



USER MANUAL
**EAR-SETS FOR
WIDEX BTE HEARING AIDS**

Custom ear-tips and earmoulds

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INTRODUCTION

This booklet provides an overview of different custom ear-set solutions available for Widex™ behind-the-ear (BTE) hearing aids. An ear-set consists of an ear-tip or earmould attached to a tube or an earwire and receiver. The ear-set is used to channel sound from the behind-the-ear hearing aid into the ear canal.



WARNING

This booklet contains important information and instructions regarding your ear-set, and complements the user instructions for your hearing aid. In addition to the user instructions for your hearing aid, please be sure to read the sections in this booklet that apply to your ear-set solution before you start using the hearing aid.

NOTE

Your ear-set may not look exactly as illustrated in this booklet. We also reserve the right to make any changes considered necessary.

OVERVIEW AND TICK BOXES

Your hearing care professional should tick the box of the chosen solution.

Custom ear-tips

Custom receiver ear-tip & RIC earwire	
<input type="checkbox"/>	Custom receiver open hard ear-tip, for RIC S & M
<input type="checkbox"/>	Custom receiver hard ear-tip, for RIC S, M & P
<input type="checkbox"/>	Custom receiver soft ear-tip, for RIC S, M & P
Sections to read	page
Introduction	3
Overview and tick boxes	4-5
Custom ear-tips	6-17
The wax guard	30-33
Troubleshooting	35-36
Warnings	39
Maintenance	40-41

Custom ear-tip & élan/thin tube	
<input type="checkbox"/>	Custom open hard ear-tip, for élan/thin tube
<input type="checkbox"/>	Custom flex hard ear-tip, for élan/thin tube
<input type="checkbox"/>	Custom flex soft ear-tip, for élan/thin tube
Sections to read	page
Introduction	3
Overview and tick boxes	4-5
Custom ear-tips	6-17
Integrated anchor	34
Troubleshooting	37-38
Warnings	39
Maintenance	40-41

Custom earmoulds

Custom receiver earmould & RITE earwire	
<input type="checkbox"/>	Custom hard earmould, Regular sound bore, for RITE
<input type="checkbox"/>	Custom hard earmould, Output Extender, for RITE
<input type="checkbox"/>	Custom soft earmould, Wired RITE
Sections to read	page
Introduction	3
Overview and tick boxes	4-5
Custom earmoulds	18-29
The wax guard	30-33
Troubleshooting	35-36
Warnings	39
Maintenance	40-41

Custom earmould & classic tube	
<input type="checkbox"/>	Custom open hard classic mould, for classic tube
<input type="checkbox"/>	Custom flex hard classic mould, for classic tube
<input type="checkbox"/>	Custom flex soft classic mould, for classic tube
Sections to read	page
Introduction	3
Overview and tick boxes	4-5
Custom earmoulds	18-29
Troubleshooting	37-38
Warnings	39
Maintenance	40-41

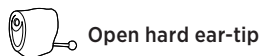
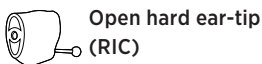
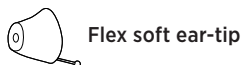
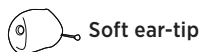
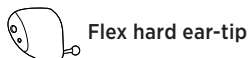
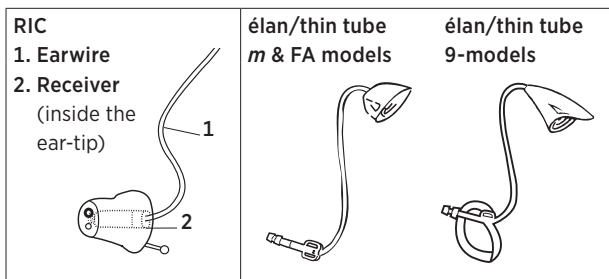
Hearing aid model: _____

Earwire/tube size: Left _____ Right _____

CUSTOM EAR-TIPS

The custom ear-tip is used with a **RIC** earwire or an **élan/thin** tube, depending on the hearing aid model. In a RIC solution, the receiver or loudspeaker of the hearing aid is placed at the end of the earwire, inside the ear-tip.

In an élan/thin tube solution, the receiver is located inside the hearing aid housing. Under “Overview and Tick Boxes”, you can see which solution has been chosen for you.



Left/right identification

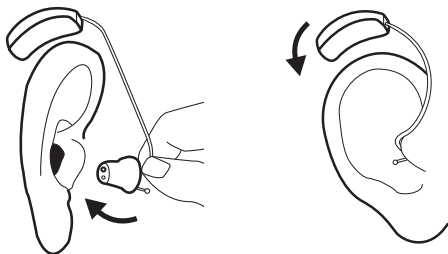
Earwires/tubes are available in different lengths for the right and left ear, respectively. The individual size is printed on the earwire/tube. Red print indicates that it is for the right ear, and blue print that it is for the left ear.

Custom ear-tips are also provided with indication for whether the ear-tip is for the right ear or the left ear. How it looks depends on the specific ear-tip type, but the same two colours are used (red = right and blue = left).

Positioning the hearing aid and ear-tip

Insert the ear-tip into the ear canal while holding the lower part of the earwire/tube. It may also help to pull the outer ear backwards and upwards with the opposite hand.

Place the hearing aid behind the ear, so that the hearing aid and earwire/tube rest comfortably on the ear, close to your head.

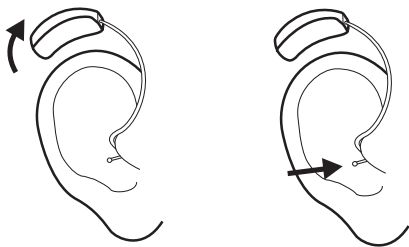


The élan/thin tube for the 9-model has an integrated anchor. This is used to help keep the ear-tip correctly positioned. Please refer to page 34 for information on how to trim the anchor.

Removing the hearing aid and ear-tip

Remove the hearing aid from its position behind the ear.

Take hold of the extraction cord and carefully pull the custom ear-tip out of the ear canal.



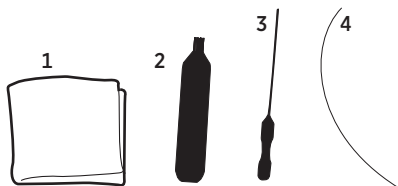
CAUTION

Do not pull the earwire/tubing to remove your hearing aid. Use the extraction cord.

Cleaning

Cleaning accessories*.

1. Cloth
2. Brush
3. Wax removing tool
4. Cleaning thread



Contact your hearing care professional if you need additional supplies of cleaning accessories.

** Selection depends on ear-set type*

Custom receiver ear-tip & RIC earwire

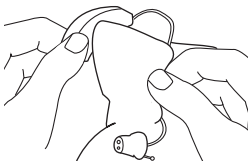
(On pages 13-15 you can see how to clean a custom ear-tip & élan/thin tube)

Make sure that your **ear-set** is always clean and free of earwax, moisture and the like.



WARNING

Never use alcohol or other cleaning solutions to clean the ear-set, as this can discolour it.



Clean the **earwire** with the cloth after use.



WARNING

Never use water or other liquids to clean the earwire, as this can damage it.

The receiver must **never** come into contact with water or other liquids, as this can damage the receiver.



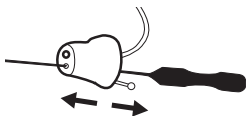
CAUTION

Never attempt to disconnect the earwire from the custom ear-tip as this can break the connection between the earwire and the ear-tip.

If dirt has collected on the **receiver ear-tip**, remove any visible earwax from around the sound outlet with the small brush or cloth. Do not attempt to clean the wax guard.



If the sound outlet is still blocked, you should change the wax guard (see pages 30-33).



If your custom hard ear-tip is provided with a vent, use the wax removing tool to clean the vent.

The custom soft ear-tip may be provided with an exterior vent. Use the small brush to clean the vent.



CAUTION

Ear-tips in which a receiver is inserted use a wax guard. Please refer to pages 30-33.

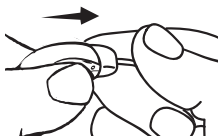
Custom ear-tip & élan/thin tube

Make sure that your **ear-set** is always clean and free of earwax, moisture and the like.



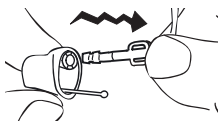
WARNING

Never use alcohol or other cleaning solutions to clean the ear-set, as this can discolour it.

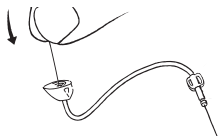


***m* and FA models**

Grip the hearing aid between your thumb and index finger. With your other hand grip the tubing and pull straight apart as indicated by the arrow. Alternatively, a small tool is available for removing the tubing. Contact your hearing care professional if you want more information.



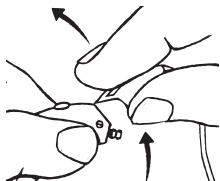
Carefully pull the custom ear-tip off the tubing, wiggling the tip of the tubing gently.



Pass the cleaning thread through the tubing. Pull the thread out at the other end.

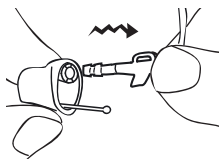


If necessary, an ear-tip used with *élan*/thin tubing can be rinsed thoroughly in lukewarm water **after disconnecting it from the rest of the ear-set**. Allow it to dry overnight.

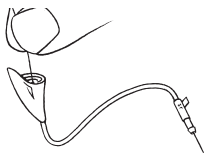


9-models

Lift the ear-set off the hearing aid in a slanting, backward movement, as shown.



Carefully pull the custom ear-tip off the tubing, wiggling the tip of the tubing gently.



Pass the cleaning thread through the tubing. Pull the thread out at the other end.



If necessary, an ear-tip used with élan/ thin tubing can be rinsed thoroughly in lukewarm water **after disconnecting it from the rest of the ear-set**. Allow it to dry overnight.

Changing the ear-set parts

RIC earwire

Changing an earwire requires special tools and experience. Consult your hearing care professional when the earwire needs replacement.



WARNING

Do not attempt to change the earwire yourself as this can break the connection to the receiver or the hearing aid.

If the ear-tip no longer fits your ear, contact your hearing care professional.

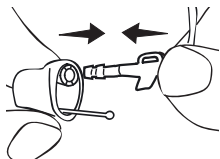
élan/thin tube

The tubing should be changed as required. Consult your hearing care professional for advice on how often you should change the tubing.

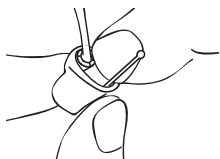
For further supplies of tubing or if the ear-tip no longer fits your ear, contact your hearing care professional.

Placing the new/clean ear-tip on the élan/thin tube ear-set

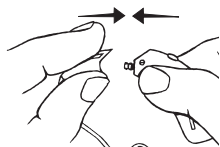
On page 34 you can see how to trim the anchor.



Hold the custom ear-tip between two fingers, with the extraction cord downwards. Hold the tubing with the other hand as illustrated. Gently press the tubing into place in the custom ear-tip.



Use your fingernail to press the tubing in as far as it will go so that it is securely fastened.



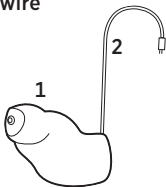
Click the ear-set onto the top of the hearing aid as illustrated.

CUSTOM EARMOULDS

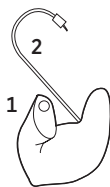
The custom earmould is used with a **RITE** earwire or a **classic** tube, depending on the hearing aid model. In a RITE solution, the receiver or loudspeaker of the hearing aid is placed at the end of the earwire, inside the earmould.

The classic tube is attached to an earhook on the hearing aid, while the receiver is located inside the hearing aid housing. Under “Overview and Tick Boxes”, you can see which solution has been chosen for you.

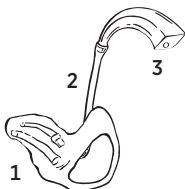
1. Custom receiver
hard earmould
2. Earwire

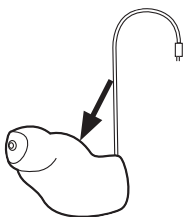


1. Custom receiver
soft earmould
2. Earwire



1. Classic mould
2. Classic tube
3. Earhook





Left/right identification

The custom receiver hard earmould has "Widex" printed on it. Red print indicates that the earmould is for the right ear, and blue print indicates that it is for the left ear.

For the custom receiver soft earmould, a red or blue wax guard bushing indicates right or left side respectively.



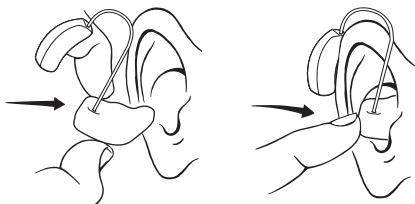
WARNING

With a custom receiver earmould the hearing aid is capable of producing a sound pressure level exceeding 132 dB SPL. There may be a risk of damaging your residual hearing.

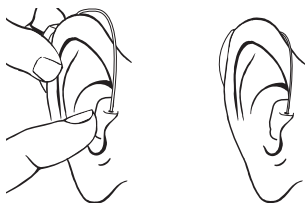
Positioning the hearing aid and earmould

Custom receiver earmould

Hold the earmould with your thumb and forefinger and slowly guide it into your ear canal until you feel resistance. Let go of the earmould and use the tip of your forefinger to gently push it into your ear until it rests comfortably in your ear canal.

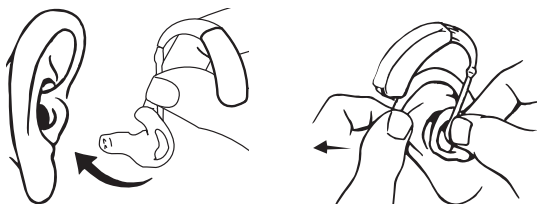


To help position the earmould properly you could pull the outer ear backwards and upwards with the opposite hand. Place the hearing aid behind the ear, so that the earwire rests comfortably on the ear, close to your head.

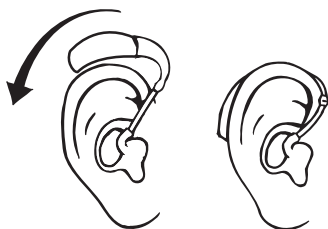


Classic earmould

Insert the earmould in the ear canal while holding the lower part of the tubing. To help position the earmould properly you could pull the outer ear backwards and upwards with the opposite hand.



Place the hearing aid behind the ear, so that the tubing rests comfortably on the ear, close to your head.

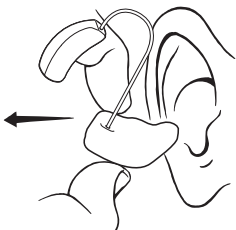


Removing the hearing aid and earmould



Custom receiver earmould

Remove the hearing aid from its position behind the ear.



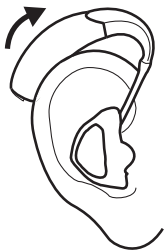
Hold the earmould with your thumb and forefinger and pull gently.



WARNING

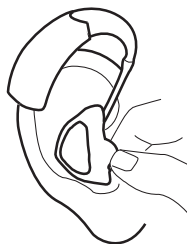
Do not pull the earwire to remove the custom receiver earmould, as this can damage the receiver.

If it is difficult, you can try to move the earmould carefully from side to side. It may also help to pull the ear backwards and upwards with the opposite hand.



Classic earmould

Remove the hearing aid from its position behind the ear.



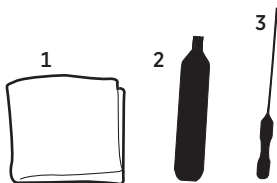
Carefully pull the earmould out of the ear canal, while holding the lower part of the tubing.

If it is difficult, you can try to move the earmould carefully from side to side. It may also help to pull the ear backwards and upwards with the opposite hand.

Cleaning

Cleaning accessories*.

1. Soft cloth
2. Brush
3. Wax removing tool



Contact your hearing care professional if you need additional supplies of cleaning accessories.

** Selection depends on ear-set type*

Custom receiver earmould & RITE earwire

(On pages 27-28 you can see how to clean a custom earmould & classic tube)

Make sure that your **ear-set** is always clean and free of earwax and moisture.



WARNING

Never use alcohol or other cleaning solutions to clean the ear-set as this can discolour it.

Clean the **earwire** with the cloth after use.



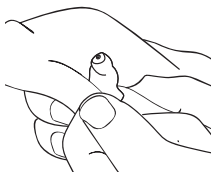
WARNING

Never use water or other liquids to clean the earwire, as this can damage it



CAUTION

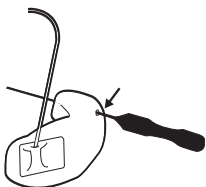
Never attempt to disconnect the earwire from the custom earmould as this can break the connection between the earwire and the earmould.



Clean your **earmould** with the soft cloth after use to keep it dry and clean of earwax or dirt. Do not attempt to clean the wax guard.

It is important that the **sound outlet** is not blocked by earwax. If it is blocked, change the wax guard (see pages 30-33).

If your earmould is provided with an **exterior vent**, use the brush to clean it.



If your earmould is provided with an **interior vent**, use the wax removal tool to clean it.



WARNING

The custom receiver earmould must **never** come into contact with water or other liquids, as this can damage the receiver.

Custom earmould & classic tube

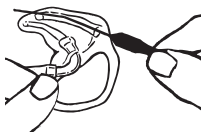
Make sure that your **ear-set** is always clean and free of earwax and moisture.



WARNING

Never use alcohol or other cleaning solutions to clean the ear-set as this can discolour it.

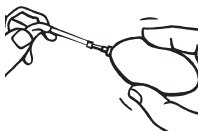
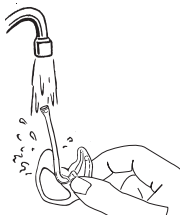
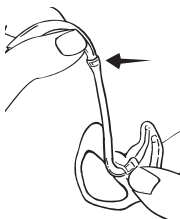
If your ear-set **tubing** becomes slack, stiff, yellow or cracked, it should be replaced. Consult your hearing care professional for advice.



If the earmould is provided with a vent, clean the **vent** with the wax removing tool.

Wipe your earmould with a cloth after use.

At least once a week disconnect the tubing with earmould from the earhook of the hearing aid and rinse the tubing and earmould thoroughly in lukewarm water. Allow it to dry overnight.



If there is still moisture in the earmould or tubing, use the blower or similar to blow them dry **before** attaching the tubing to the earhook.

Changing the ear-set parts

Custom receiver earmould

Changing an earwire requires special tools and experience. We recommend that you consult your hearing care professional when the earwire needs replacement.



WARNING

Do not attempt to change the earwire yourself as this can break the connection to the receiver or the hearing aid.

If the custom hard earmould no longer fits your ear, contact your hearing care professional.

Classic earmould

If your ear-set tubing becomes slack, stiff, yellow or cracked, it should be replaced. Consult your hearing care professional for advice.

For further supplies of tubing or if the earmould no longer fits your ear, contact your hearing care professional.

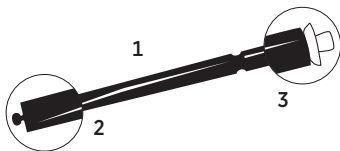
THE WAX GUARD

A wax guard is used with RIC and RITE solutions, in which the receiver sits in the ear-tip/earmould.

The wax guard helps to protect the hearing aid against earwax. Always use NanoCare wax guards with your hearing aid if you have a RIC solution, and CeruSTOP XL wax guards if you have a RITE solution, otherwise the warranty for your hearing aid will be void.

The illustration shows a NanoCare wax guard. The wax guard system consists of the following parts:

1. Holder
2. Removal hook
3. Wax guard



CAUTION

The wax guard is disposable and for one-time use only. Do **not** attempt to clean or reuse a wax guard. This could damage your hearing aid and/or cause the wax guard to become dislodged in your ear.

Changing the wax guard



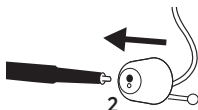
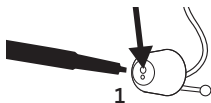
CAUTION

Do **NOT** remove the custom ear-tip/earmould from the earwire/receiver.

Procedure:

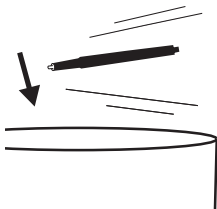
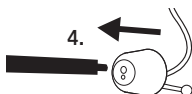
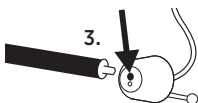
The illustrations show a custom ear-tip, but the same procedure is used with custom earmoulds and their wax guard.

1. Insert the removal hook into the used wax guard placed in the sound outlet.
2. Pull the wax guard straight out.



Now turn the holder around so that the used wax guard is away from the receiver and the new one is in position to be inserted.

3. Insert the holder into the opening of the sound outlet and gently press the wax guard onto the receiver.
4. Pull the holder straight out. The new wax guard will automatically detach from the holder. Press the RIC ear-tip gently against a flat surface to ensure that the wax guard remains in place. If you have a RITE earmould, make sure the wax guard sits securely inside the sound bore.



Discard the holder with the used wax guard.

The frequency with which the wax guard should be changed varies from one individual to another.

If you have any questions regarding your wax guard, please contact your hearing care professional.



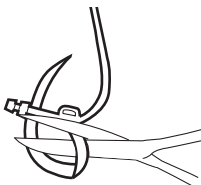
WARNING

If the wax guard fits loosely, discard it and insert another. If the wax guard becomes dislodged while the ear-tip/earmould is placed in the ear canal, please contact your physician. Do not try to remove the wax guard from your ear canal yourself.

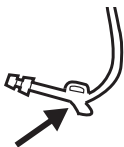
INTEGRATED ANCHOR

Custom ear-tips

With the custom ear-set solution only 2 mm of the anchor is used.



Trim the anchor so there is approximately 2 mm left. It is important to leave the 2 mm intact as it helps keep the custom ear-tip correctly positioned.



The tubing should look like this when you have trimmed the anchor.

TROUBLESHOOTING

Ear-tips and earmoulds with an earwire

The following pages contain some advice on what to do if your hearing aid malfunctions or fails to perform satisfactorily. If the problems persist, contact your hearing care professional. The advice relates only to the ear-set. Please also see the user instructions for your hearing aid.

The hearing aid is completely silent

The wax guard is blocked

Change the wax guard

The earwire is broken

Contact your hearing care professional

The hearing aid volume is not powerful enough

The wax guard is blocked

Change the wax guard

The hearing aid whistles continuously

The ear-tip/earmould is not correctly placed in your ear canal

Take the ear-tip/earmould out and reinsert it. If the problem persists, contact your hearing care professional

The ear-tip/earmould fit is too loose

Contact your hearing care professional

The receiver is not adequately secured in the ear-tip

Contact your hearing care professional

If the earmould is uncomfortable to wear

Your outer ear or ear canal is sore

Contact your hearing care professional.

TROUBLESHOOTING

Ear-tips and earmoulds with a tube

The following pages contain some advice on what to do if your hearing aid malfunctions or fails to perform satisfactorily. If the problems persist, contact your hearing care professional. The advice relates only to the ear-set. Please also see the user instructions for your hearing aid.

The hearing aid is completely silent or its volume is not powerful enough

The sound outlet is blocked

Earmould: Clean the blocked sound bore

Custom ear-tip: *Clean the ear-tip*

Tubing: *Clean or replace the tubing*

The hearing aid whistles continuously

The tubing is yellow, stiff or broken

Replace the tubing

The ear-tip/earmould is not correctly placed in your ear canal

Take the ear-tip/earmould out and reinsert it. If the problem persists, contact your hearing care professional

The ear-tip/earmould fit is too loose

Contact your hearing care professional

Earmould: The tubing often comes off the earmould or hearing aid hook

Replace the tubing

Earmould: The hook is cracked

Contact your hearing care professional

WARNINGS



WARNING

- The hearing aid is made of modern non-allergenic materials. Nonetheless, in rare cases skin irritation may occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.
- Please note that when using any type of hearing aid, you must allow regular ventilation of the ear. If the ear is not adequately ventilated, there may be a slightly increased risk of infection or disease in the ear canal. We therefore recommend that you remove the hearing aid and ear-set from your ear when you go to bed, to allow the ear canal to be ventilated. If possible, you should also remove your hearing aid and ear-set during the day if there are any periods when you do not need them. Make sure that you clean and inspect your hearing aid and ear-set as required. If an ear infection or disease occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the various hearing aid parts. Do not under any circumstances use alcohol, chlorine or similar substances for this purpose.
- Regular use of a de-humidifier is recommended to help avoid malfunction of the hearing aid.

MAINTENANCE

The hearing aid is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your hearing aid:



CAUTION

- Turn off your hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.
- When the hearing aid is not in use, keep it in its case in a dry location out of reach of children and pets.
- Do not expose the hearing aid to extreme temperatures or high humidity. Make sure to dry the hearing aid thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your hearing aid – perform cleaning and battery changes while holding the hearing aid above a soft surface.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, perfume, hair and body sprays or gels such as suntanning lotions or creams.



Hearing aids, accessories and batteries should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of these items.



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Manufacturer

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