

Your Custom Rechargeable Hearing Aid User Manual



Rechargeable Products

ITC R (In-the-Canal) Rechargeable

ITE R (In-the-Ear) Rechargeable

Congrats!

Your best life
begins with
better hearing.

Introducing your new hearing aids.

Great to have you hear.

Use this helpful manual to get to know your new hearing aids – and get the most out of your hearing experience.

After all – when you hear better, you live better. Thanks to your new hearing aids.

*Did you know you can get even more hearing aid features using your mobile device? See your **Setting Up Your Compatible Mobile App** guide for details.*

What's included

Hearing aids covered in this user manual (select yours):

ITC R



ITE R



Serial Number

Left: _____

Right: _____

Table of contents

1. Get to know your hearing aids

Meet your hearing aids.....	8
Use your hearing aids.....	10
Care for your hearing aids.....	19

2. Troubleshooting guide.....23

3. Additional guidance

Intended use.....	28
FCC information.....	34
Regulatory information.....	35

Get to know your hearing aids

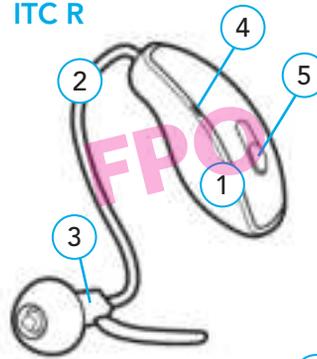
- Meet your hearing aids
- Use your hearing aids
- Care for your hearing aids

Meet your hearing aids

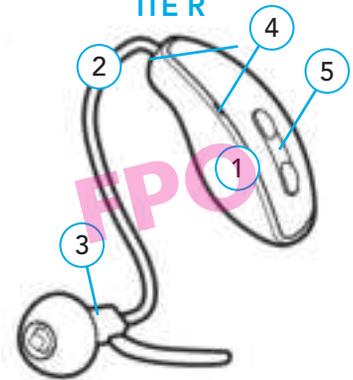
Overview

1. Microphone
 2. Charging contacts
 3. Vent
 4. Sound outlet & Receiver
 5. Wax guard
 6. User control (optional)
 7. Rotary volume control (optional)
 8. Side indicator
 9. Serial number
- RED is for right ear, BLUE is for left ear**
9. Serial number

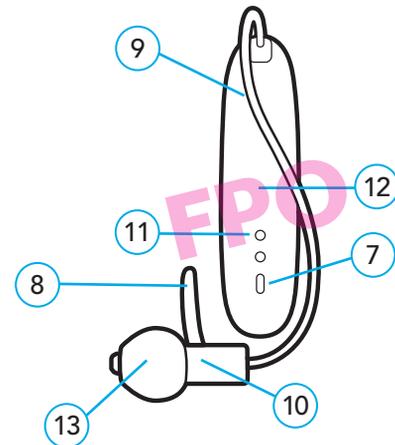
ITC R



ITE R



ITE R and ITC R images and descriptions



Use your hearing aids

STEP 1: Charge your hearing aids

Select your charger:

- StarLink Custom Charger
- StarLink Premium Custom Charger

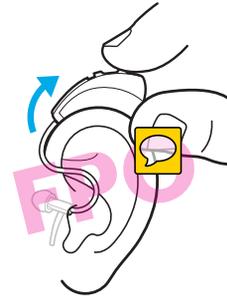
Before using your hearing aids for the first time, fully charge them.

See **Your StarLink Custom Charger User Manual**.

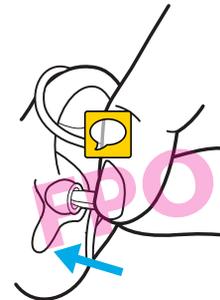
Use your hearing aids

STEP 2: Put on your hearing aids

1. Hold the hearing aid with your forefinger on top and thumb on bottom.

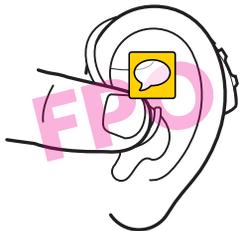


2. Gently insert the canal tip of the hearing aid into your ear canal and rotate the hearing aid backward.



Use your hearing aids

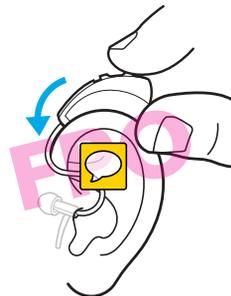
3. Softly press the hearing aid into place with your fingertip. Done!



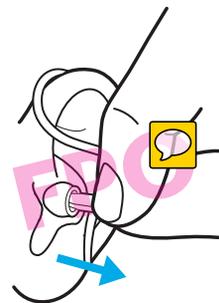
Use your hearing aids

STEP 3: Remove your hearing aids

1. Grasp the hearing aid with your thumb and forefinger.



2. Gently rotate it as you pull it outward. Or, if your hearing aid has a removal handle, grasp it and gently remove from the ear.



Use your hearing aids

Power ON/OFF

An indicator will sound through your hearing aid when you turn it **ON** or **OFF**:

- **ON** indicator – a series of tones that increase in pitch.
- **OFF** indicator – a series of tones that decrease in pitch.

Turn your hearing aids **ON/OFF** using your charger or user control. See table on p. 15.

Use your hearing aids

	Turning ON	Turning OFF
Charger	<p>Each hearing aid will turn ON after you remove it from the charger.</p> <p>A 3-second delay occurs before your hearing aid turns ON, allowing time to place it in your ear.</p>	<p>Each hearing aid will turn OFF when you place it in the charging posts (and begin charging).</p>
User control	<p>If you turned OFF each hearing aid by pressing the user control, pressing the user control again will turn it ON.</p> <p>A 3-second delay occurs before your hearing aid turns ON, allowing time to place it in your ear.</p>	<p>Turn OFF each hearing aid by pressing and holding the user control for 3 seconds.</p>

Use your hearing aids

Power ON/OFF

Reminder – StarLink Custom Chargers need to be plugged in to an external power source to charge hearing aids (i.e., wall outlet). StarLink Premium Custom Chargers must have a charged battery or can be plugged into an external power source.

Battery indicators

- **Low battery:** An indicator voicing the word, “battery,” will sound when battery voltage is low. From there, you’ll have about 30 minutes* of battery life left.
- **Battery shutdown:** An indicator may also sound just before the battery stops working.

*Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and your use of the product.

Use your hearing aids

User control (optional)

Your hearing aid user control lets you control your hearing aids by hand. This is set up by your hearing care professional, who can also program the button to let you use many smart features.

Your user control operates in 3 ways:

- **Short press:** Press and release the user control for 1 second.
- **Long press:** Press and hold the user control for 3 seconds or more.
- **Tap Control:** Firmly tap the user control twice on your hearing aid.

User control	Smart feature
Short press (1 second)	
Long press (3 seconds)	
Tap Control	

*Did you know you can also control your hearing aids using your mobile phone or other smart device? See your **Setting Up Your Compatible Mobile App** guide to learn more.*

Use your hearing aids

Phone calls and hearing aids

Your hearing aids are designed to accommodate calls on your mobile or landline phone.

- **Landline calls**

To use your landline phone while wearing hearing aids, talk to your hearing care professional. They can help you set up a “telephone” setting on your hearing aids and offer tips.

- **Mobile calls**

To stream mobile phone calls to your hearing aids, see the **Setting Up Your Compatible Mobile App** guide included. This shows how to connect (“pair”) your smartphone to your hearing aids.

Questions? Your hearing care professional can help.

Care for your hearing aids

Keep your hearing aids clean to help them work better and last longer. Heat, moisture, and debris can cause damage and affect sound quality.

What you’ll need:

- Hearing aid cleaning tool (with brush)
- Dry, soft cloth

Reminder – Do not clean using water, solvents, cleaning fluids or oil. It’s also best to keep your hearing aids intact and avoid putting the cleaning tool inside them.

1. Wipe hearing aids daily to prevent damage from a fall to a hard surface.
2. Brush or wipe debris from around the:
 - Microphone
 - Sound outlet & Receiver

See your hearing care professional for more care and maintenance tips.

Care for your hearing aids

Storage tips

When you're not wearing your hearing aids, protect them from damage using these storage tips:

- **Store them inside your storage case or charger** (plugged in or powered, so they're ready to use again).
- **Choose a cool, dry location**, away from heat and moisture. Avoid direct sunlight if you can.
- **Ensure you can easily find your hearing aids** – and your kids and pets cannot. A nightstand or dresser spot is ideal.

See your hearing care professional for more storage tips.

Cleaning microphone cover

The custom microphone cover on your hearing aids protects the microphone from earwax and debris. Ask your hearing care professional for instructions on cleaning and maintaining this.

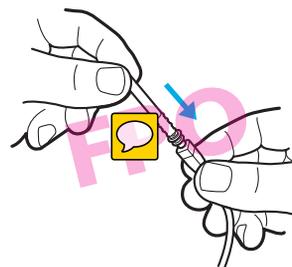
Care for your hearing aids

Replacing wax guards

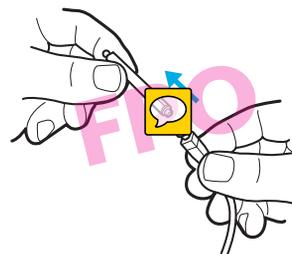
The wax guards in your hearing aids prevent earwax from building up in the receiver. It's best to replace these if you notice built-up debris or poor sound from your hearing aids.

To replace your wax guards:

1. Insert the empty end of the application stick straight into the used wax guard of your hearing aid.

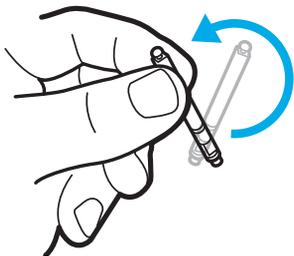


2. Pull straight out (do not twist) on stick to remove used wax guard.

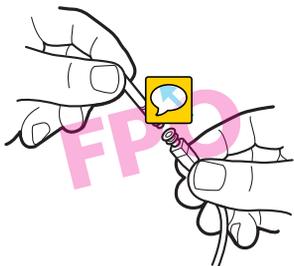


Care for your hearing aids

3. Use opposite end of stick to firmly insert clean wax guard straight into hearing aid.



4. Pull straight out (do not twist) to remove stick and discard. Done!



Troubleshooting guide

Troubleshooting guide

Problems with your hearing aids?
Try these tips. If issues continue,
contact your hearing care professional.

Symptom	Possible causes	Solutions
Hearing aids are not loud enough.	Blocked microphone or sound outlet & receiver.	<ol style="list-style-type: none"> 1. Clean your hearing aids 2. Replace the wax guards as needed.
	Buildup of debris.	Clean the microphone and receiver with your cleaning tool brush.
	Change in your hearing.	Contact your hearing care professional.
Inconsistent hearing aid performance.	Blocked microphone or sound outlet & receiver.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	A restart is needed.	<ol style="list-style-type: none"> 1. Place your hearing aids in the charger until charging begins. 2. Remove when charging begins. This "power cycles" your hearing aids.

Troubleshooting guide

Symptom	Possible causes	Solutions
Unclear and distorted hearing aid performance.	Blocked microphone or sound outlet & receiver.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	Blocked vent.	Clean the vent.
	Defective hearing aids.	Contact your hearing care professional.
No sound coming from your hearing aids.	Blocked microphone or sound outlet & receiver.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	Charging is needed.	Place your hearing aids in the charger until the charger indicator lights change from blinking to solid.

Additional guidance

- Intended use
- FCC information
- Regulatory information

Intended use

INTENDED USE:

An air conduction hearing aid is a wearable sound-amplifying device intended to compensate for impaired hearing. Hearing aids are available in multiple gain/output levels appropriate to treat hearing losses ranging from mild-to-profound.

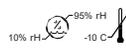
Your hearing aids are designed to operate in public and residential environments and are designed to comply with international Electromagnetic Compatibility emissions and immunity standards for medical devices. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing aids might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your hearing aids should not be worn during an MRI procedure or in a hyperbaric chamber or other oxygen-rich environments.

Your hearing aids are classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your hearing aids are not formally certified to operate in explosive atmospheres such as may be found in coal mines or certain chemical factories.

 Your hearing aids should be stored and transported within the temperature, humidity, and pressure ranges of -10°C (14°F) to +45°C (113°F), 10%-95% RH, and 70 kPa – 106 kPa (equivalent to altitudes from 1,200 ft (380 m) below sea level to 10,000 ft (3,000 m).

The charging temperature range is between 10°C (50°F) and 40°C (104°F) and between 10%-95% RH and 70 kPa-106 kPa.

Your hearing aids are designed to operate beyond the range of temperatures comfortable to you, from 0°C (32°F) up to 40°C (104°F).

⚠ CAUTIONS:

- If the product is hot, do not touch it until cool.
- If the product is not working, do not disassemble. Due to a shock hazard, please send in for repair.
- Keep out of reach from children. Do not ingest anything in the package, including desiccant, cleaning tool, etc.
- Any cords and AC adapters must be approved or listed by a Nationally Recognized Testing Laboratory.

Any serious incident that has occurred in relation to your Starkey device should be reported to your local Starkey representative and the Competent Authority of the Member State in which you are established. A serious incident is defined as any malfunction, deterioration in the characteristics and/or performance of the device,

Intended use

or inadequacy in the device user manual/ labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.

Use on Aircrafts

The wireless capabilities that may be featured in your Hearing Instruments can be used on an aircraft as Hearing Instruments are exempt from the rules applied to other personal electronics instruments on an aircraft.

International Use

Your hearing aids are approved to operate at a radio frequency that is specific to your country or region and might not be approved for use outside your country or region. Be aware that operation during international travel may cause interference to other electronic instruments, or other electronic instruments may cause interference to your hearing aids.

We are required by regulations to provide the following warnings:

⚠ WARNING: Use of wireless hearing aids directly next to other electronic equipment should be avoided because it could result in improper performance. If such use is necessary, note as to whether your hearing aids and the other equipment are operating normally.

⚠ WARNING: Use of accessories, components or replacement parts other than those provided by the manufacturer of your hearing aids could result in increased electromagnetic emissions and decreased electromagnetic immunity and could result in degradation of performance.

⚠ WARNING: If Portable Radio Frequency communications equipment is used closer than 30 cm (12 inches) from your hearing aid, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

DO NOT OPEN HEARING AID NO USER-SERVICEABLE PARTS INSIDE

Required Hearing Aid Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

⚠ WARNING TO HEARING AID DISPENSERS: A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation or review of any other available information concerning the prospective user that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.

Intended use

- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear.

IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS:

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Some hearing instrument users have reported a buzzing sound in their hearing instrument when they are using mobile phones, indicating that the mobile phone and hearing instrument may not be compatible. It is well-known that mobile phones are potential sources of noise for hearing aids. Your Starkey Hearing Aids have been tested for compliance to two standards that define hearing aid immunity to digital wireless devices and meet the requirements of ANSI C63.19-2019 as well as the criteria for user compatibility as defined by IEC 60118-13:2019.

Intended use

CHILDREN WITH HEARING LOSS:

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Required Multiflex Tinnitus Information for Hearing Care Professionals

INDICATIONS FOR USE

The Multiflex Tinnitus Technology is a tool to generate sounds to be used in a Tinnitus Management Program to relieve patients suffering from tinnitus. The target population is primarily the adult population over 18 years of age.

The Multiflex Tinnitus Technology is targeted for healthcare professionals, which are treating patients suffering from tinnitus, as well as conventional hearing disorders. The fitting of the Multiflex Tinnitus Technology must be done by a hearing care professional participating in a Tinnitus Management Program.

INSTRUMENT DESCRIPTION

Multiflex Tinnitus Technology is a software function that generates sound which is programmed into a hearing aid. The hearing aid may be used in one of three modes of operation: as a hearing aid, as a tinnitus treatment instrument or as a hearing aid and tinnitus treatment instrument.

When enabled, the Multiflex Tinnitus Technology generates the sound and allows a patient's hearing care professional to design and program appropriate settings for an individually prescribed sound treatment plan. The treatment plan should be used in a tinnitus management program for relief of tinnitus.

Multiflex Tinnitus Technology generates a broadband white noise signal that varies in frequency and amplitude. These characteristics are adjustable by the hearing care professional and are specific to the prescribed therapy designed by the professional for the patient's needs and comfort.

The patient may have some control of the level or volume of the signal and the patient should discuss this adjustment as well as his or her comfort level and sound of the signal with their hearing care professional.

Intended use

WARNING TO HEARING CARE PROFESSIONAL

A hearing care professional should advise a prospective sound generator user to consult promptly with a licensed physician (preferably an ear specialist) before using a sound generator if the hearing care professional determines through inquiry, actual observation or review or any other available information concerning the prospective user that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.

 **CAUTION:** If set to the maximum output level and worn for periods of time exceeding the recommendations below, the patient's exposure to sound energy has the potential to exceed noise exposure limits. This hearing aid is intended for use for a maximum of sixteen (16) hours a day when set at the maximum output level.

For the Patient

A tinnitus therapy instrument is an electronic instrument intended to generate noise of sufficient intensity and bandwidth to treat ringing in the ears. It can also be used as an aid in hearing external sounds and speech.

Multiflex Tinnitus Technology is a tool to generate sounds. It is recommended that this tool be used with appropriate counseling and/or in a tinnitus management program to relieve patients suffering from tinnitus.

TINNITUS THERAPY CONCEPTS AND BENEFITS

Multiflex Tinnitus Technology can be used as a part of a tinnitus treatment program.

Multiflex Tinnitus Technology plays a white noise through the hearing aid.

Multiflex Tinnitus Technology is programmed according to your hearing loss and preference, and your hearing care professional can adjust the settings of Multiflex Tinnitus Technology to meet your needs.

Multiflex Tinnitus Technology may provide temporary relief of your tinnitus.

PRESCRIPTION USE ONLY

 **CAUTION:** Federal law restricts this hearing aid to sale by or on the order of a doctor, audiologist or other hearing care professional licensed to dispense hearing aids in your state.

The use of any sound generating tinnitus therapy instrument should be only on the advice and in consultation with your audiologist

Intended use

or hearing care professional. Your hearing care professional will properly diagnose and fit the hearing aid to your personal needs and requirements. This should include its use in a prescribed tinnitus treatment program.

Your hearing care professional will also be able to offer the appropriate follow-up care. It is important that you follow your hearing care professional's advice and direction regarding such care.

 **WARNING:** There are some potential concerns associated with the use of any sound generating tinnitus therapy instrument. Among them are the potential for worsening of tinnitus, a possible change in hearing thresholds, and possible skin irritation at the point of contact with the hearing aid.

Multiflex Tinnitus Technology has been designed to minimize these concerns. However, should you experience or notice any of the above conditions or any dizziness, nausea, headaches or heart palpitations, you should immediately discontinue use of the hearing aid and seek a consultation with a medical, audiology or other hearing care professional.

As with any hearing aid, misuse of the tinnitus therapy instrument could present some potentially harmful effects. Care should be taken to prevent the unauthorized use and to keep the hearing aid out of the reach of children and pets.

 **CAUTION:** If set to the maximum output level and worn for periods of time exceeding the recommendations below, your exposure to sound energy has the potential to exceed noise exposure limits. You should not use your hearing aid for more than sixteen (16) hours a day if your hearing aid is set at the maximum output level, nor should you use your hearing aid if your hearing care professional has set the hearing aid at levels that exceed your comfort level.

Important Notice for Prospective Sound Generator Users

Good health practice requires that a person with tinnitus have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before using a sound generator. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect tinnitus are identified and treated before the sound generator instrument is used.

TINNITUS TECHNICAL DATA

Multiflex Tinnitus Technology Maximum Output = 87 dB SPL (typical) when measured in a 2cc coupler per ANSI S3.22 or IEC 60118-7.

WIRELESS TECHNICAL DESCRIPTION

Your hearing aids contain a radio transceiver utilizing Bluetooth Low Energy wireless technology operating in the 2.4-2.4835 GHz frequency band with a maximum effective radiated power of 0 dBm using GFSK transmission modulation. The receiver section of the radio has a bandwidth of 1.5 MHz.

Intended use

This hearing aid model has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2.
- Immunity to power frequency magnetic fields at a field level of 30 A/m, as well as proximity magnetic fields as defined in table 11 of 60601-1-2.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

WIRELESS NOTICES

FCC ID: EOA-24GENITELCH (left), EOA-24GENITERCH (right)

IC: 6903A-24GENITELCH (left) GENESIS AI ITE L, INTRIGUE AI ITE L, NUEAR NE NXG AI ITE L, MICROTECH MT NXG AI ITE L, AGXS GENESIS AI ITE L, GENESIS AI ITC L, INTRIGUE AI ITC L, NUEAR NE NXG AI ITC L, MICROTECH MT NXG AI ITC L, AGXS GENESIS AI ITC L
IC: 6903A-24GENITERCH (right) GENESIS AI ITE R, INTRIGUE AI ITE R, NUEAR NE NXG AI ITE R, MICROTECH MT NXG AI ITE R, AGXS GENESIS AI ITE R, GENESIS AI ITC R, INTRIGUE AI ITC R, NUEAR NE NXG AI ITC R, MICROTECH MT NXG AI ITC R, AGXS GENESIS AI ITC R

FCC information

These devices comply with part 15 of the FCC rules and with ISED Canada license-exempt RSS standards. Operation is subject to the following two conditions: (1) The device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Cet appareil est conforme à la partie 15 des règlements de la FCC ainsi qu'aux cahiers des charges sur les normes radioélectriques relativement aux appareils exempts de licence d'ISDE Canada. Son fonctionnement est assujéti aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence nuisible, et (2) cet appareil doit accepter toute interférence reçue, y compris celles pouvant générer un fonctionnement indésirable.

Remarque : Le fabricant n'est responsable d'aucune interférence radiophonique ou télévisuelle qui pourrait se produire si des modifications non autorisées sont effectuées sur cet équipement. De telles modifications risquent d'annuler le droit de l'utilisateur à se servir de cet équipement.

EU NOTICE

Hereby, Starkey Laboratories, Inc. declares that the ITC R/ITE R are in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. A copy of the Declaration of Conformity can be obtained from the address below or from docs. starkeyhearingtechnologies.com

Regulatory information

Starkey Laboratories, Inc.

6700 Washington Ave. South
Eden Prairie, MN 55344 USA



Starkey Laboratories (Germany) GmbH
Weg beim Jäger 218-222
22335 Hamburg
Germany



Waste from electronic equipment must be handled according to local regulations



Consult user manual



Keep dry

Instructions for Disposal of Old Electronics

Starkey Laboratories, Inc. encourages, the EU requires, and your local community laws may require, that your hearing aids be disposed of via your local electronics recycling/disposal process.

The instructions below are provided for the benefit of disposal/recycling personnel. Please include this manual when disposing of your hearing aids.

FOR DISPOSAL/RECYCLING PERSONNEL ONLY

These products contain a Lithium Ion Polymer battery. For instructions on removing the battery from the hearing aids, please visit <https://web.starkeypro.com/conformity/regulatory-information.html>.

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