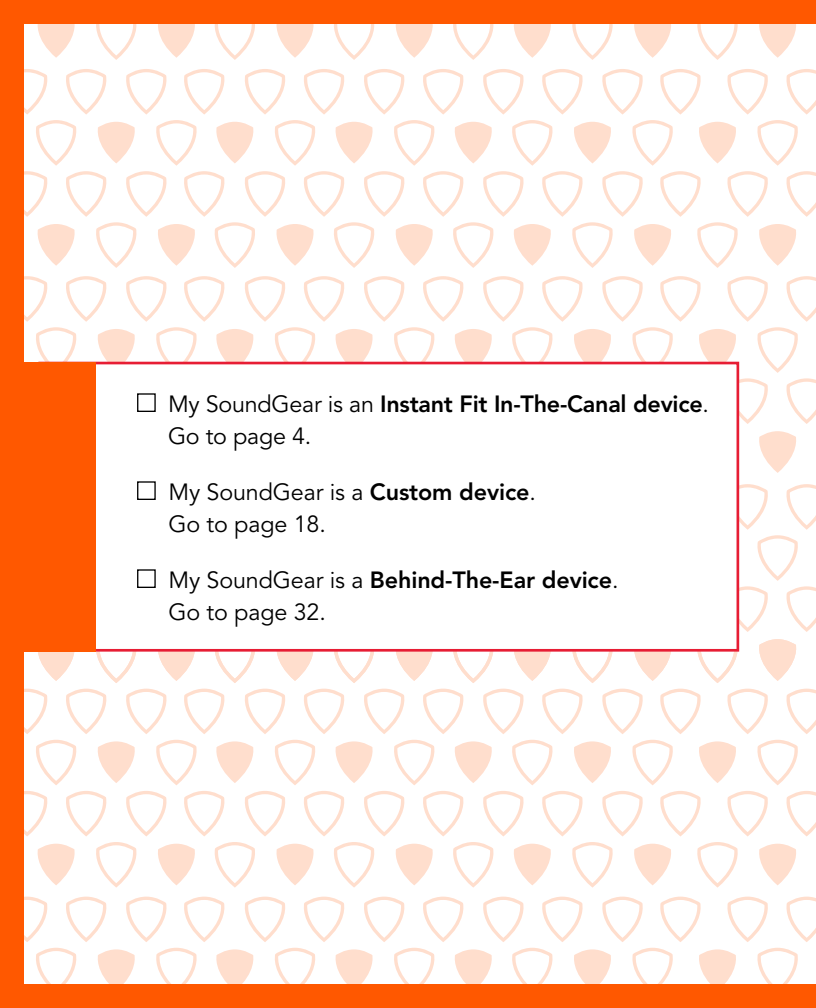




**SOUNDGEAR™**

by Starkey Hearing Technologies™

OPERATIONS MANUAL

- 
- ☐ My SoundGear is an **Instant Fit In-The-Canal device**.  
Go to page 4.
- ☐ My SoundGear is a **Custom device**.  
Go to page 18.
- ☐ My SoundGear is a **Behind-The-Ear device**.  
Go to page 32.

## Your SoundGear

This hearing protection instrument is a reusable level-dependent earplug, classified as Class II Personal Protective Device. It is intended for use in a wide variety of conditions and settings, and is designed to provide protection from loud, steady state noise, and impulse sounds such as factory noise, farm machinery, gun shots and more.

To ensure that you receive benefit from your instrument(s), please read this manual carefully, and follow all instructions provided here and/or by your hearing health professional.

It is vital that you wear your instrument(s) at all times when using or near firearms, power tools or loud industrial machinery. Proper use will greatly reduce but not eliminate the risk of damage to your hearing as a result of exposure to noise that exceeds 85dB.

Hearing loss can occur for a variety of reasons, including disease, certain medications, the natural aging process and exposure to loud noise.

Periodic evaluations by a licensed hearing professional are recommended to monitor any changes in your hearing, or any time you feel your hearing has been compromised.

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## INSTANT FIT IN-THE-CANAL

# OVERVIEW

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Worn in the ear canal, these instant fit devices are designed to overcome the sensation of wearing an earplug. Hassle free operation allows you to plug and play - simply insert the devices into your ear and proceed with your activities.

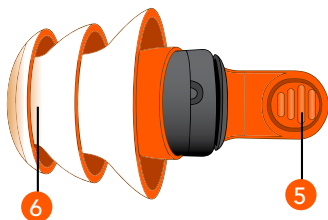
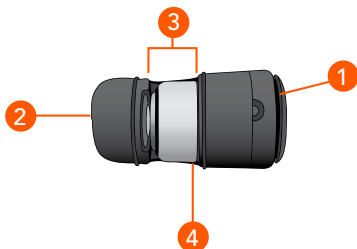
### Features, Controls and Identification

#### **Your device controls include:**

1. Microphone opening
2. Sound outlet (receiver)
3. Battery compartment
4. Location of serial number
5. Removal handle
6. Large orange sleeves (shown). Six additional sleeves (two small black, two large black and two small orange) also included in package

## INSTANT FIT IN-THE-CANAL OVERVIEW

---



## INSTANT FIT IN-THE-CANAL PREPARATION

---

### Batteries

Your device uses a battery as its power source. This battery size can be identified by the yellow (10) color code on the packaging. **Your device powers on upon inserting the battery and powers off upon removing the battery.**

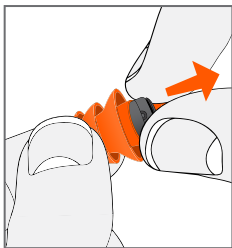
#### To insert or replace the battery:

1. To remove the device from the sleeve, gently push the device out from the end opposite the removal handle.
2. Remove old battery by pushing it out from the side of the device with your fingers.
3. Remove the tab from the new battery.
4. Place battery in device by lining up the battery's "+" sign (flat side of the battery) with the "+" on the case. The "+" sign is on the wider end of the device, which is engraved with SoundGear.

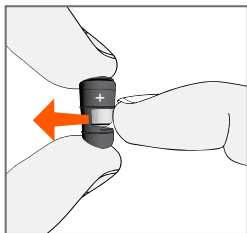


## INSTANT FIT IN-THE-CANAL PREPARATION

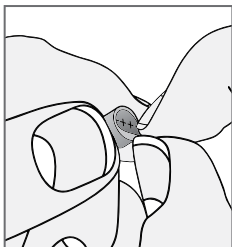
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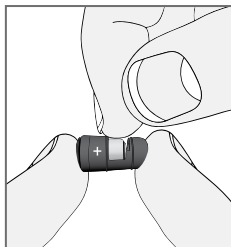
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## INSTANT FIT IN-THE-CANAL PREPARATION

---

### Battery Indicator Tones

An indicator will sound when the battery voltage is low. You have approximately five minutes\* to replace the battery. An indicator will sound just before the battery stops working.

*\* Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.*






### Helpful Hints

- Because of their size, it's a good idea to change and replace batteries above a table or desk to reduce the risk of dropping the device or battery.
- Dispose of used batteries immediately in the proper waste or recycling container.
- Because batteries can vary in size and performance, a hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type.

## INSTANT FIT IN-THE-CANAL PREPARATION

---

### Warnings

-  Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:
-  Keep out of reach of children and pets
-  Check your medications before taking them – batteries have been mistaken for pills
-  Never put batteries in your mouth, as they can easily be swallowed
-  **National Button Battery Ingestion Hotline:  
202-625-3333**

## INSTANT FIT IN-THE-CANAL PREPARATION

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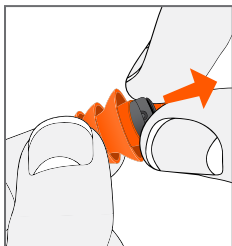
### Assembly

#### **To assemble device:**

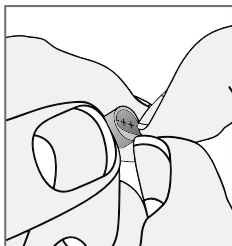
1. Remove the sleeve.
2. Remove the tab from the new battery.
3. Place battery in device by lining up the battery's "+" sign (flat side of the battery) with the "+" on the case. The "+" sign is on the wider end of the device, which is engraved with SoundGear.
4. Insert device back into sleeve making sure the SoundGear label is visible. The narrow end of the device should rest against the tip of the sleeve.

## INSTANT FIT IN-THE-CANAL PREPARATION

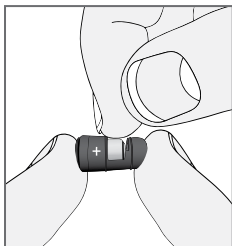
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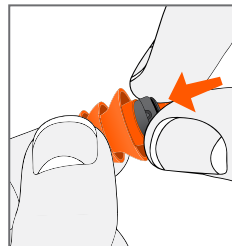
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## INSTANT FIT IN-THE-CANAL

# PREPARATION

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### Insertion and Removal

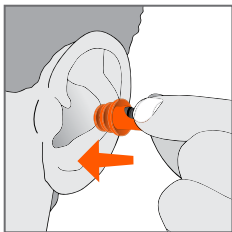
#### **To insert the device:**

1. SoundGear should sit in the outermost part of the ear canal. Select the largest sleeve first and only use the smaller sleeve if the large sleeve is too large to seal the outer ear canal or causes discomfort in the outer ear canal.
  2. Gently insert the canal tip of the device into your ear canal. Softly press the device into place with your finger until the ear canal is completely sealed.
- Do not push device into your ear where the removal handle cannot be reached.
  - Fit should be snug to ensure product is properly sealing the ear canal and achieving listed NRR.

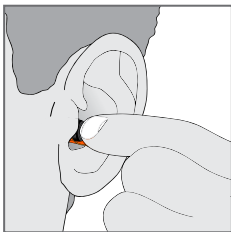
#### **To remove the device:**

Grasp the removal handle and gently remove from ear.

## INSTANT FIT IN-THE-CANAL PREPARATION



1



2

### Helpful Hints

- If the device will not go into ear canal, change to the small sleeve provided in the package.
- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact a hearing care professional.
- If an actual allergic reaction occurs, contact a hearing care professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.

## INSTANT FIT IN-THE-CANAL SYSTEM CARE

---

### Instrument Care

Do your best to keep your devices clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Clean daily over a soft cloth to prevent damage from a fall to a hard surface
- Remove the sleeve, then use cleaning brush provided in the package to clean debris from around the microphone, receiver and battery compartment
- Never use water, solvents, cleaning fluids or oil to clean your instrument
- The plastic sleeve can be cleaned with soapy water
- Allow the plastic sleeve to dry completely before inserting the device back into sleeve

A hearing care professional can provide further information on additional maintenance procedures for your devices if needed.



## **Helpful Hints**

- When not in use, remove the batteries completely; place your devices in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your devices or insert the cleaning tool inside them.

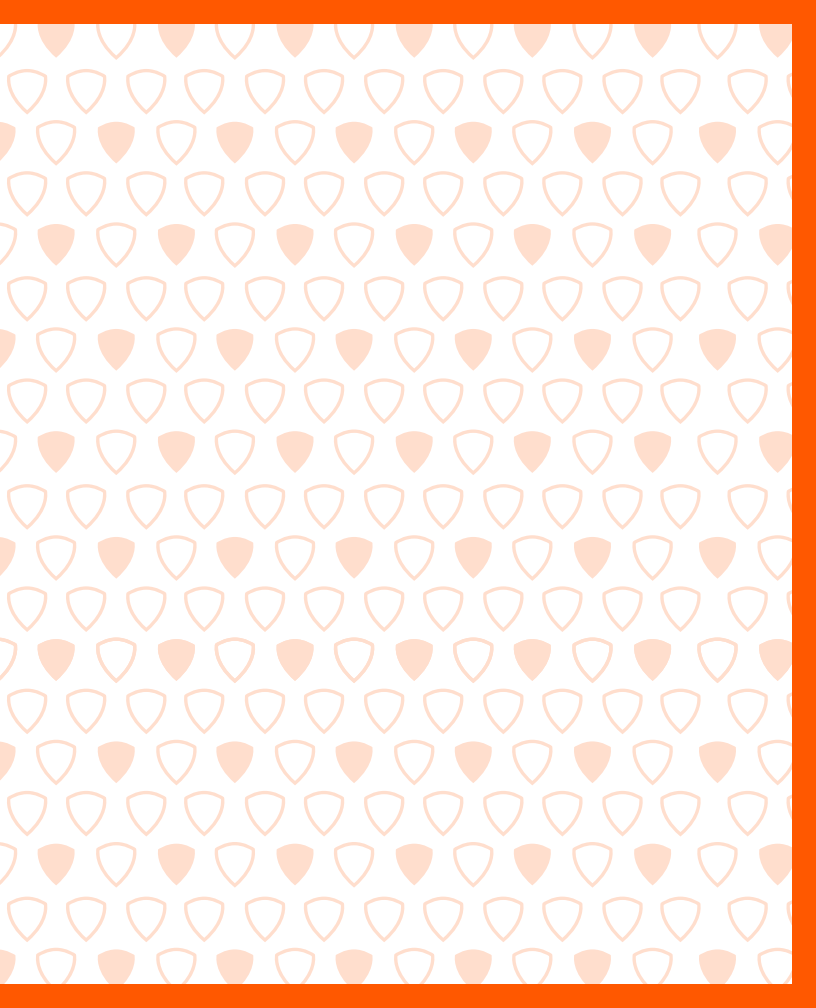
## INSTANT FIT IN-THE-CANAL

# SYSTEM CARE

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### Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Not Loud Enough	Low battery	Replace battery
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush. Remove and clean the plastic sleeve.
	Hearing change	Contact a hearing care professional
Inconsistent Performance	Low battery	Replace battery
Unclear, Distorted Performance	Low battery	Replace battery
	Defective device	Contact via email: <a href="mailto:CustomerSupport@soundgearhearing.com">CustomerSupport@soundgearhearing.com</a>
Dead	Low battery	Replace battery
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush. Remove and clean the plastic sleeve.



## CUSTOM OVERVIEW

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Personally customized to the exact shape of your ear, these devices are designed to overcome the sensation of wearing an earplug. The user controls allow for personalization of environmental volume and/or sound quality.

### Features, Controls and Identification

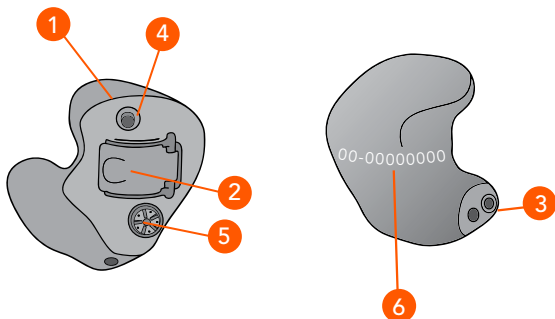
Your Custom SoundGear controls/features include:

1. Microphone opening
2. Battery compartment
3. Sound outlet (receiver) and wax protection system
4. Multimemory button\*
5. Volume control (on/off control)
6. Location of serial number:  
    RED Right      BLUE Left

*\*SoundGear Platinum Only*

## CUSTOM OVERVIEW

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## PREPARATION

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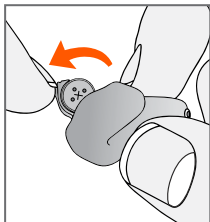
### Batteries

Your SoundGear uses a size 13 hearing aid battery as its power source. This battery size can be identified by the orange color code on the packaging.

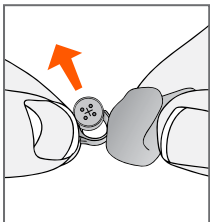
#### **To insert or replace the battery:**

1. Use the nail grip on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the tab from the new battery.
4. Line up the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

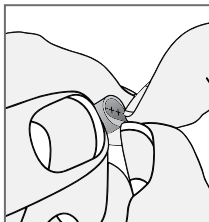
## CUSTOM PREPARATION



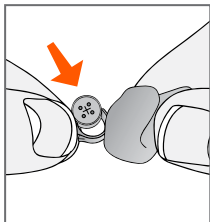
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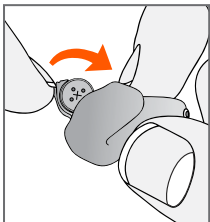
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## CUSTOM PREPARATION

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### Battery Indicators

An indicator will sound when the battery voltage is low. You have approximately 20 minutes\* to replace the battery. A different indicator will sound just before the battery stops working.

*\* Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.*

### Helpful Hints

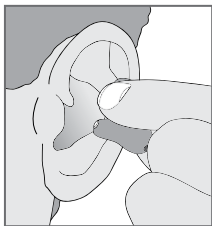
- NEVER FORCE THE DOOR SHUT; this could result in serious damage; if the door will not close securely, check that the battery is inserted correctly.
- Do not open the battery door too far or damage is likely to occur.
- Because of their size, it's a good idea to change and replace batteries above a table or desk to reduce the risk of dropping the instrument or battery.
- Dispose of used batteries immediately in the proper waste or recycling container.
- Because batteries can vary in size and performance, your hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type.



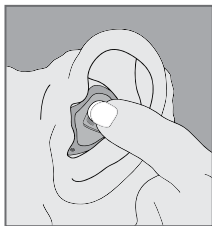
## Insertion and Removal

### To insert your SoundGear:

1. Hold the instrument with your thumb and forefinger on the outer edges of the case.
2. Tilt your hand slightly forward and gently insert the canal tip of the instrument into your ear canal and rotate the instrument backward. Softly press the instrument into place with your fingertip.



1



2

### To remove your SoundGear:

Grasp the instrument with your thumb and forefinger; gently rotate forward as you pull outward.






## PREPARATION

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### Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing care professional.
- If an actual allergic reaction occurs, alternative materials are available; contact your hearing care professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.
- It is extremely important that your instrument is inserted properly to ensure that you receive maximum noise protection.

### Warnings

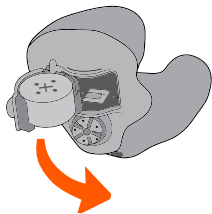
-  Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:
-  Keep out of reach of children and pets
-  Check your medications before taking them – batteries have been mistaken for pills
-  Never put batteries in your mouth, as they can easily be swallowed
-  **National Button Battery Ingestion Hotline:  
202-625-3333**

## On & Off

### To turn ON:

Insert a battery and completely close the battery door.

Rotate the volume control forward to turn device on.



### To turn OFF:

Open the battery door until the battery is no longer touching the battery contacts.

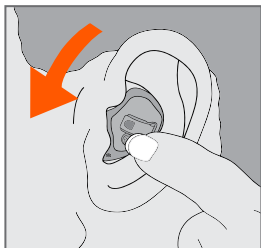
## CUSTOM OPERATION

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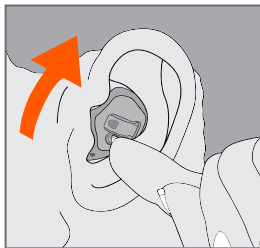
### Volume Control

To turn the instrument “on,” use your fingertip to rotate the volume control forward, toward your face. You should feel it “click” on if the instrument was correctly turned off.

1. To make sounds louder, continue to rotate the control forward, toward your face.
2. To make sounds softer, use your fingertip to rotate the control toward the back of your head.



1. On or Volume Increase

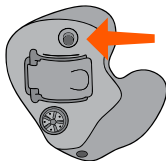


2. Decrease Volume or Off

### Multimemory Settings\*

Your SoundGear may have multiple program settings. To access these settings, press the Multimemory button inward.

When you press the Multimemory button, you may hear an indicator or a tone series indicating the instrument has changed to the next program.



### SoundGear Platinum

Program 1: Normal

Program 2: High Frequency Boost

Program 3: Phone/Telecoil

Program 4: Mute

### SoundGear Silver

Program 1: Normal

*\*SoundGear Platinum Only*

## CUSTOM OPERATION

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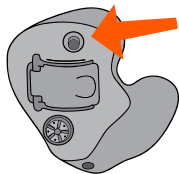
### Telephone Use

Your SoundGear may be equipped with a telecoil to help you effectively communicate on the telephone.

#### Telecoil and Manual Switching

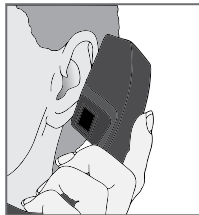
SoundGear instruments with a manual telecoil allow you to switch the devices to telephone mode when needed.

Manually switched telecoils are activated by choosing the telecoil setting using the Multimemory button.



#### General Telephone Use

Your SoundGear may work best by holding the phone close to, but not fully covering your ear. In some instances, if you encounter whistling (feedback), tilt the receiver at an angle until the whistling stops. Your hearing professional can give instructions and techniques for your specific needs.



## Instrument Care

Do your best to keep your SoundGear clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush to clean debris from around the microphone, receiver and the battery compartment
- Never use water, solvents, cleaning fluids or oil to clean your instrument

Your hearing care professional can provide further information on additional maintenance procedures for your hearing system if needed.

## Helpful Hints

- When not in use, remove the batteries completely; place your SoundGear in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your SoundGear or insert the cleaning tools inside them.

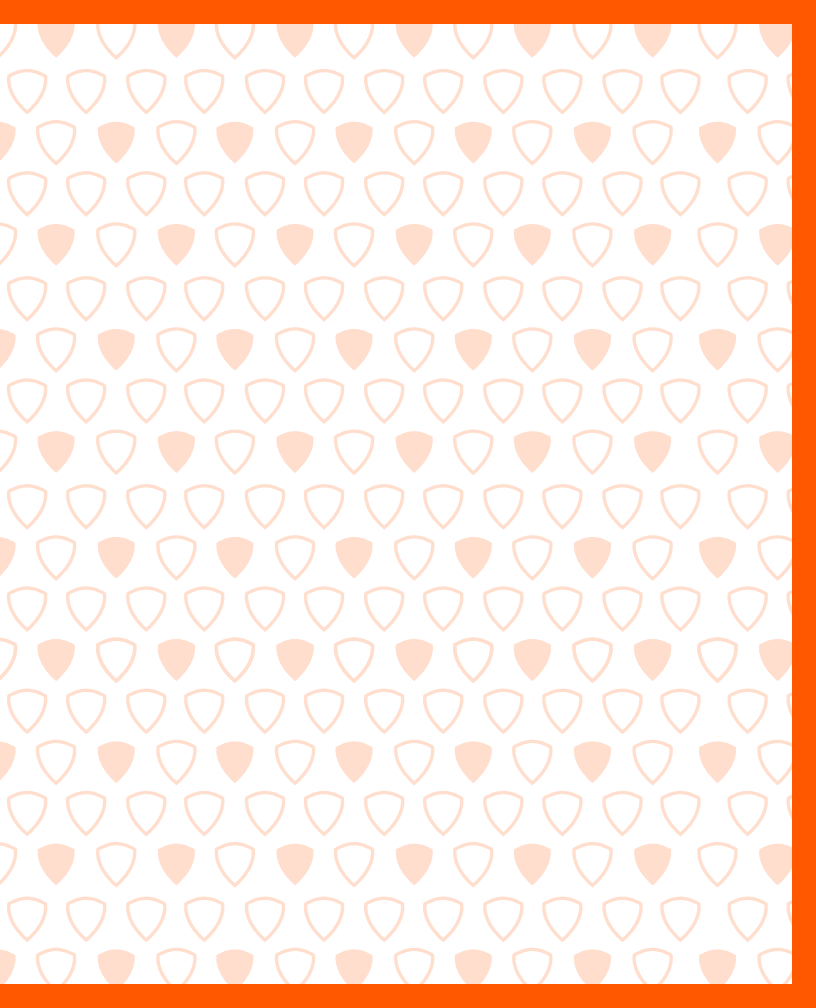
## CUSTOM SYSTEM CARE

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### Service and Repair

If, for any reason, your SoundGear does not operate properly, do not attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage. Should your SoundGear fail or perform poorly, contact your hearing care professional for advice and assistance or contact SoundGear at [customersupport@soundgearhearing.com](mailto:customersupport@soundgearhearing.com), or call at 800-769-8605.





## BEHIND-THE-EAR OVERVIEW

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Worn over the ear, these devices are designed to overcome the sensation of wearing an earplug. The user controls allow for personalization of environmental volume and/or sound quality.

### Features, Controls and Identification

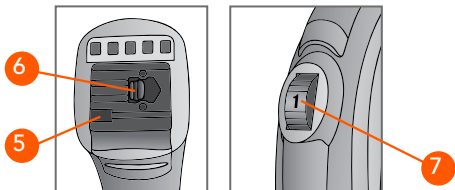
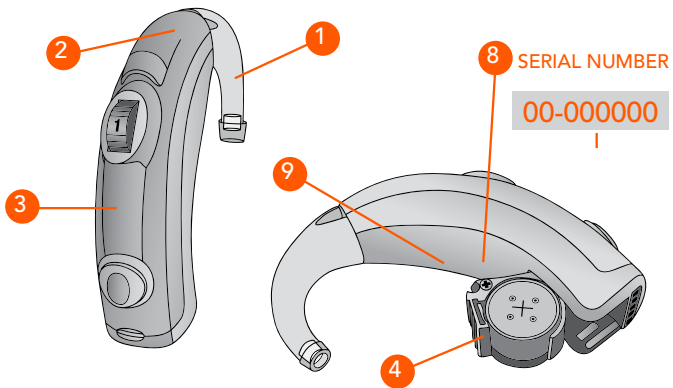
#### **Your SoundGear controls include:**

1. Earhook
2. Microphone
3. Multimemory button
4. Battery compartment
5. Side indicator    **RED** is for **RIGHT** ear,  
                              **BLUE** is for **LEFT** ear.
6. Tamper resistant battery compartment lock
7. Volume control

#### **Your SoundGear can be identified by:**

8. Location of serial number
9. Location of manufacturer's name and model name

## BEHIND-THE-EAR OVERVIEW



## BEHIND-THE-EAR PREPARATION

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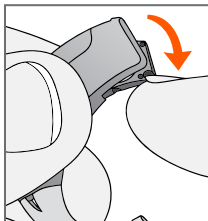
### Batteries

Your SoundGear uses a size 13 hearing aid battery as its power source. This battery size can be identified by the orange color code on the packaging.

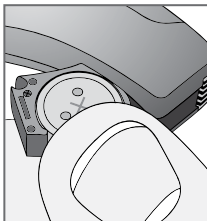
#### **To insert or replace the battery:**

1. Use the nail grip on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the tab from the new battery.
4. Line up the battery's plus "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.

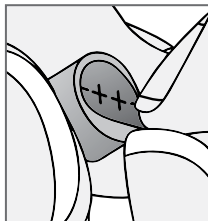
## BEHIND-THE-EAR PREPARATION



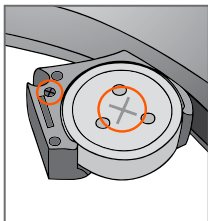
1



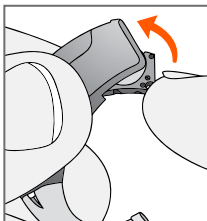
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3



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## BEHIND-THE-EAR PREPARATION






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### Battery Indicators

An indicator will sound when the battery's voltage is low. You have approximately 20 minutes\* to replace the battery. A different tone lasting two seconds will sound just before the battery stops working.

*\* Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.*

## Warnings

-  Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:
-  Keep out of reach of children and pets
-  Check your medications before taking them – batteries have been mistaken for pills
-  Never put batteries in your mouth, as they can easily be swallowed
-  **National Button Battery Ingestion Hotline:  
202-625-3333**

## BEHIND-THE-EAR PREPARATION

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### Insertion and Removal

Your BTE comes standard with Foam Earmold Tips, however, you may have purchased a Custom Earmold.

#### To insert the Earmold and SoundGear:

1. **For Standard Foam Earmold Tip:** Gently roll the foam tip between your thumb and forefinger to compress.  
Skip to Step 3.

**For Optional Custom Earmold:** Hold the Earmold with your thumb and forefinger on the outer side near the tubing.

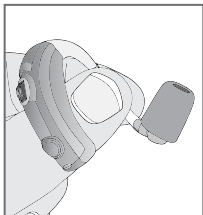
2. Tilt your hand slightly forward and gently insert the canal tip of the Earmold into your ear canal.
3. Softly press the Earmold into place with your fingertip.
4. Carefully place the BTE behind your ear wrapping the earhook over the top of your ear.
5. **Foam Earmold Tip ONLY:** Foam Earmold Tip will expand after a few seconds to create a seal.

#### To remove the SoundGear and Earmold:

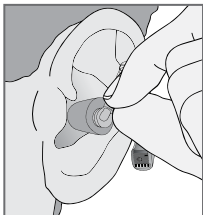
Take the instrument from behind your ear and gently pull the Earmold outward. Pulling lightly down on the ear lobe may help loosen the Earmold as it is removed.



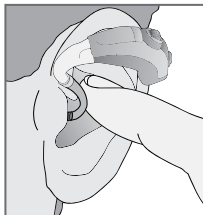
## BEHIND-THE-EAR PREPARATION



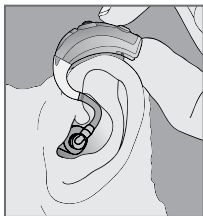
1



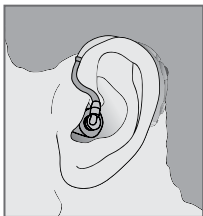
2



3



4



## BEHIND-THE-EAR PREPARATION

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### Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing care professional.
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing care professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.

## On & Off

### **To turn ON:**

Insert a battery and completely close the battery door.

### **To turn OFF:**

Open the battery door until the battery is no longer touching the battery contacts.

## Volume Control

To make sounds louder, continue to rotate the control upward. Your hearing instruments may be programmed to beep when you reach the correct setting.

To make sounds softer, use your fingertip to rotate the control toward the back of your head.

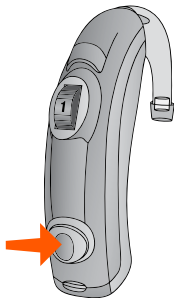
## BEHIND-THE-EAR OPERATION

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### Multimemory Settings

Your SoundGear has multiple program settings. To access these settings, press the multimemory button inward.

When you press the Multimemory button, you may hear an indicator or a tone series indicating the instrument has changed to the next program.



### SoundGear Platinum

- Program 1: Normal
- Program 2: High Frequency Boost
- Program 3: Phone/Telecoil
- Program 4: Mute

### SoundGear Silver

- Program 1: Normal
- Program 2: Mute

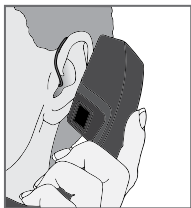
### Telephone Use

Your SoundGear is equipped with a telecoil to help you effectively communicate on the telephone.

#### Telecoil and Manual Switching

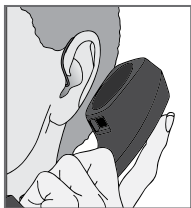
SoundGear instruments with a manual telecoil allow you to switch the devices to telephone mode when needed.

Manually switched telecoils are activated by choosing the telecoil setting using the Multimemory button.



#### General Telephone Use

Your SoundGear may work best by holding the phone close to, but not fully covering your ear. In some instances, if you encounter whistling (feedback), tilt the receiver at an angle until the whistling stops. Your hearing professional can give instructions and techniques for your specific needs.



## BEHIND-THE-EAR SYSTEM CARE

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### Instrument Care

Do your best to keep your SoundGear clean at all times. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone and battery compartment
- Never use water, solvents, cleaning fluids or oil to clean your instrument

### Helpful Hints

- When not in use, remove the batteries completely; place your SoundGear in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your SoundGear or insert the cleaning tools inside them.

## Service and Repair

If, for any reason, your SoundGear does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your SoundGear fail or perform poorly, contact your hearing care professional for advice and assistance or contact SoundGear customer support at [customersupport@soundgearhearing.com](mailto:customersupport@soundgearhearing.com), or call us at 800-764-8605.

## TECHNICAL SPECIFICATIONS

# INSTANT FIT IN-THE-CANAL

**NRR = 25dB**

**SoundGear** Peak Output 93dB

**SoundGear Industrial** Peak Output 80dB

### Attenuation Data

Measurements were made according to American National Standards Institute Specifications ANSI S3. 19-1974.

Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	30.6	4.6
250	30.3	5.0
500	32.7	4.8
1000	32.8	4.4
2000	37.6	4.7
3150	41.8	3.5
4000	40.7	3.9
6300	43.4	5.5
8000	43.2	4.5



## TECHNICAL SPECIFICATIONS

# CUSTOM

**NRR = 24dB**

Peak Gain            20dB

Peak Output        95dB

### Attenuation Data

Measurements were made according to American National Standards Institute Specifications ANSI S3. 19-1974.

Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	26	3.7
250	24.3	2.6
500	30.0	3.2
1000	30.5	3.6
2000	35.4	4.6
3150	39.8	3.8
4000	41.2	4.6
6300	43.5	4.2
8000	43.5	2.7

## TECHNICAL SPECIFICATIONS

# BEHIND-THE-EAR

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**NRR = 26dB**

Peak Gain            20dB

Peak Output        95dB

### Attenuation Data

Measurements were made according to American National Standards Institute Specifications ANSI S3. 19-1974.

Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	26.9	5.6
250	28.1	4.0
500	33.7	3.3
1000	36.0	3.7
2000	35.8	4.4
3150	39.6	3.5
4000	40.3	4.2
6300	42.4	3.5
8000	43.7	4.5

## NOISE PROTECTION INFORMATION

### REQUIRED INFORMATION

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The level of noise entering a person's ear, when hearing protector is worn as directed, is closely approximated by the difference between the A-weighted environmental noise level and the NRR.

#### Example

1. The environmental noise level as measured at the ear is 92dB(A).
2. The NRR is 25 decibels (dB).
3. The level of noise entering the ear is approximately equal to  $[92\text{dB(A)} - 25\text{dB}] \text{ dB(A)}$ .

**Caution:** For noise environments dominated by frequencies below 500 Hertz (Hz), the C-weighted environmental noise levels should be used.

Improper fit of this device will reduce its effectiveness in attenuating noise. Consult the enclosed instructions for proper fit.

Although hearing protectors can be recommended for protection against the harmful effects of impulsive noise, the Noise Reduction Rating (NRR) is based on the attenuation of continuous noise and may not be an accurate indicator of the protection attainable against impulsive noise such as gunfire.

## LIMITED WARRANTY

# LIMITED WARRANTY INFORMATION

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This Limited Warranty provided by Starkey Hearing Technologies, to you, the original purchaser of a SoundGear device, covers your new electronic hearing protection device when sold by an authorized Starkey Hearing Technologies dealer or via the website, [www.soundgearhearing.com](http://www.soundgearhearing.com). The duration of this Limited Warranty begins when you first take delivery of your hearing protection device from an authorized dealer or via the above website and ends twelve (12) months later ("warranty period").

**In order to be eligible for service under this Limited Warranty you MUST register your device by emailing SoundGear at [CustomerSupport@soundgearhearing.com](mailto:CustomerSupport@soundgearhearing.com). Serial number(s) on the device(s) and a copy of your receipt are required to verify the date of purchase.**

### LIMITATION ON DURATION OF IMPLIED WARRANTIES:

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by Starkey Hearing Technologies beyond this Limited Warranty. No person has authority to enlarge, amend or modify this Limited Warranty. Starkey Hearing Technologies is not responsible for any undertaking, representation, or warranty (written, express or implied) made by any Starkey Hearing Technologies dealer or other person beyond those expressly set forth in this Limited Warranty.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### WHAT THIS LIMITED WARRANTY COVERS:

This Limited Warranty covers only a "defect" in the workmanship performed and/or materials used to manufacture your hearing protection device. "Defect" means the failure of the workmanship performed and/or materials used to conform the device to Starkey Hearing Technologies design and manufacturing specifications and tolerances.

## LIMITED WARRANTY INFORMATION

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Your authorized Starkey Hearing Technologies dealer may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information.

Starkey Hearing Technologies will either replace the hearing protection device or repair any covered defect in your device, provided that you deliver your device to one of Starkey Hearing Technologies authorized dealers or directly to Starkey Hearing Technologies in the manner described below. In addition, you must notify the authorized dealer or Starkey Hearing Technologies of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Starkey Hearing Technologies repair or replacement of the device itself, but the dealer may charge a fee for services he or she provides. Performance of warranty repairs on your hearing protection device shall not extend the duration of the warranty period. Any repairs performed on your device after the warranty period has expired shall be considered "good will" repairs, which shall not alter the terms of this Limited Warranty.

### HOW TO OBTAIN WARRANTY SERVICE:

Deliver your hearing protection device (at your expense) to the Starkey Hearing Technologies authorized dealer from whom you purchased it, or to Starkey Hearing Technologies, Repair Dept., 6700 Washington Ave. S., Eden Prairie, MN 55344. For additional information you may visit [www.soundgearhearing.com](http://www.soundgearhearing.com) or email SoundGear at [CustomerSupport@soundgearhearing.com](mailto:CustomerSupport@soundgearhearing.com).

### WHAT THIS LIMITED WARRANTY DOES NOT COVER:

Batteries; accessories; or damage to your hearing protection device caused by misuse or neglect, accident, unauthorized alteration or failure to provide reasonable and necessary maintenance and cleaning.

## LIMITED WARRANTY

# LIMITED WARRANTY INFORMATION

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### DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES:

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM STARKEY HEARING TECHNOLOGIES ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING PROTECTION DEVICE, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE DEVICE TO AN AUTHORIZED STARKEY HEARING TECHNOLOGIES DEALER OR TO STARKEY HEARING TECHNOLOGIES, HOTEL ROOMS OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

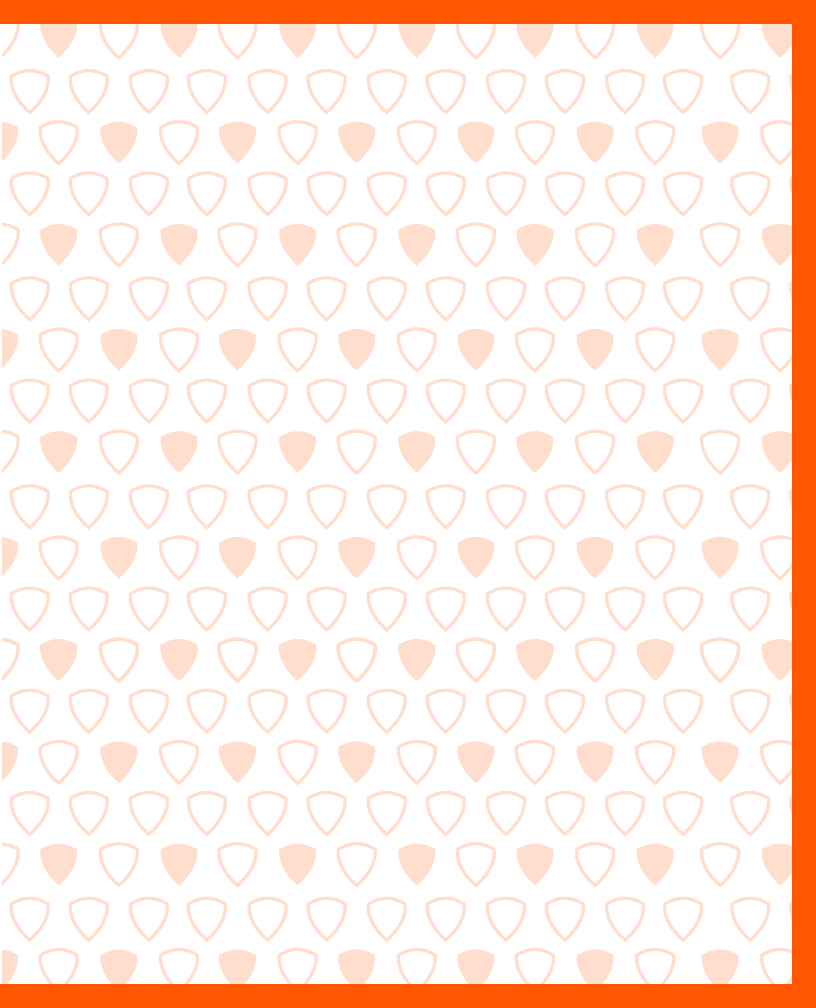
Some States do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

### YOUR LEGAL REMEDIES:

THIS LIMITED WARRANTY DOES NOT "EXTEND TO FUTURE PERFORMANCE." ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIES MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL STARKEY HEARING TECHNOLOGIES BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING PROTECTION DEVICE. Some States do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you.

This warranty gives you specific legal rights. You may also have other rights, which vary from State to State.

This warranty is valid only in the United States.



# SOUNDGEAR™

by Starkey Hearing Technologies™

SoundGear Hearing • Eden Prairie, MN

[www.soundgearhearing.com](http://www.soundgearhearing.com)

800.769.8605