



Yuu™  
BTE Guide





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# Your Yuu™ Hearing Instruments

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Hearing Healthcare Professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

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

Serial Number: \_\_\_\_\_

Replacement Batteries:  Size 13

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

Program 1 is the Automatic Program

Program 2 is the Manual Program for: \_\_\_\_\_

Program 3 is the Manual Program for: \_\_\_\_\_

Program 4 is the Manual Program for: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## **Practical Solutions to Everyday Problems**

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Congratulations on choosing your new Yuu™ BTE (Behind-the-Ear) hearing instruments. For over 40 years, Unitron Hearing has been committed to making life better for people with hearing loss. This means a commitment to developing high-quality hearing solutions that incorporate special features to solve the everyday problems and concerns you have with hearing loss and hearing instruments.

Yuu is a premium hearing instrument that delivers superior sound quality, performance, and extraordinary results. Yuu's automatic program reads your listening environment and automatically determines hearing instrument settings that are most effective for optimal listening as your listening needs change throughout the day. Three additional manual programs give you added flexibility to meet your particular listening needs. Yuu offers you the ability to adjust your personal comfort and clarity settings, giving you greater control of your listening experience. Yuu will also learn these adjustments, leading to a more personalized hearing instrument.

## **Getting the Most Out of Your Yuu™ Hearing Instruments**

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Adjusting to your new hearing instruments will take some time. In the beginning it is important that you do not use the hearing instruments for longer than is comfortable. Depending on your previous experience with hearing instruments, a few hours a day may be enough and then you can increase wearing time gradually. Once you have become accustomed to your hearing instruments, you should wear them all day every day since infrequent use will not permit you to adapt to your hearing instruments and enjoy their full benefits. The quicker you get used to the everyday sounds around you, the less you will notice that you are wearing hearing instruments.

# Using the Yuu™ BTE Guide

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Refer to the table of contents for a complete listing of the topics covered in this guide.

There are different styles of BTEs available. The diagrams below identify some of the components on your hearing instruments. Have your hearing healthcare professional place a check beside the diagram that best describes your BTE style and attachment.

## Hearing Instrument Style



BTE with volume control



BTE without volume control

## Attachment Style (check one)



slim tube and dome



earhook and earmold

## My hearing instrument has (check all that apply)

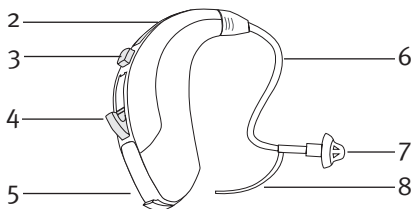
Comfort-Clarity Balance

Program Button

Volume Control

Push Button Volume Control





### Legend

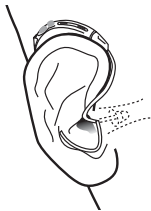
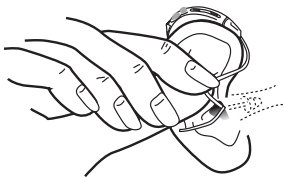
- 1 Earhook
- 2 Microphone and Microphone Shield
- 3 Program Button or Push Button Volume Control  
(depending on your customized fitting)
- 4 Volume Control or Comfort-Clarity Balance  
(depending on your customized fitting)
- 5 Battery Door/On & Off Switch
- 6 Slim Tube
- 7 Dome
- 8 Retention Piece
- 9 Earmold

## Putting Your Yuu™ Hearing Instruments on Your Ears

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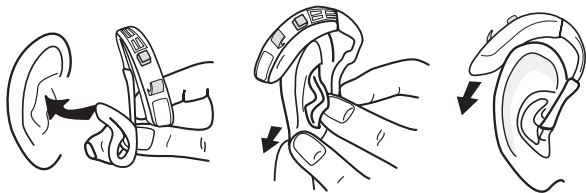
Your BTE hearing instrument may be color-coded red for your right ear and blue for your left ear. This color indicator is located inside the battery door with a small colored dot.

### BTEs with Slim Tubes



1. Hold the slim tube where it attaches to the dome and gently push the dome into your ear canal. The slim tube should lie flush against your head and not stick out.
2. Place the hearing instrument over the top of your ear.
3. Place the retention piece in your ear so it rests at the bottom of the opening of your ear canal.
4. Repeat steps 1-3 for your other ear if you wear two hearing instruments.

## BTEs with Earhooks



1. Carefully insert the earmold in your ear. The earmold should fit into your ear snugly and comfortably.
2. Place the hearing instrument over the top of your ear.
3. Repeat steps 1-2 for your other ear if you wear two hearing instruments.

## Turning Your Yuu™ Hearing Instruments On and Off

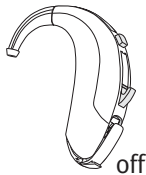
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Your hearing instruments have a three-position battery door that acts as an off/on switch and that allows access to the battery compartment.

To turn the hearing instrument on, close the battery door fully. *Note: If the start up delay is activated, your hearing instrument will not turn on for 10-15 seconds after closing the battery door.*

To turn the hearing instrument off, partially open the battery door. This position also allows excess moisture to vent away from the battery compartment.

To replace the hearing instrument battery, fully open the battery door for access to the battery compartment.



*Note: When turning your hearing instrument on and off, grasp the top and bottom of the device with your index finger and thumb. Use your thumb to open and close the battery door.*

## **Feedback-Free Listening**

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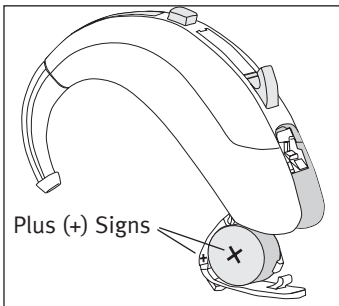
Your Yuu hearing devices have an optional start up delay that can be activated by your hearing healthcare professional. If the start up delay is activated, your hearing instruments will not turn on for 10-15 seconds after the battery door is closed fully. The hearing instruments return to the start up delay position each time you turn your hearing instruments on. This allows you to insert your hearing instruments without experiencing whistling.

If you wear hearing instruments now, you may have experienced whistling from your hearing instruments when you talk, chew, use the telephone or hug someone. Yuu's feedback technology dramatically reduces this uncomfortable whistling before you or anyone else can perceive it.

## Replacing the Battery

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1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery



compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.

*Note: If the battery is inserted incorrectly, the door will not close.*

4. Close the battery door.

## **Low Battery Warning**

When you hear two long beeps, your hearing devices are warning you that their batteries are low. You will hear the warning approximately every 30 minutes until you change the batteries or the batteries die. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing devices. If you prefer, your hearing healthcare professional can change the pitch and loudness of the low battery beep or turn it off entirely.

## **Caring for Batteries**

- Always discard batteries carefully.
- To prolong battery life, remember to turn your hearing devices off when not in use.
- Remove the batteries and keep the battery door open while hearing devices are not in use. This will allow internal moisture to evaporate.

## **Battery Warnings**

- Never leave hearing devices or batteries where small children and pets can reach them.
- Never put hearing devices or batteries in your mouth. If a hearing device or battery is swallowed, call a physician immediately.

# Operating Instructions

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## Changing Programs on Your Yuu™ Hearing Instruments

Your Yuu hearing instruments have an automatic program and up to three additional manual programs. Yuu's automatic program will satisfy most of your listening needs by adjusting to different listening environments without requiring manual adjustments. Up to three additional manual programs can be individually tailored by your hearing healthcare professional to meet your particular listening needs.







Your hearing instruments may come equipped with a push button which has been set for switching between programs or adjusting your volume. This push button could also be disabled by your hearing healthcare professional. If you have an active push button program control, each time you push the button, you will move to a new program.

Your Yuu hearing instruments may also come with an optional remote control which allows you to switch between different listening programs. Ask your hearing healthcare professional for more information on the remote control.



## Program Beeps

Your hearing devices beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.) If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the program beep or turn it off entirely.

Program 1 (e.g. Automatic Program)		1 beep
Program 2 (e.g. Group/Party Noise)		2 beeps
Program 3 (e.g. Easy-t/Telephone)		3 beeps
Program 4 (e.g. Music)		4 beeps
Easy-t/Telephone		short melody
Easy-DAI		short melody

## Adjusting the Volume

The volume on your hearing instruments adjusts automatically in response to the loud or quiet sounds around you. Your hearing instruments are set to your ideal volume by default. Your ideal volume is indicated by 1 beep. If you have a push button volume control or a volume control lever, you can further adjust the volume. Before adjusting the volume on your hearing instruments, secure the device on your ear with your thumb and middle finger. Then using your index finger, adjust the volume level with the volume control lever or push button.

Your Yuu hearing instruments will learn your volume




control adjustments while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the default volume settings in the automatic program to the levels that you typically use.

Your Yuu hearing instruments may also come with an optional remote control which allows you to adjust your volume levels. Ask your hearing healthcare professional for more information on the remote control.

## **Push Button Volume Control**

If the push button has been configured as a volume control, you can adjust the volume level by pushing the button. Note that your volume control may be disabled by your hearing healthcare professional and, therefore, could be inactive.

As you change the volume level, your hearing instruments will beep. Please refer to the chart below to learn more about the different volume beeps.

<b>Volume Setting</b>	<b>Beeps</b>
Ideal volume level	 1 beep
Increased loudness	 1 beep + 1 high-pitched beep
Decreased loudness	 1 beep + 1 low-pitched beep




Your hearing healthcare professional can help you identify your different push button volume control settings. If you prefer, your hearing healthcare

professional can adjust the pitch and loudness of the push button volume control beeps or turn them off entirely.

## Volume Control

If the lever has been configured as a volume control, you can adjust the volume by pushing the volume control lever up to increase the volume and pressing the volume control lever down to decrease the volume. Note that your volume control may be disabled by your hearing healthcare professional and, therefore, could be inactive.

As you change the volume level, your hearing instruments will beep. Please refer to the chart below to learn more about the different volume beeps.

Volume Setting	Beep
Ideal volume level	 1 beep
Maximum volume level	 2 beeps
Minimum volume level	 2 beeps

Your hearing healthcare professional can help you identify your different volume control settings. If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the volume control beeps or turn them off entirely.

## Adjusting the Comfort-Clarity

With a Yuu hearing instrument, you can also manage the

levels of speech and background noise in your listening environment via the Comfort-Clarity Balance. This control provides an additional sound refinement option beyond a traditional volume control. If your hearing healthcare professional has enabled this option, you can adjust your comfort-clarity levels using the lever on your hearing instruments. Before adjusting the comfort-clarity levels on your hearing instruments, secure the device on your ear with your thumb and middle finger. Then using your index finger, adjust the comfort-clarity level with the lever.

Your Yuu hearing instruments will learn your comfort-clarity settings while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the pre-programmed comfort-clarity settings to your preferred levels.





Your Yuu hearing instruments may also come with an optional remote control which allows you to adjust your comfort-clarity levels. Ask your hearing healthcare professional for more information on the remote control.

### **Comfort-Clarity Balance**

If the lever has been configured as a Comfort-Clarity Balance, push the lever up to improve the clarity of sounds, such as speech. For greater comfort in noisy listening situations, press the lever down.

As you change the comfort-clarity level, your hearing instruments will beep. Please refer to the chart below to learn more about the different comfort-clarity beeps.

*Note: As the Comfort-Clarity Balance moves toward the midpoint position, the effect on sound is minimized.*

Comfort-Clarity Settings	Beep
Maximum sound clarity level	  2 beeps
Maximum listening comfort level	  2 beeps

Your hearing healthcare professional can help you identify your different Comfort-Clarity Balance settings. If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the Comfort-Clarity Balance beeps or turn them off entirely.

## **Listening in Windy Environments**

Yuu's wind noise manager will engage automatically based on whether wind conditions are moderate or high. When the wind noise manager is engaged, sounds such as speech, may become quieter because the wind noise manager is working to reduce the loud noise produced by wind. When you are no longer in a windy environment, the wind noise manager will not be active and desirable sounds, such as speech, will once again become louder.

## **Listening in Quiet and Noisy Environments**

Your Yuu hearing instruments have a directional microphone system to meet your listening needs in different environments. The directional system focuses on sounds in front of you (i.e., speech) while reducing sounds from the sides or behind you (i.e., noise). The directional system can be set to track moving noise sources and adapt to changing noise levels so that background noise is reduced. Your hearing healthcare professional can tell you how your directional system has been customized for you and which listening programs have the directional microphones activated.

In addition, Yuu contains antiShock™ technology that identifies and minimizes sudden impulse sounds that many hearing instrument wearers find irritatingly loud such as slamming doors or clattering dishes. This technology is designed to increase listening comfort in adverse listening situations without impacting sound quality or your ability to understand conversations.

## **Replacing the Microphone Protectors**

Your Yuu hearing devices have a shield to protect the microphones from dirt and debris. Debris on the microphone protector reduces the sound quality of the instrument. You should have the microphone protectors replaced by your hearing healthcare professional approximately every three months to ensure optimal sound quality.

## **Using Yuu™ with the Telephone**

Yuu has the ability, depending on hearing loss, vent size and style of hearing instrument to provide feedback-free phone use without program changes. When the phone rings, pick up the telephone and place it next to your hearing instrument's microphone. In some situations when using a cell phone, you may experience digital interference that sounds like static, buzzing or beeping. If you experience interference, increase the distance between your hearing instrument and the phone receiver.

## **Easy-t for the Telephone or Cell/Mobile Phone**

Yuu comes equipped with easy-t (automatic telephone switch) that can help you listen on the telephone. Easy-t automatically switches your hearing instrument into a telephone listening mode with hearing instrument compatible phones. You will hear a short melody to indicate you are in the telephone (easy-t) program. If your phone is hearing instrument compatible, it will have a magnetic coil and the easy-t will activate automatically when the telephone is held to the ear. Once the telephone is removed from the ear, the hearing instrument will switch back to the normal listening mode. Since the location and strength of the magnetic coil varies among phone manufacturers, it may be necessary to move the telephone receiver next to the hearing instrument's microphone for the best reception.

If the hearing instrument does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for easy-t hearing instruments should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing instrument compatible telephones.

### To affix the easy-t magnet:

1. Clean the telephone receiver.
2. Hold the magnet near the “listening end” of your telephone receiver and release it (Figure 1). The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
3. Place the double-sided tape in this optimal position on the telephone receiver (Figure 2) and attach the magnet to the tape (Figure 3).

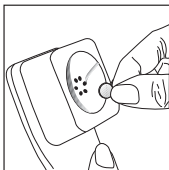


Figure 1

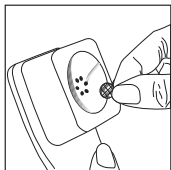


Figure 2

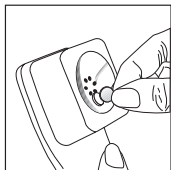


Figure 3

### Warnings

- Be sure the magnet is securely affixed to the telephone.



- Keep loose magnets out of reach of children and pets.
- If the magnet falls into your ear, contact your hearing healthcare professional.
- If the magnet is swallowed, contact your physician immediately.
- The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12”) away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

## **Assistive Listening Devices**

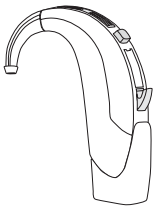
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### **Listening in Public Places**

Yuu’s optional telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. If your hearing devices do not operate when the telecoil is on, the loop system may not be operating or you may be in a “dead” spot. Try positioning yourself in a different part of the looped area or return your hearing devices to the microphone position and sit as close to the speaker as possible.

## Connecting to External Audio Sources

Your Yuu hearing instruments may feature optional direct audio input (DAI) to connect to other audio sources such as a stereo or television. Easy-DAI automatically selects your direct audio input program when a device such as your stereo, television, etc. is connected to your hearing instruments. A short melody will play to confirm that easy-DAI is active. When you disconnect from the device, your hearing instruments will return to the program you were in before connecting your device. You will need to purchase the direct audio input system and a connector cord from your hearing healthcare professional before you can connect to external audio sources.



Easy-DAI can also be used to fit your hearing instruments with an assistive listening device, such as a FM system, which you may purchase to improve listening in difficult situations. You can always override your easy-DAI program by changing programs on your hearing instrument manually or with the optional remote control.

## **Listening Over Distance**

Your Yuu hearing devices may be compatible with Phonak's MicroLink™ Receiver Module, a wireless FM system that improves listening over distance. The MLx FM receiver module connects to the direct audio input system and is powered by the hearing device battery.

## **Using FM and Infrared Systems**

Some FM systems consist of a teleloop worn around the neck, which is connected to the FM receiver worn on a belt or in a shirt pocket. To listen through the FM system, select the telecoil program and turn on the FM receiver. To keep the signal clear, you may need to adjust the volume control on your hearing instruments, as well as on the FM receiver.

With some infrared systems you may need to remove your hearing instruments and wear the system's headset receiver. If the volume on the infrared receiver is not loud enough, use your hearing instruments instead.

*See also "Connecting to External Audio Sources."*

## **Caring for Your Yuu™ Hearing Instruments**

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- Open the battery door when not in use.
- Always remove your hearing instruments when using hair care products. The hearing instruments can become clogged and cease to function properly.
- Do not wear your hearing devices in the bath or shower or immerse them in water.
- If your hearing instruments do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing instruments to dry naturally for 24 hours.
- Protect your hearing instruments from excessive heat (hair dryer, vehicle glove box or dashboard).
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion. See your hearing healthcare professional for more information.
- Do not drop your hearing instruments or knock them against hard surfaces.

## **Cleaning Your Yuu™ Hearing Instruments**

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Ear wax is natural and common. Ensuring your hearing instruments, earmolds and domes are free of ear wax is an important step in your daily cleaning and maintenance routine.

- Never use alcohol to clean your hearing devices, earmolds or domes.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing devices or earmolds can seriously damage them.

### **Cleaning the Earmolds and Domes**

Ensure your earmolds and domes are free of ear wax and moisture.

### **BTEs with Earhooks and Earmolds**



If your Yuu hearing devices have earhooks (see “Using the Yuu BTE Guide”), your hearing healthcare professional fit you with customized earmolds (see “Using the Yuu BTE Guide”). Earmolds send amplified sound from the hearing devices into the ears. They must

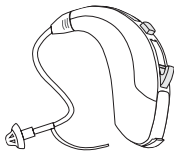
fit into your ears snugly and comfortably. If amplified sound leaks out of your ear, you may hear whistling.

Always ensure earmolds are clean and free of ear wax and moisture. Do not use alcohol to clean your earmolds. If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner. If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.

### ***Cleaning the Earmolds***

If the earmolds attach to an earhook and they require further cleaning, disconnect the plastic tube from the hook of the hearing devices. Wash only the earmolds in warm water with a mild soap. Rinse them with cool water and allow them to dry overnight. Make sure the earmold tubes are dry before reconnecting them to each hook on your hearing devices.

### **BTEs with Slim Tubes and Domes**



If your hearing instruments have slim tubes (see “Using the Yuu BTE Guide”), you need to ensure that the tubes and domes are free of ear wax and moisture. You should have the slim tubes and domes replaced by your hearing

healthcare professional approximately every three to six months or when they become stiff or brittle. Clean the domes daily with a damp cloth. You should also clean the slim tubes periodically, with the cleaning pin provided, when you begin to notice debris in and around the tubes.

### ***Cleaning the Slim Tubes and Domes:***

1. Hold the slim tube in one hand and the hearing instrument in the other hand.
2. Gently turn the hearing instrument until it detaches from the slim tube.
3. Use a damp cloth to clean the outside of the slim tube and the dome.
4. Using the black cleaning pin provided in the kit, gently insert the cleaning pin where the slim tube attaches to the hearing instrument and push the pin all the way through the tube and out through the dome.



*Note: The slim tubes and domes should never be rinsed or submerged in water as water drops may become lodged in the tube, block sound or damage the electrical components of the hearing instrument.*

5. Once the slim tube has been cleaned, reattach it by gently turning the hearing instrument onto the slim tube.

## Warnings

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- Hearing devices should only be used as directed by your physician or hearing healthcare professional.
- Hearing devices will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Do not use your hearing devices in explosion hazard areas.
- Allergic reactions to hearing instruments are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing instrument, contact a physician immediately.
- Remove your hearing devices for CT and MRI scans or for other electromagnetic procedures.
- Only plug the DAI cables into devices that produce safe voltages of less than 3 volts.
- Special care should be exercised in wearing hearing devices when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum



output of your hearing devices is suitable for your particular hearing loss.

## **Note to hearing healthcare professional**

- Domes should never be fitted on patients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized ear mold.

## **Precautions**

- The use of hearing instruments is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing instruments does not provide full benefit. Once you have become accustomed to your hearing devices, wear your hearing devices everyday all day.
- Your hearing instruments use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing instruments. 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 instruments to another program, turn your head in a

different direction or locate the cell phone and move away from it.

## **Labeling**

The serial number and year of manufacture are located inside the battery door.

# Troubleshooting Guide

CAUSE	POSSIBLE REMEDY
<b>No sound</b>	
<ul style="list-style-type: none"><li>• Not turned on</li><li>• Low/dead battery</li><li>• Poor battery contact</li><li>• Battery upside down</li><li>• Earmolds/slim tubes/ domes blocked with ear wax</li><li>• Plugged microphone protector</li></ul>	<ul style="list-style-type: none"><li>• Turn on</li><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li><li>• Insert battery plus (+) side up</li><li>• Clean earmolds/domes. See “Cleaning the Earmolds and Domes”. Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional.</li><li>• Consult your hearing healthcare professional</li></ul>
<b>Not loud enough</b>	
<ul style="list-style-type: none"><li>• Low volume</li><li>• Low battery</li><li>• Earmolds/slim tubes/ domes not inserted properly</li><li>• Change in hearing</li><li>• Earmolds/slim tubes/ domes blocked with ear wax</li><li>• Plugged microphone shield</li></ul>	<ul style="list-style-type: none"><li>• Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.</li><li>• Replace battery</li><li>• See “Putting Your Yuu Hearing Instruments on Your Ears”. Reinsert carefully.</li><li>• Consult your hearing healthcare professional</li><li>• Clean earmolds. See “Cleaning the Earmolds and Domes”. Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional.</li><li>• Consult your hearing healthcare professional</li></ul>

CAUSE	POSSIBLE REMEDY
<b>Intermittent</b>	
<ul style="list-style-type: none"> <li>• Low battery</li> <li>• Dirty battery contact</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> </ul>
<b>Two long beeps</b>	
<ul style="list-style-type: none"> <li>• Low battery</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> </ul>
<b>Whistling</b>	
<ul style="list-style-type: none"> <li>• Earmolds/slim tubes/domes not inserted properly</li> <li>• Hand/clothing near ear</li> <li>• Poorly fitting earmolds/slim tubes/domes</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and reinsert carefully</li> <li>• Remove hand/clothing from ear</li> <li>• Consult your hearing healthcare professional</li> </ul>
<b>Not clear, distorted</b>	
<ul style="list-style-type: none"> <li>• Poorly fitting earmolds/slim tubes</li> <li>• Earmolds/slim tubes/domes blocked with ear wax</li> <li>• Low battery</li> <li>• Plugged microphone protector</li> </ul>	<ul style="list-style-type: none"> <li>• Consult your hearing healthcare professional</li> <li>• Clean earmolds. See “Cleaning the Earmolds and Domes”. Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional.</li> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> </ul>

CAUSE	POSSIBLE REMEDY
<b>Earmolds/slim tubes/domes falling out of ear</b>	
<ul style="list-style-type: none"> <li>• Poorly fitting earmolds/slim tubes/domes</li> <li>• Earmolds/slim tubes/domes not inserted properly</li> </ul>	<ul style="list-style-type: none"> <li>• Consult your hearing healthcare professional</li> <li>• See “Putting Your Yuu Hearing Instruments on Your Ears”. Reinsert carefully.</li> </ul>
<b>Weak on the telephone</b>	
<ul style="list-style-type: none"> <li>• Telephone not positioned properly</li> <li>• Hearing device requires adjustment</li> </ul>	<ul style="list-style-type: none"> <li>• Move telephone receiver around ear for clearer signal. See “Using Yuu with the Telephone” and “Easy-t for the Telephone or Cell/Mobile Phone”.</li> <li>• Consult your hearing healthcare professional</li> </ul>

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

## Warning to Hearing Instrument Dispensers

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A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument 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. (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. Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing instrument user. [This provision is required only for those hearing instruments with a maximum sound pressure capability greater than 132 decibels (dB).]

## **Important Notice for Prospective Hearing Instrument 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 instrument.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument 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 instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation. The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument 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 instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument. Federal law restricts the sale of hearing instruments 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.

### **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.







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D/09-013 029-5634-02

