

Premium Charger

User guide

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Introduction

NOTE: Read this booklet carefully before using the hearing aid charger for the first time.

This user guide contains instructions on how to use your charger. Consult the hearing aid user guide for information on using your hearing aids.

Intended purpose

The hearing aid charger is intended to charge rechargeable hearing aids. The charger is intended to be used only with our rechargeable hearing aids.

Therapeutic indications

The accessory has no therapeutic indications in itself.

Target group

The hearing aid charger is intended to be used by laypersons.

Contra-indications

No known contra-indications.

Symbols

The symbols below are used in this user guide, on the device, or on the packaging.



WARNING: Points out a situation that could lead to serious injuries.



CAUTION: Indicates a situation that could lead to minor and moderate injuries.



Legal manufacturer.



Follow instructions for use. (Logo in blue)



Date of manufacture.



Unique Device Identification.



Regulatory compliance mark for EU.



Serial number.



REF Catalogue number.



US self-declaration device.



Product is a Type B applied part.



IMDA label for Singapore.



Regulatory compliance mark for Australia and New Zealand.



Regulatory compliance mark for Taiwan.



Regulatory compliance mark for Japan.



Regulatory compliance mark for Korea.



Regulatory compliance mark for Malaysia.



Follow local regulations when disposing of electronic devices.



Regulatory compliance mark for India.

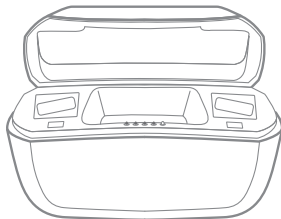
Getting started

What's in the box?

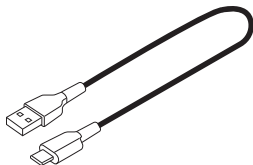
The box that contains the charger and its accessories may be part of a larger box that also contains your hearing aids.

The charger box contents are: the charger, a power cable, and a power adapter (the power adapter plug design varies according to regional requirements).

Charger:
Premium charger (C-1)

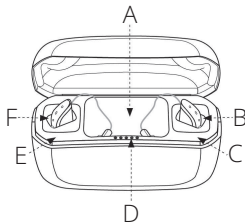


Power cable:
USB-A to USB-C



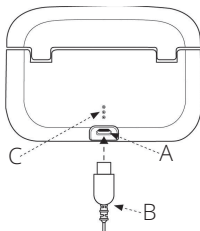
Getting to know your charger

Front view



- A. Receiver bay
- B. Right hearing aid charging bay
- C. Red colour marking
- D. Charging status lights
- E. Blue colour marking
- F. Left hearing aid charging bay

Back view



- A. USB-C charging port
- B. Charging cable with USB-C plug
- C. Charging status lights

Each hearing aid charging bay insert has a reference number specific for your hearing aid.

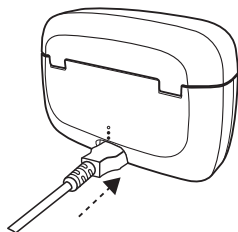
The 10-digit serial number of the charger is located on the base of the device.

Preparing the charger

Plug the supplied power adapter into a power outlet and connect the power cable to the hearing aid charger.

Please ensure that you have clean and dry hands when connecting the cables and using the charger.

Do not touch the contacts of the charger when it is connected to a power source.



WARNING:

- For safety reasons, use only the charger supplied by the manufacturer.
- For safety reasons, only power the hearing aid charger through the power cable and power adapter supplied with the charger.



CAUTION:

- Always inspect the socket and cable for any damage or discolouration before charging. **If you see any damage or discolouration, do not use** the charger or hearing aids. Disconnect the charger from the power outlet. Let it cool down before touching it, discontinue use and contact your hearing care professional.

Take care when plugging and unplugging your power cable. Do not force or bend the end of the power cable into the socket.

Contact your hearing care professional if you need a power cable or power adapter.

Charging your hearing aids

When charging, ensure your charger is placed on a flat, heat resistant surface, is not covered, and is not in an enclosed space. The charger must be used in open areas away from flammable materials.



CAUTION: Before inserting your hearing aids into the charger, ensure that the hearing aids are dry.

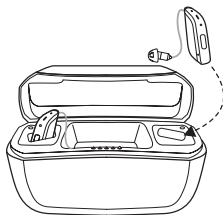
NOTE:

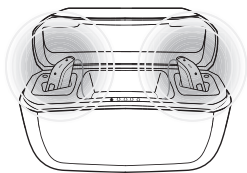
- Make sure that your hearing aids are fully inserted into the charger.

If there is a sports lock attached to your receiver, be careful when placing the receiver into the charging bay.

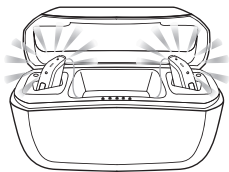
While your hearing aids are charging, the ON/OFF light on your hearing aid will flash slowly. When fully charged, the light remains on (not flashing) until your hearing aid is removed from the charger.

Place your hearing aids into the charging bays as shown to the right. The right hearing aid goes into the charging bay with the red colour coding. The left hearing aid goes into the charging bay with the blue colour coding.





When charging
– blinking.



When fully charged
– on, until removed.

Fully charge your hearing aids before using them for the first time.

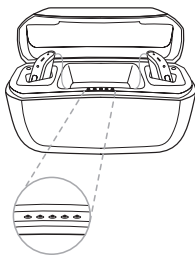
A partial charge is fine and will not harm the hearing aids or the battery, but a full charge will provide the longest usage without needing to recharge.

The batteries in the hearing aids can be recharged at any level of charge. You can see the battery level on the smartphone app.

NOTE: Contact your hearing care professional if any problems arise during charging.

Charger lights

Number of lights	Battery level
•	0 – 20 %
• •	20 – 40 %
• • •	40 – 60 %
• • • •	60 – 80 %
• • • • •	80 – 100 %



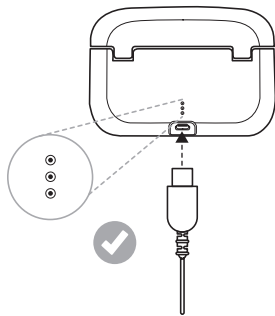
When you insert your hearing aids into or remove them from the charger, the five lights on the front of the charger show the charge level of the hearing aid with the **LOWEST** charge. They light for 10 seconds and then turn off. If your hearing aids are in the charger, they will continue to charge.

If you leave your hearing aids in the charger for more than 24 hours without having the charger connected to power, the charger will go into standby mode and turn off the hearing aids. If the charger is not connected to power and the charger battery runs out of power during charging, it will turn off the hearing aids to save hearing aid power. When you remove your hearing aids from the charger, they will not turn on automatically as they usually do. Press the push button for 5 seconds to turn on your hearing aids manually.

Charging the charger

Plug the power adapter into a power outlet and connect the power cable to the hearing aid charger.

The three lights at the back of the charger show the charge level of the charger. One red blinking light indicates that the battery is low and needs to be recharged. Three green lights mean it is fully charged.



When the charger is fully charged, it can fully charge your hearing aids three times before the charger itself needs to be plugged in and recharged.

Number of lights	Battery level
•	Light blinking red: less than 10 % remaining
•	10 – 33 % charged
• •	33 – 66 % charged
• • •	66 – 100 % charged

NOTE:

- When charging your hearing aid charger for the first time, let it charge for at least 3 hours, even if the battery lights indicate that the battery is fully charged.

Cleaning and maintenance

To have the best user experience, and to prolong the life of your charger, follow these steps:

- Keep your hearing aid charger dry and clean.
- To remove grease and moisture, wipe the hearing aid charger with a dry, soft cloth after use.

Cleaning your hearing aid charger

- Always disconnect the charger from its power outlet before cleaning.
- Clean the outside of the charger using a dry, clean cloth.
- Use a dry cloth to clean the socket and cable.
- Never blow air into the socket or cable or use hard, sharp objects to clean it.
- Clean the charging bays using a clean cotton bud.



WARNING: Do not use liquid to clean your hearing aid charger.

Troubleshooting

Symptom	Possible cause	Possible remedy
Hearing aid or charger is not charging	Is the hearing aid correctly inserted in the charger?	Reinsert the hearing aid into the charger.
	Is the charger plugged into a working power outlet?	Plug the power cable into to a working power outlet.
	Is the power cable broken?	Consult your hearing care professional.
	Is the power cable inserted correctly in the charger and in the power outlet?	Reinsert the cable into the charger and in the power outlet.
	Is the hearing aid charger charged?	Charge the hearing aid charger.

Warnings and cautions



WARNING:

- Consult your airline for details regarding transportation of your hearing aid charger.
- Keep your hearing aid charger away from excessive heat like ovens or microwave ovens and direct sunlight. The heat may deform the casing, damage the electronics and deteriorate the surfaces.
- Never use your hearing aid charger in places with explosive gases such as mines, oil fields similar unless these areas are certified for hearing aid use. Using your hearing aid charger in places that are not certified can be dangerous.
- When you disconnect the power cable or any enhancement, grasp and pull the plug, do not pull the cable.
- Never use a damaged charger. A damaged or incorrectly reassembled charger can cause an electric shock or fire when the product is subsequently used.
- Do not attempt to disassemble the charger as it may expose you to a dangerous electric shock and cause the warranty to terminate.
- Connecting the charger to a damaged power adapter or a damaged power outlet may damage the charger or lead to a malfunction.
- If the outer casing of your charger is broken, do not attempt to use the charger – contact your hearing care professional.
- No modification of this charger is allowed.

- Do not recharge non-rechargeable hearing aids containing zinc-air batteries with any charger as they may leak or explode.
- Keep your charger and rechargeable hearing aid away from pets, children, and people with cognitive, intellectual, or mental health challenges.
- This charger contains small parts. Swallowing small parts can result in choking. If small parts are swallowed, seek immediate medical attention.
- Avoid exposing your product to rain, moisture or other liquids, to protect against damage to the product or injury to you.
- Exposing the charger to temperatures beyond the supported range may cause permanent damage. Do not expose to direct sunlight and do not place in a hot car.
- Avoid charging your device in extremely high or low temperatures.
- Do not use the charger outdoors or in damp areas.



CAUTION:

- When the wireless function is activated, the device uses low-powered digitally coded transmissions to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. If this happens, move the hearing aid charger away from the affected electronic device.

Battery warnings

NOTE: Your hearing aid charger contains a Li-Ion battery.

**WARNING:**

- Do not attempt to open the product or replace the battery. This terminates 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 products 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.
- Batteries are harmful to the environment. Therefore, never try to burn them – dispose of your used hearing aid charger according to your country's regulations or return it to your hearing care professional.
- Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness, or skin irritation from battery leakage, seek medical attention.

**CAUTION:**

- This charger contains a lithium-ion battery. On rare occasions, lithium-ion batteries can become very warm. It is advisable to be attentive while charging.

Warnings to hearing care professionals

**WARNING:**

- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 62368-1 or equivalent, as appropriate.

Technical specifications

Dimensions

Charger	Dimensions, mm	Dimensions, inches	Weight, g	Weight, oz
Premium charger (C-1)	99.5 x 35.9 x 68.2	3.9 x 1.4 x 2.7	145	5.1

Power source

Charger	Power source
Premium charger (C-1)	External: USB power supply Internal: Rechargeable lithium ion battery, 3.7 V, 3100 mAh

Charging times

Charger	Charging time for hearing aid when charging in recommended operating conditions	Charger battery capacity (fully charged, not connected to mains power)
Premium charger (C-1)	4 hours, depending on initial state of the batteries.	Minimum 3 full charges of 2 hearing aids. Without hearing aids: 12 months.

Compatibility and wireless frequency between charger and hearing aid

Charger	Hearing aid product form factor	Insert number (charger form factor)	Frequency
Premium charger (C-1)	LXR45	3 and 4	333 kHz
	CAR46A	1 and 2	333 kHz
	CARR1	6	333 kHz
	DURR1	8	135 kHz
	DURR1A	8	135 kHz
	DURR1B	8 and 9	135 kHz

Ambient conditions

During charging

- While charging, the ambient temperature should be within the specified values:

<i>From</i>	<i>To</i>
10 °C	35 °C
50 °F	95 °F
43 °C	
109 °F	



WARNING: During use, your hearing aids may reach:

During transport or storage

During transport or storage, the temperature should be within the specified values:

- At a relative humidity of 90%, non-condensing.
- Not requiring a water vapour partial pressure greater than 50 hPa.

<i>From</i>	<i>To</i>
-25 °C	5 °C
-13 °F	41 °F
5 °C	35 °C
41 °F	95 °F
35 °C	60 °C
95 °F	140 °F

	<i>From</i>	<i>When placed at</i>
Warm-up: 15 minutes	-25 °C	20 °C
	-13 °F	68 °F
Cool-down: 20 minutes	60 °C	20 °C
	140 °F	68 °F

Warranties and repairs

The manufacturer provides a warranty on hearing aid chargers in the event of defects in workmanship or materials, as described in the applicable warranty documentation. In its service policy, the manufacturer pledges to secure functionality at least equivalent to the original hearing aid charger. As a signatory to the United Nations Global Compact initiative, the manufacturer is committed to doing this in line with environment-friendly best practices. Hearing aid chargers, therefore, at the manufacturer's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing aid chargers is designated on your warranty card, which is provided by your hearing care professional.

For hearing aid chargers that require service, please contact your hearing care professional for assistance. Hearing aid chargers that malfunction must be repaired by a qualified technician.

Expected service life time

The expected service life time for the device is a minimum of 5 years.

Statement

Hearing aid charger, Model: C-1

This device complies with part 15 of the FCC rules and ICES-003 of the ISED rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used following the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet or a circuit that is different from the one to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user's authority to operate the equipment.

The products are in compliance with the following regulatory requirements:

- In the EU: The device conforms to the General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).
- Hereby, GN Hearing A/S declares that the radio equipment type C-1 is in compliance with Radio Equipment Directive 2014/53/EU (RED).
- The full text of the EU declaration of conformity is available at the following internet address:
www.declarations.resound.com/en.
- In US: FCC CFR 47 Part 15, subpart C.
- For other identified applicable international regulatory requirements in countries outside the EU and US, please refer to local country requirements for these areas.
- In Canada: this device is certified under the rules of ISSED.
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance: This device has been certified pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法).

Hearing aid charger of type C-1 is available in the following variant: Hearing aid charger (C-1).

- NCC 警語

根據 NCC 低功率電波輻射性電機管理辦法規定：

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

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Notes

Notes

Manufacturer according to EU
Medical Device Regulation
2017/745:



GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark



Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.