be found inside the charging case). Hearing aids are fit, and may be tuned, differently for each ear. Therefore, they should not be swapped.

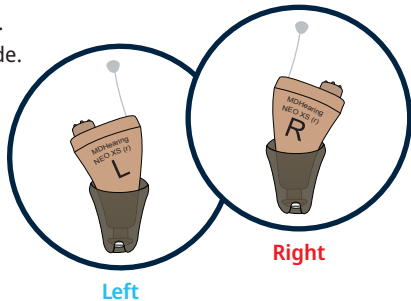
Your left hearing aid has an **"L" label** on the side.

Your right hearing aid has an **"R" label** on the side.

Step 1: Charge the hearing aids.

Step 2: Place the hearing aids in your ears.

Step 3: Adjust the settings.

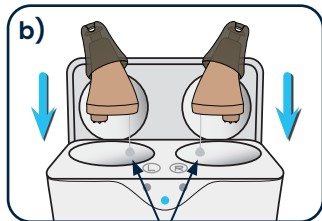
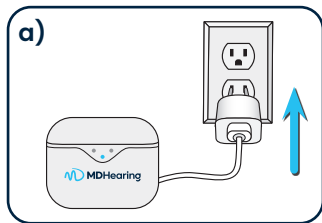


Step 1: Charge

a) Plug the charging case and USB cord into a standard outlet. LED 3 will turn blue to indicate *charging*, and green to indicate *fully charged*.

b) Drop the hearing aid(s) in the charging case with the removal string in the well. The left hearing aid should be placed in the left side of the charging case, and the right hearing aid in the right side. Keep the removal string as straight as possible.

c) LED 1 and/or LED 2 will turn blue to indicate the hearing aid is *charging*, and green to indicate *fully charged* (see pages 15–18 for more information). Close lid to avoid power loss during charging.



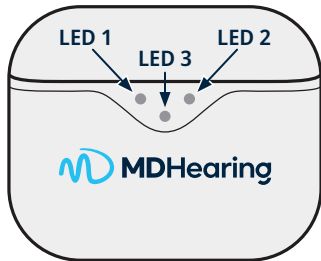
Removal String

Charging Case LEDs

The charging case has three LED lights indicating the charging status of the hearing aids and charging case.

When the charging case is plugged into an outlet, the LED lights will remain solid blue to indicate charging, or solid green to indicate fully charged.

When the charging case is removed from the outlet and the lid is opened or closed, the LED lights will turn on for 15 seconds to indicate charging status and then turn off.



LED 1 = Left hearing aid
LED 2 = Right hearing aid
LED 3 = Charging case

When Case is Plugged In

Charging	LEDs 1, 2, 3	Solid blue
Fully charged	LEDs 1, 2, 3	Solid green

When Case is Unplugged & Lid is Opened or Closed

Charging	LEDs 1, 2, 3	Solid blue for 15 seconds, then off
Fully Charged	LEDs 1, 2, 3	Solid green for 15 seconds, then off
Low battery	LED 3 ONLY	Flashing blue for 15 seconds, then off

Charging Information

	Charge Time	Battery Life
Hearing Aids	About 2 hours	Up to 18 hours
Charging Case	About 3 hours	Up to 6 full charges of the hearing aids

Once the hearing aid is fully charged, a sensor stops the charging process. There is no risk of battery degeneration if left in the charging case. The charging case can also remain plugged in while not in use.

Please note: We recommend wiping the hearing aid with a dry soft cloth to remove any moisture or oils before placing in the charging case.

Low Battery Warning

When the hearing aid battery is low, a series of 3 slow beeps repeats every minute until it fully depletes.

On/Off Control

The hearing aid will automatically turn off when placed in the charging case, and turn on when removed from the charging case.

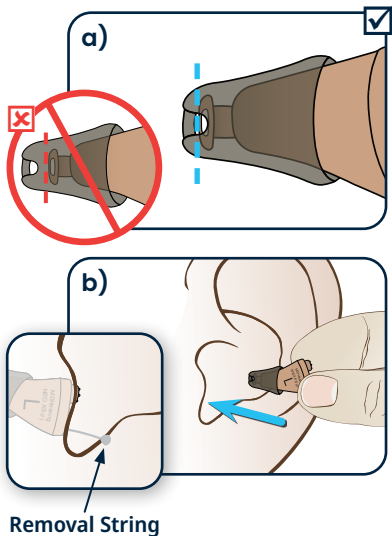
When the hearing aid is turned back on, it will delay 5 seconds before providing any sound. Then it will fade increasingly for 3 seconds into the last volume and program settings used.

Step 2: Place In Ear

a) IMPORTANT: Prevent the dome from coming off in your ear. Always verify the dome is pushed all the way on the hearing aid before inserting. You should be able to see the white wax guard through the opening on the tip of the dome.

b) Hold the hearing aid with the removal string at the bottom and the push button at the top. Insert the dome into your ear canal (avoid touching the microphone to prevent whistling).

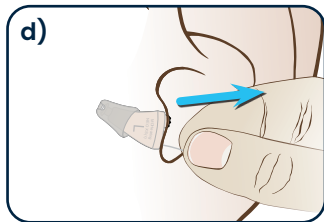
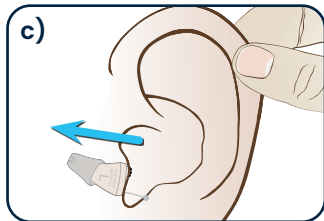
Please note: Whistling may occur if the aid is not properly inserted in your ear.



c) Gently pull your ear outwards and push the hearing aid into the ear canal, following the natural curve of your ear canal.

IMPORTANT: Prevent the aid from going too far into your ear canal. The aid will come to a natural stopping point in your ear. Do not try to push further than this.

d) Remove from ear: Hold the hearing aid by the removal string and gently pull the hearing aid up and out of your ear canal. Check for wax build-up (see pages 25–30 for care and cleaning).

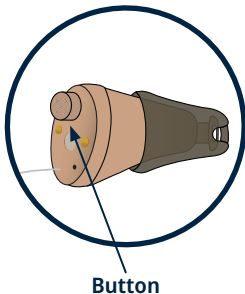


Step 3: Adjust Sound Settings

The *NEO XS* uses a multi-function push button that serves as both the volume control and program control.

- **Change volume:** Press and quickly release.
- **Change program:** Press for 3 seconds and release.

If you would like help fitting your *NEO XS*, please contact one of our licensed hearing professionals at **800-918-3914** or **support@MDHearingAid.com**.



Volume Control

To change volume, press and quickly release the button.

There are 9 volume settings (increasing 3dB with each step). On first use, the volume starts on step 3 (9dB) and can increase 6 steps to approximately 27dB. Then the volume returns to step 1 (3dB) and starts increasing again.

A series of 3 beeps indicates when minimum and maximum volume is reached. A single high-pitched beep indicates each step in between.

When the aid is turned off and back on, the aid will reset to the last volume setting used.

Volume Settings		
Max.	Step 9	27 dB
	Step 8	24 dB
	Step 7	21 dB
	Step 6	18 dB
	Step 5	15 dB
	Step 4	12 dB
	Step 3	9 dB
	Step 2	6 dB
Min.	Step 1	3 dB

Program Selection

To change programs, press the button for 3 seconds and release. Low-pitched beeps indicate a program change.

Experiment with the different programs at various volumes to find what combinations work best for you.

Please note: When the hearing aid is turned off and back on, it will delay 5 seconds before providing any sound. Then it will fade increasingly for 3 seconds into the last volume and program settings used.

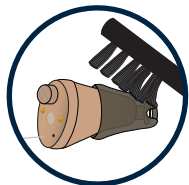
Program	Beeps	Best For
1. Quiet	1 beep	Watching TV and time with family at home. Both low and high pitched hearing loss.
2. Social	2 beeps	Time with friends, church, small group meetings, or hearing loss in the higher pitches.
3. Noisy	3 beeps	Large crowds, cafes, traffic, nature sounds, high octave music, or hearing loss in the higher pitches.
4. Restaurant	4 beeps	Any loud environment where you need to reduce background noise.

Care and Cleaning

Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the dome, wax guards, buttons, and microphone.

The hearing aid body can be cleaned with a dry soft cloth. Do not use water, alcohol, or other liquid agent to clean the hearing aid as it may damage it.



Dome



Wax Guards



Button



Microphone

Ordering Parts and Protection

For optimal performance, proper care and maintenance are imperative. **In addition to regularly cleaning your domes and wax guards, you should also replace them every month.** Over time, these items wear out, affecting both fit and sound quality. Regular replacement will keep your hearing aids sounding and feeling like new.

If you'd like to protect your hearing aids beyond the 1-year warranty, MDHearing offers the **MDShield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

Visit www.MDHearingAid.com or call 800-918-3914 to order domes, wax guards, protection, and other accessories.

Replacing Parts

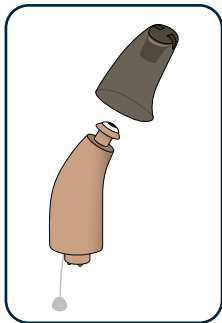
Domes and wax guards protect against wax and moisture, and can affect the sound quality if they have debris in them. **In addition to daily cleaning, you should also replace domes and wax guards every month.**

Domes:

The hearing aids come assembled with medium-sized oval domes. If these do not work for you, experiment with the small and large domes in your MDHearing box to find the best fit.

Domes are not left and right ear specific. However, the domes have a slight curve, which should follow the curve of the hearing aid when assembled.

See page 29 for how to replace the dome.

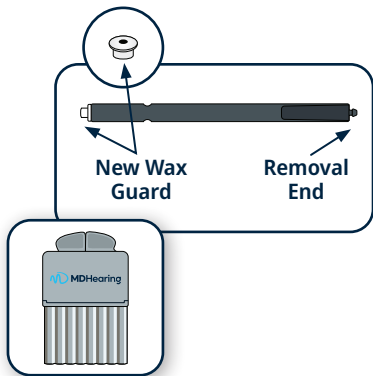


Wax Guards:

The hearing aids also come assembled with a small wax guard inserted in the tip of the hearing aid (underneath the dome).

The replacement wax guards in your MDHearing box come inside of a small case. Each tool has two ends: one for removal and one with the new wax guard.

See page 30 for how to replace the wax guard.

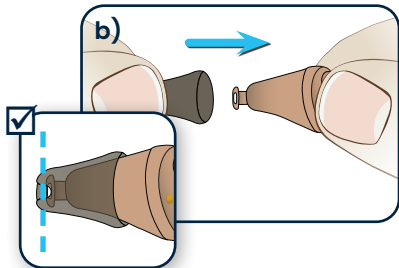
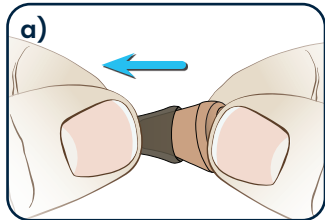


Replacing Domes

a) Remove dome: Hold the hearing aid with one hand and pinch the dome with the other hand. Twist back and forth while pulling to remove.

b) Attach dome: Push new dome over the ridge on the tip of the hearing aid.

IMPORTANT: Always verify the dome is pushed all the way on before inserting (see page 19). Otherwise, dome may detach when removing from your ear.



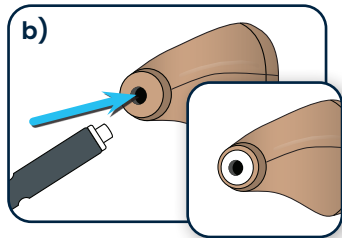
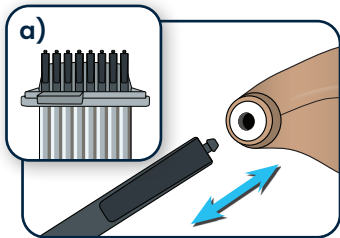
Replacing Wax Guards

a) Remove: Open the wax guard case and select a new wax guard tool. Insert the removal end of the tool into the used wax guard and pull it out.

b) Insert: Gently push the new wax guard (found on the other end of the tool) into the hole until the outer ring lies flush with the outside of the receiver.

c) Pull the tool straight out. The new wax guard should remain in place.

***Please note:** If the wax guard does not easily detach from the hearing aid, try twisting the tool to better attach the wax guard to the tool.*



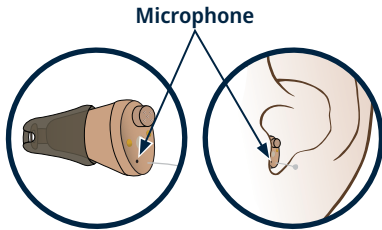
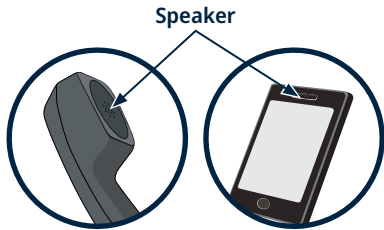
Tips for Optimal Performance

- Avoid physical shock, such as dropping it on the floor.
- Store in a cool dry place, such as a hearing aid dehumidifier.
- For maximum battery life, charge the hearing aid until it is fully charged with each charge.
- To extend the overall life of your battery, do not store the hearing aid or charging case for over a month without charging.
- Do not use hair spray or a hair dryer while wearing the hearing aid.
- Do not expose the hearing aids to excess moisture or heat.



Using the Telephone

Set the hearing aid on program 1 and use the phone as you normally would. If whistling (feedback) occurs, you may need to hold the phone's **speaker** a little further away from your ear/the hearing aid **microphone**, or make slight adjustments to the volume until you find what works best for you.



Troubleshooting

Action Steps:	Issue:			
		Intermittent or distorted sound	Feedback/whistling	Weak or no sound
	Adjust volume	✓	✓	✓
	Charge <i>NEO XS</i>	✓		✓
	Use dehumidifier	✓		✓
	Clean ear canal	✓	✓	✓
	Clean dome	✓	✓	✓
	Change dome/wax guard	✓	✓	✓

Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Use a hearing aid dehumidifier overnight.
- Lower the volume.
- Make sure the hearing aid is charged.
If you are unsure, fully charge the hearing aid until the LED lights turn green and turn aid back on.
- Turn the volume up to maximum and cup the hearing aid in your hand. If it whistles, the hearing aid is working and wax may be blocking the sound. Use an ear rinse kit or have your ears cleaned by a professional.
- Clean the dome, and replace the dome and wax guard if they appear worn (see pages 25–30).

*For optimal performance, domes and wax guards should be **replaced every month**.
To order accessories, visit **www.MDHearingAid.com** or call **800-918-3914**.*

Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most hearing aids whistle when not inserted or fitted properly. Try reinserting the hearing aid and experimenting with different dome sizes to find the best fit.
- Lower the volume.
- Wax or debris can cause whistling. Clean the dome and ear canal. Replace dome and wax guard if they appear worn (see pages 25–30). You may also consider an ear canal wax removal solution.

Please note: When an object (hand, hood, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

Device has weak or no sound.

- Trapped moisture may be distorting the sound. Use a hearing aid dehumidifier overnight.
- Increase the volume.
- Make sure the hearing aid is charged.
If you are unsure, fully charge the hearing aid until the LED lights turn green and turn aid back on.
- Turn the volume up to maximum and cup the hearing aid in your hand. If it whistles, the hearing aid is working and wax may be blocking the sound. Use an ear rinse kit or have your ears cleaned by a professional.
- Clean the dome, and replace the dome and wax guard if they appear worn (see pages 25–30).

*If you are still having difficulty, please contact us at **800-918-3914** or **support@MDHearingAid.com**.*

Warranty and Replacements

The MDHearing *NEO XS* is covered against defects in materials and workmanship for one (1) year from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free.

This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your hearing aids, such as physical shock, damage from moisture or sweat, excessive wax build-up, lack of proper maintenance, or tampering with the device, all of which void the warranty. If you do not regularly change your domes and wax guards, your warranty will be considered void. Similar to car maintenance, hearing aid maintenance is essential to ensure your hearing aids are working well for years to come.

For added coverage, see page 26 for the MDShield™ Protection Plan.

If you require **Warranty or Replacement Service**, please see the replacement instructions on page 38. Replacement costs may be applicable.

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearing *NEO XS*, you have 60 days from the date of delivery (as reported by shipment tracking) to return for a refund. Initial order shipping costs and accessories are non-refundable.

How To Initiate a Return or Replacement

To initiate a return or replacement, **you MUST contact customer service to start our return process and get a pre-paid return shipping label** before sending the devices back to us. This is essential for proper processing and efficiency. Please contact **800-918-3914** or **support@MDHearingAid.com** to activate your return.

Please see page 39 for mailing guidelines.

Mailing Guidelines

DO send:

- The **hearing aid(s), charging case, and original box** in a mailer

DON'T send:

- Hearing aid accessories (domes, wax guards, etc.)

Returns & Replacement Facility:

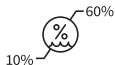


Do not mail to this address without contacting customer support to activate the return process (see page 38).

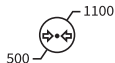
Transport and Storage Conditions



During transport or storage for a long period of time, the temperature should not exceed the limit values of 14° to 158° Fahrenheit (-10° to 70° Celsius).



During transport or storage for a long period of time, the relative humidity should not exceed the limit values of 10% to 60%.



The air pressure range between 500 and 1100 hPa is appropriate or the hearing aid performance could be affected.

Subscription Payment Terms

If you purchased a subscription plan (including membership plans, protection plans, and accessory subscriptions), the credit card provided and charged at the time of purchase will be charged the same amount on all future billing dates until the subscription is canceled (and membership plan hearing aids are returned to MDHearing). Your monthly billing date is the same date as the date of purchase. For example, if your order was placed on the 15th of the month, your future billing date is the 15th of every month. If your billing date is scheduled for a date that does not occur every month (i.e. the 31st), you will be billed on the last day of the month.

We require a minimum of five (5) business days to set up an alternate payment method if you cancel the card on file or anticipate insufficient funds will be available to satisfy this monthly obligation. Failure to do so may result in additional attempts to charge your card. You are responsible for any fees charged by your financial institution for failed transactions.

MDHearing does not charge interest or fees on subscription purchases. However, use of a credit card for a subscription purchase may result in interest charges in accordance with your individual credit card agreement. The subscription is a payment option offered by MDHearingAid, Inc. and is available when using most credit cards as well as PayPal accounts. By availing of the subscription option, you agree that it is a binding agreement to pay all of the installments until the subscription is canceled (and membership plan hearing aids are returned to MDHearing).

Should you return the hearing aids during the 60-day trial period, your account may incur an additional monthly charge if there is a delay in returning the hearing aids by either you or the shipment provider you select. We will refund the charges on your card once we receive and process your hearing aids in our facility. Please note that your financial institution may require several business days to stop automatic payments, and an automatic payment/charge may occur AFTER the refund is processed. If this occurs, please contact us and we will work to resolve any issues.

For questions concerning subscription plans, please contact customer service at **800-918-3914** or **support@MDHearing.com**.

Protection Plans

If you selected the MDShield Protection Plan subscription, you are 100% protected against any defect, malfunction, and accidental damage (such as water damage, pet damage, stepping on the device, etc). We will repair or replace any damaged, defective, or malfunctioning part on the device body, or send you a new device at no charge.

The Protection Plan does NOT cover loss (unless you selected the Total Protection Plan, see below); accessories (e.g. domes, wax guards, etc.); or unauthorized repairs (e.g. attempts to repair the device yourself or by other dispensers).

Total Protection

If you selected the MDShield Total Protection Plan, your coverage also includes loss protection and an appointment with a licensed hearing professional. Replacements for lost hearing aids are subject to a \$49.95 fee per lost hearing aid. Appointment scheduling details are provided via email.

The Protection Plan service contracts last until the subscription is canceled. For full terms and conditions, please visit: www.mdhearingaid.com/mdshield-protection-plan.

How To Get Service

If your device stops working, please **contact customer service to start our return/replacement process before sending the devices back to us.** This is essential for proper processing and efficiency.

Please see page 39 for mailing guidelines.

For service or to cancel your plan, please contact customer support at **800-918-3914** or **support@MDHearing.com**.

Membership Plans

If you selected a membership plan subscription, you are entitled to (upon request):

- Free repairs and device replacement if anything goes wrong, including accidental damage
- One device replacement due to loss for \$89, once every 18 months
- Free onboarding appointments with licensed hearing professionals via email, phone, or video chat
- Unlimited telehealth support from our expert hearing professionals
- Free annual consultations with a licensed hearing professional
- Free replacement parts for your hearing aids up to four (4) times per year (i.e. domes and wax guards)
- A new pair of new hearing aids every 18 months

Membership Plan Returns

If you are not satisfied with your hearing aid(s), you have 60 days from the date of delivery (as reported by shipment tracking) to return for a full refund. All returns made after the 60-day trial will not be refunded, but all future payments will cease. We are unable to honor return/refund requests for accessories. **Please see page 38 for how to initiate a return.**

Advisory Statement

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain 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.

Stop using the MDHearing *NEO XS* and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve.
- Skin irritation develops in or around your ear canal.
- Ear becomes occluded with excessive ear wax.
- You develop an infection of your ear or ear canal.

The purchaser is advised that any examination or representation made by a hearing aid dispenser in connection with the business of dispensing this hearing aid, or hearing aids, is not an examination, diagnosis, or prescription by a person licensed to practice medicine in this state, and therefore, must not be regarded as medical opinion.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

General Warnings

This product may help you hear better if you:

- Strain to follow conversations when others don't, especially in noisy places.
- Have trouble understanding the TV or telephone calls.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the earbuds when you turn up the volume to a level that is comfortable for you, even after you have followed the instructions for fitting your ear tips properly.

- Feel the hearing aid is not providing enough amplification even at the highest volume setting.

To prevent hearing damage:

- Use appropriate hearing protection in loud environments. The hearing aids are NOT hearing protection devices.
- Remove the hearing aids if you encounter any overly loud sounds.

Batteries

- Do not attempt to open the product or replace the battery; that will terminate the warranty.

- The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn.
- Dispose of rechargeable product according to local regulations. Please recycle when possible. Do not dispose the rechargeable product as household waste or attempt to burn it as it may explode.
- For safety reasons, use only the charging case and AC adapter supplied with your hearing aids. Use of any other types may invalidate any approval or warranty, as well as damage or destroy the product and could be dangerous.

Hazard Warnings

- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Not doing so could lead to infection.
- Communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction, or locate the cell phone and move away from it.

- Hearing aids may fail suddenly without prior warning (e.g. in case of a defect or an empty battery), particularly in situations where you're required to hear acoustic warning signals, e.g. in traffic.
- Be aware that some sounds may sound different when you're using the hearing aids. Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.

Explosion Hazard

- Do not use your hearing aids in explosion hazard areas.

X-ray, MRI, CT, PET Scanning, Electrotherapy

- Hearing aids must NOT be exposed to strong electrical fields that may be generated during X-rays, CT scans, PET scans or MRIs, during electrotherapy or during surgeries. Please remove your hearing aids in these types of situations to prevent any damage to them.

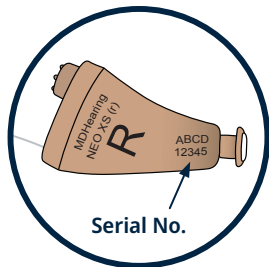
Technical Specifications

MAX OSPL90	108 dB SPL
HF Average OSPL90	104 dB SPL
HFA Full-on Gain	24 dB
Frequency Range	250–5,000 Hz
Total Harmonic Distortion @500 Hz	1%
Total Harmonic Distortion @800 Hz	1%
Total Harmonic Distortion @1600 Hz	1%
Equivalent Input Noise	23 dB
Latency Value	<15msec
Frequency Response Smoothness	<12 dB

Your Serial Number

Please retain your hearing aid serial numbers for your records. Your *NEO XS* serial number can be found on the side of the hearing aid near the tip (under the dome).

Serial Number(s): _____



Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 60 DAYS FROM THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARING, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 60TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(Date)

MDHearingAid.com

800-918-3914

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