



First Ear Plus BTE **First Ear Pro BTE**

Behind the Ear
OTC Hearing Aids

User Manual

Warnings



WARNING: If you are younger than 18, do not use this. You should go to a doctor, preferably an Ear, Nose and Throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.



WARNING: When to see a doctor

If you have any of the problems listed below, please see a doctor, preferably an Ear, Nose and Throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.

- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes; it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

⚠ WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

CAUTIONS AND NOTICES

⚠ Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

⚠ Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

⚠ Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening – for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Note: If you experience side effects, such as skin reaction or accelerated accumulation of ear wax accumulation, contact a physician, preferably an Ear, Nose and Throat physician.

Thank you for choosing Nano Hearing Aids!
We are excited for you to experience our hearing aids.

If you have any questions, feel free to contact us at:
support@nanohearingaids.com

Customer Success Team
888-310-6266

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Welcome

On behalf of Nano, we'd like to congratulate you on your state-of-the art purchase. Our products have helped thousands of satisfied customers. We are passionate about helping you find an affordable solution to the challenges brought about by your hearing loss.

Your new hearing aids are the perfect mix of price and quality, and we are confident they will help you hear more clearly. Becoming comfortable with using the hearing aids will take time, so practice wearing it while speaking with friends and family, watching TV, listening to music, or participating in your favorite activity involving sound!

1

Getting Started

Tips for Getting Started
Resources

What's Included

First Ear Plus and Pro BTE Overview

Charging Case Overview

Tips for Getting Started

Please refer to Your Journey to Better Hearing for a guide to wearing your hearing aids for the first 21 days.

To set you up for success, we recommend the following additional tips to help get you started:

- Before wearing your new device, we recommend removing any wax build up in the ear canal. A professional ear cleaning may be necessary, as excess wax may cause feedback.
- Hearing aids should be fully charged before using for the first time.
- Wear the hearing aids for a few hours the first day. Try to increase the amount of time you wear them each day. Start by wearing them in a quiet environment, gradually working your way to more challenging environments, such as restaurants.
- Initially, wear the hearing aids at home. You'll notice sounds you may not have heard in a while, like the refrigerator humming. Over time, your brain will learn to adapt to these new sounds.

- Have one-on-one conversations in a quiet environment.
- Listen to an audio book or podcast.
- Noisy environments can be quite challenging for new hearing aid users (and even normal hearing people). Be patient as you explore the more challenging listening environments.
- Ask your friends and family to help you by speaking clearly and slowly. It will also be very helpful if they face you as they speak.
- Everyone's experience with adapting to hearing aids is different. Be patient as you go through the process of adjusting to them. Most likely, your hearing has decreased over a few years time. Your brain is now receiving more auditory information than it has in a while and will take some time to adapt.
- Feedback/chirping can be expected when the hearing aid is inserted in the ear with the power on. Feedback can also be expected if you place your hand next to your ear with the hearing aid on.
- Wind noise/wind shear may be experienced when outdoors or any time wind turbulence over the microphone is present.

Resources

Use the **Quick Start Guide** to get you started using your hearing aids right away.

This **User Manual** will provide more detailed information about using your hearing aids.

For an electronic version of this User Manual, use the QR code below.



If you have any questions, feel free to contact us at:
support@nanohearingaids.com

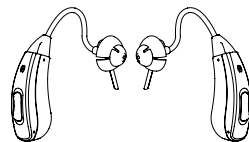
Customer Success Team
888-310-6266

Our friendly Advanced Support Team is here to help!

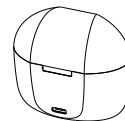
What's Included:

- ☒ Hearing aids
- ☒ Charging Case
- ☒ User Manual
- ☒ Quick Start Guide
- ☒ Return policy

- ☒ Accessories:
 - Charging cable
 - Charger plug
 - Thin tubes
 - Open domes
 - Closed domes
 - Vented domes
 - Hearing aid brush
 - Filament



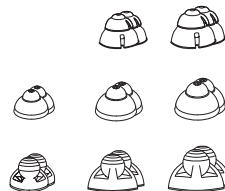
Hearing Aids



Charging Case



Thin Tubes

Hearing aid
brush/wax loop

Small

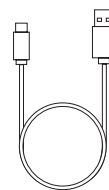
Medium

Large

Domes

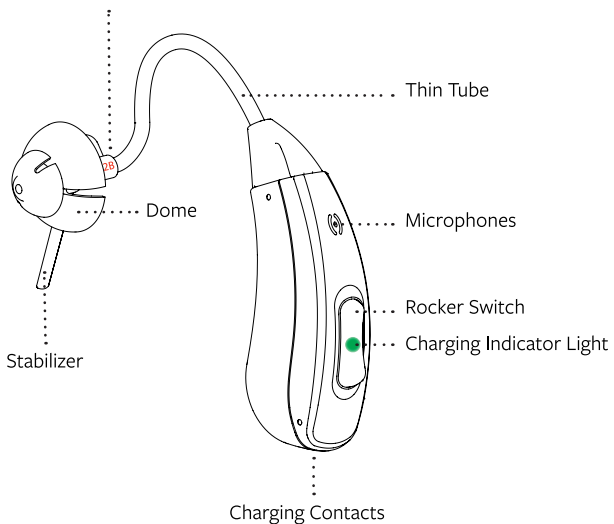


Filament

USB Type A® to
USB Type C™
Charging cable

Charger plug

Color Coded Right/Left Indicators



First Ear Plus BTE Overview

FUNCTIONS	Listening Programs	✓ All Around ✓ Noise environment
	Advanced Feedback Management	✓
	Advanced Noise Reduction	✓

First Ear Plus BTE Overview, Cont...

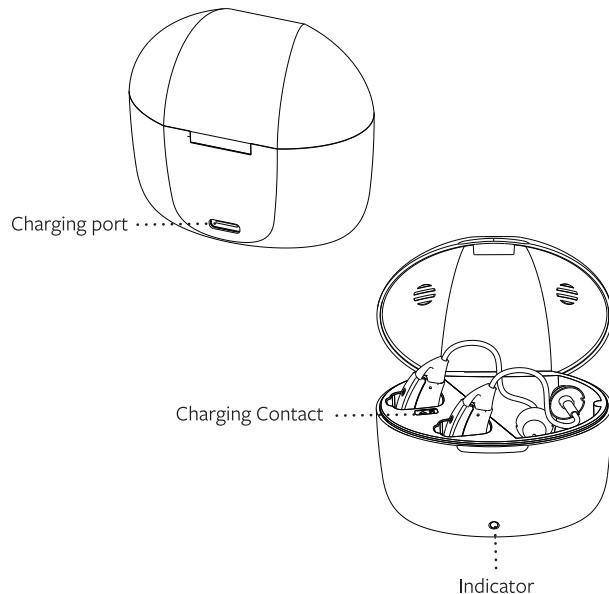
FEATURES	Multi size domes	✓
	Open fitting options	✓
	Cleaning brush with thin tube cleaner	✓
	Charging Case with power supply	✓
	Toggle control for volume & program changes	✓

First Ear Pro BTE Overview

FUNCTIONS	Listening Programs	✓ All Around ✓ Restaurant ✓ TV ✓ Outdoors
	Advanced Feedback Management	✓
	Advanced Noise Reduction	✓

First Ear Pro BTE Overview, Cont...

FEATURES	Multi size domes	✓
	Open fitting options	✓
	Cleaning brush with thin tube cleaner	✓
	Charging Case with power supply	✓
	Toggle control for volume & program changes	✓



Preparing Your Hearing Aids

Charge Your Hearing Aids

Select Dome

Attach Dome

Thin Tube Selection

Step 1: Charge Your Hearing Aids

Hearing aids should be fully charged before using for the first time.

- Indicators on the tip of the thin tube near the dome will identify the aid as right or left. Right aid will have a red indicator. Left aid will have a blue indicator.
- Plug the USB end of the charging cable into the charge plug. Plug the USB-C end of the charging cable into the charging Case.
- Place the aids in the charging wells: Right aid in the right well, left aid in the left well. When properly inserted in the charging Case, the light in the center of the hearing aid rocker switch will illuminate.

Indicator Light on Rocker Switch

Blue light	Hearing aid is charging
Green light	Hearing aid is fully charged

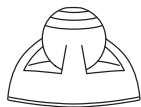
Charging Tips

- The devices will emit low battery warning with five beeps every five minutes. Please recharge the devices in time.
- Hearing aids may be left in the charging Case overnight or for an extended amount of time.
- If you do not use it for a long time, it is also recommended that you complete a full charge every 2 months to maintain the battery.
- The light indicator on the charging case will show steady green when the charger is working normally. When it shows steady red light, the charging process is incorrect or defective. Be sure to use the correct charger cable and plug.
- The expected amount of hearing aid use time based on charging time is as follows:

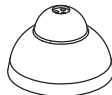
Charging Time	Expected amount of hearing aid use
3.5 hours	18-20 hours

Step 2: Select Dome

- It may take some time experimenting with various domes to find the one that best suits your ears and listening preference. A dome can affect comfort, the way your voice sounds, and overall amplified sound. For your convenience, open, closed, and vented domes are included with your Nano Hearing Aids.



OPEN



CLOSED



VENTED

- Place the hearing aid (powered on) in your ear (reference page 30) with the dome attached to the thin tube. Open and close your jaw with a chewing motion several times to ensure the dome doesn't move out of your ear. Use the guide below to help select another dome if necessary.
- Keep in mind:
 - With a smaller, open dome, your voice is likely to sound more natural.
 - With a larger, closed dome, you may feel like you're speaking in a barrel.
 - Always start with trying smallest to largest open domes. Then, try smallest to largest closed domes.

Dome Selection Guide

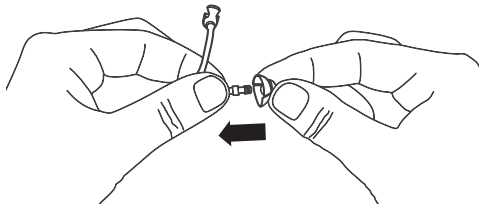
Issue	Recommendation
Dome is too tight	Try a smaller vented dome. Try a smaller open dome. Try a smaller closed dome.
Dome is too loose/ Dome slips in ear with jaw movement	Try a larger vented dome. Try a larger open dome. Try a larger closed dome.
Feedback/chirping from hearing aid	Try a different open dome, starting with smallest. Try a closed dome, starting with smallest. Try other feedback troubleshooting tips (page 48)
Own voice is uncomfortable or booming	Try aid without a dome. Try a smaller open or vented dome.



Tip: We encourage you to try using the hearing aid without a dome. While domes have been provided, you may find it more comfortable and less occluding without domes. However, if you experience feedback or chirping without a dome, proceed with selecting a dome that best fits your ear.

Step 3: Attach Dome

Securely attach a new dome to the tip of the hearing aid as shown. Once the dome is attached, give it a slight tug to make sure it's secured to the tip.



Note: If dome is not securely attached to the thin tube before insertion, the dome could possibly get lodged in your ear canal when the hearing aid is removed. In the event this happens, we recommend visiting a physician or hearing healthcare professional for removal.

Thin Tube Selection

If you find the thin tube is too short, please reference page 59 to change to a longer thin tube.

If you find the thin tube is too long, please contact our Customer Success Team at **888-310-6266**.

3

Wearing Your Hearing Aids

Insert Dome in Ear Canal

Position Stabilizer

Place Hearing Aid Behind Ear

Turn Hearing Aid On

Adjust Hearing Aid

Change Program/Mode

Remove Hearing Aid

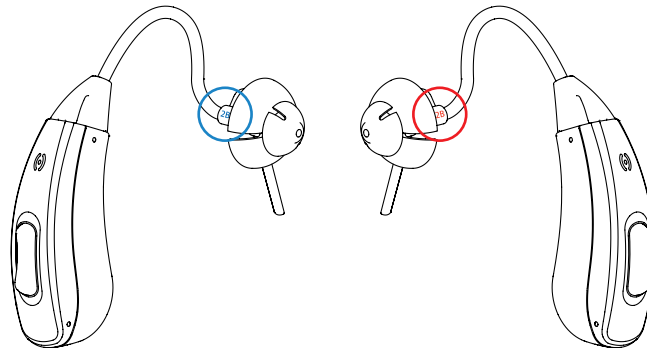
Insert Dome in Ear Canal

3

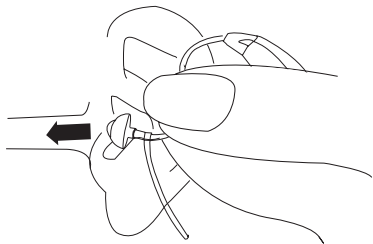
Step 1: Insert Dome in Ear Canal

Blue indicator for **left** ear.

Red indicator for **right** ear.



Hold the thin tube bend with your thumb and finger as shown. Gently insert the dome into your ear canal.



Feedback/chirping can be expected when the hearing aid is inserted in the ear with the power on. Feedback can also be expected if you place your hand next to your ear with the hearing aid on.

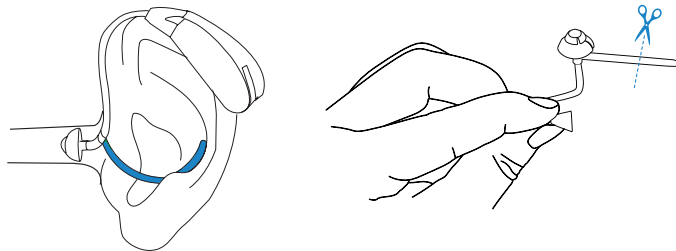


Tip: If uncomfortable feedback/chirping is experienced during the insertion process, hearing aid may be turned off prior to insertion. Once hearing aid is in the ear, turn hearing aid on.

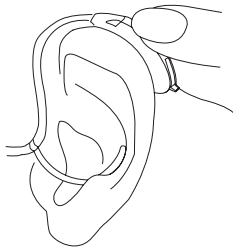
Step 2: Position Stabilizer

Using your finger, position the stabilizer into the curvature of your ear. The stabilizer helps keep the aid secure in your ear.

If you find the stabilizer too long, you may cut it. It won't affect the functionality of the thin tube. If you feel it's not comfortable or not fitting in the curvature of your ear, you may cut it completely. Be careful not to cut the thin tube itself.



Step 3: Place Hearing Aid Behind Ear



Step 4: Turn Hearing Aid On

If hearing aid is off, press and hold the upper portion of the rocker switch for 4 seconds until the hearing aid turns on.

Step 5: Adjust Hearing Aid

Rocker Switch: Make adjustments to your hearing aid by using the rocker switch.

UPPER ROCKER SWITCH

4

seconds

Press & Hold

TURN ON (● LIGHT)

TURN OFF (● LIGHT)

Quick Press

VOLUME INCREASE

LOWER ROCKER SWITCH

2

seconds

Press & Hold

CHANGE PROGRAMS

Quick Press

VOLUME DECREASE

First Ear Plus BTE Rocker Switch

Function	Action	Indicator Beep
Turn on	Press and hold the upper portion of the rocker switch for 4 seconds	Aid will power on to the last program used. (1 beep for Program 1, 2 beeps for Program 2, etc.)
Turn off	Press and hold the upper portion of the rocker switch for 4 seconds	N/A
Volume Increase	Quick touch the upper portion of the rocker switch to cycle the volume up from volume levels 1-6.	1 beep every time volume is increased. 3-tone beep when max volume is reached.
Volume Decrease	Quick touch the lower portion of the rocker switch to cycle the volume down.	1 beep every time volume is decreased. 3-tone beep when minimum volume is reached.
Program/ Mode	Press and hold the lower portion of the rocker switch for 2 seconds to advance to the next program (2 programs total).	1 beep: Program 1 2 beeps: Program 2

First Ear Pro BTE Rocker Switch

Function	Action	Indicator Beep
Turn on	Press and hold the upper portion of the rocker switch for 4 seconds	Aid will power on to the last program used. (1 beep for Program 1, 2 beeps for Program 2, etc.)
Turn off	Press and hold the upper portion of the rocker switch for 4 seconds	N/A
Volume Increase	Quick touch the upper portion of the rocker switch to cycle the volume up from volume levels 1-6.	1 beep every time volume is increased. 3-tone beep when max volume is reached.
Volume Decrease	Quick touch the lower portion of the rocker switch to cycle the volume down.	1 beep every time volume is decreased. 3-tone beep when minimum volume is reached.
Program/ Mode	Press and hold the lower portion of the rocker switch for 2 seconds to advance to the next program (4 programs total).	1 beep: Program 1 2 beeps: Program 2 3 beeps: Program 3 4 beeps: Program 4

Step 4: Change Program/Mode

Your hearing aids have 2 programs (First Ear Plus) and 4 programs (First Ear Pro) from which to choose.

The programs allow you to change between different listening settings by shaping the sound differently in each setting.

Take time to switch between programs to determine which program best suits your comfort and listening needs.

You may find program 1 works best for you in a quiet environment, whereas another program works best for you when you're in noisy environment. Alternatively, you may find that you prefer listening to one particular program at all times.

To change the program, press and hold the lower portion of the rocker switch for 2 seconds. You will hear the number of beeps that corresponds to the program selected.

First Ear Plus BTE Programs/Modes

Press and hold **lower** portion of rocker switch for **2 secs** to change program for sound shaping

Program	Indicator	Recommended for
1: All around	1 beep	Quiet environments, home or office
2: Restaurant	2 beeps	Noise environment



Tip: The description of the program may not apply to you. Find the program that suits you best for a given listening setting.

First Ear Pro BTE Programs/Modes

Press and hold **lower** portion of rocker switch for **2 secs** to change program for sound shaping

Program	Indicator	Recommended for
1: All around	1 beep	Quiet environments, home or office
2: Restaurant	2 beeps	Restaurants, crowds
3: TV	3 beeps	Closed spaces with limited noise levels
4: Outdoor	4 beeps	Noisy places that require maximum noise reduction



Tip: The description of the program may not apply to you. For example you may prefer the “Outdoor” program when you’re indoors or when listening to music. Find the program that suits you best for a given listening setting.

Step 5: Remove Hearing Aid

- Grasp thin tube bend at the entrance of the ear canal. Gently pull thin tube out of ear, removing dome from ear.
- Remove hearing aid from behind the ear.
- Turn hearing aid off.
- Wipe dome clean from any wax, oils, moisture, etc.
- Power aid off. Place aid in charging Case when not in use.



Tip: To avoid feedback/chirping when aid is being removed, turn aid off prior to removal.

4

Caring for Your Hearing Aids

Cleaning Your Hearing Aids

Remove/Change Thin Tube

Protecting Your Hearing Aids

Cleaning Your Hearing Aids

It's important to have the dome and thin tube free of wax or debris as blockage may result in feedback or limited sound. Clean the hearing aid with a dry cloth. You may also use the hearing aid brush to remove debris from the aid, particularly the microphones.

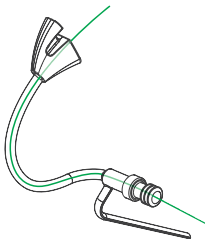
Cleaning the dome

- Remove dome from the thin tube.
- Use hearing aid brush or a dry cloth to gently remove debris and wax from the center hole of the dome.
- Re-connect dome to thin tube.
- You may also clean the dome with warm water and a mild soft soap. Massage the dome until it's free of wax. Allow the dome to air dry before connecting it to the thin tube.

- We recommend changing the dome every three months. Change dome sooner if it's stiff, brittle or discolored.

Cleaning the thin tube

- Remove the thin tube from the hearing aid by gently twisting the top of the tube off the hearing aid.

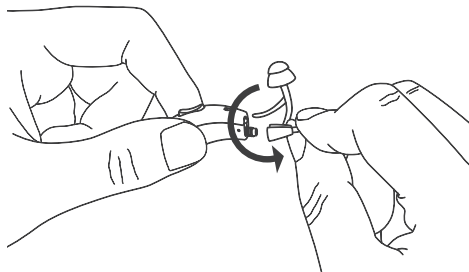


- Clean thin tube by placing green filament through the tube to remove debris.

- Clean thin tube in warm water with a soft mild soap. Allow thin tube to completely air dry before re-connecting it to the hearing aid.

Remove/Change Thin Tube

To remove the thin tube, grasp the top of the thin tube, where it connects to the hearing aid. Gently twist/rotate the thin tube off the hearing aid. To place a new thin tube on the hearing aid, twist it on to the top of the hearing aid.



Protecting Your Hearing Aids

- Avoid moisture. Remove hearing aids while showering/bathing, washing your hair, swimming, participating in vigorous exercise or engaging in any other activity during which hearing aids may get wet or exposed to moisture.
- Remove before applying perfume or hair spray.
- Keep away from pets and small children.
- Store in charging Case when not in use.
- Keep out of extreme hot/cold temperatures, moist and humid environments.
- If aids happen to get wet, allow them to air dry. Refrain from using a blow dryer, microwave or any hot surface to dry.

5 Troubleshooting

Issue	Recommendations
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Feedback / Chirping	Ensure hearing aid is properly seated in ear canal.
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Issue	Recommendations
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Sounds like I'm in a barrel	Remove dome. Try using hearing aid without dome.
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Volume/ Amplification is not enough	Change program setting.
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Issue	Recommendations
There is no sound at all	Ensure hearing aids have been fully charged (indicated by green lights on charging case). Check hearing aid tip to be sure it is not occluded with wax/debris. Clean with hearing aid brush. Use hearing aid brush to clean microphone. Change wax guard. Make sure you hold the button for 4 seconds to power on hearing aid.

Issue	Recommendations
Hearing aid is not charging	Ensure charging cable is plugged into charging case and into the charge plug properly. The light on the charging dock will be green. Power aids off. Place aids in charging case . Left aid in left charging well. Right aid in right charging well. Aids will magnetically click into place when inserted properly. Hearing aid will have a blue light while charging. It will take 3.5 to fully charge (green light on hearing aid). Charging contact may be dirty. Clean charging contact (bottom of aid) with cloth.

If these recommendations do not address the issue you are experiencing, please contact our Advanced Support Team at 888-310-6266 for assistance.

6

Accessories Available for Purchase

The following accessories are available for purchase for Your First Ear BTE hearing aids:

- ☒ Charging case
- ☒ Charging cable
- ☒ Charger plug
- ☒ Domes
- ☒ Thin tubes
- ☒ Hearing aid brush

**To order any of the above items, please contact our
Customer Success Team at 888-310-6266
or at nanohearingaids.com.**

7 Technical Specs

Test Standard:	ANSI 3.22-2014
Test Equipment:	FONIX 8000
Test Coupler:	HA-1
Standard test ambient conditions	
Temperature:	23°C ± 5°C (73° ± 9°F)
Relative humidity:	0% to 80%
Atmospheric pressure:	760 (+37.5-150) mm of Hg or 101.2 (+5-20) kPa

First Ear Plus BTE Technical Specifications

Maximum output (OSPL90)	117 dB
Full-on gain (HFA FOG@50 dBSPL)	30 dB
Total harmonic distortion	<3%
Self-generated noise (EIN)	18 dB
Latency	10 ms
Frequency response bandwidth	250Hz-5000Hz

First Ear Pro BTE Technical Specifications

Maximum output (OSPL90)	117 dB
Full-on gain (HFA FOG@50 dBSPL)	35 dB
Total harmonic distortion	<3%
Self-generated noise (EIN)	18 dB
Latency	10 ms
Frequency response bandwidth	250Hz-5000Hz

8

Safety Information

Using Your Hearing Aids Safely

- Keep small parts (hearing instrument, battery and detachable parts) that may be swallowed out of children's reach.
- Dropping, immersing in liquid, strong electromagnetic fields or excessive heat will damage the hearing aids. Remove devices prior to any type of X-ray, MRI, or CT scan.
- Don't use at high volume for extended periods.
If uncomfortable, please remove the hearing aid.
- Don't keep or use it in an environment of humidity or high temperature (such as a sauna room).
- Please maintain the device properly and avoid the dome and ear tip from blockage of wax and debris.
- Batteries should be properly recycled and not disposed in the trash.
- Keep the device away from the children and pets who may damage the unit.
- Do not share your hearing aids with others. Using a hearing

aid configured for someone else can result in hearing damage or injury.

- Monitor any unusual skin reaction. In some instances, wearing hearing aids can cause an allergic reaction leading to itchiness or rashes. If you notice any unusual skin condition, stop wearing the hearing aids and consult with a physician, preferably an Ear, Nose and Throat physician.
- Stay away from strong electromagnetic fields when using hearing aid to avoid unexpected damage. Your hearing aids are delicate electronic instruments and may be damaged by contact with strong magnetic equipment such as electromagnetic ovens, microwave ovens, ultrasonic cleaners, etc.
- Please contact Nano Hearing Aids for assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.
- Contact your hearing professional for assistance if needed.

- Do not fix your devices yourself. Doing so will not only void the warranty but also cause further damage easily. Check the “Troubleshooting” section of this manual first when failures occur to your devices.

Electromagnetic Compatibility (EMC) Information

This unit has been thoroughly tested and inspected to assure proper performance and operation for EMC (Electromagnetic Compatibility) using the EN60601-1-2 Standard.

Quality System and Associated Directive Information

This hearing aid is produced under the strict quality system Nano Hearing Aids and its suppliers. The device fulfills the provisions of the EC directive 93/42/EEC (Medical Device Directive) and the Harmonize Standard as IEC 60601-1, IEC60601-2-66, IEC60118-7, IEC 60118-13, EN ISO 10993-1/-5/-10 ENISO 14971, and FCC CFR47 Part 15, RED directive 2014/53/EU. (The RED information is applicable to products with Bluetooth function.) Subpart B, Class B.

9

Maintenance, Storage and Disposal

Maintenance

- We do not authorize any institution or individual to maintain and/or repair the product. If you suspect that the products may be in question, please contact us immediately.
- The user must not attempt any repairs to the device or any of its accessories. Please contact us for any repair needs.
- Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to the warranty.
- Warning: No modification of this equipment is permitted.

Storage

- Always store your rechargeable devices in the charging case when not in use.
- Do not store or expose the devices and/or case to extreme hot/cold temperatures, moist/humid environments, or shock/vibration.

- Keep the devices and case in the following environmental ranges: 14° F to 131° F, 10%-90% RH, 700-1060hPa.
- Do not store the hearing aids for extended periods of time without recharging them (max six months).

Disposal

Please dispose of the device in accordance with the directive 2002/96/EC-WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

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Warranty

Nano products carry a limited warranty covering defects in material and workmanship for a period of one (1) year from the date of purchase, which includes the hearing devices, charging case and charging cable. Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty.

For warranty support, to obtain repair service or replacement, contact Customer Success at **888-310-6266** or at support@nanohearingaids.com to obtain a Return Merchandise Authorization (RMA). All hearing aids sent to Nano Hearing Aids must have an RMA to be processed. Nano Hearing Aids, 1624 S Mojave Road, Suite 110, Las Vegas, NV 89104.

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Return Policy

At Nano Hearing Aids, we have helped thousands of people with their hearing. We want you to be fully satisfied with your hearing aid purchase. Should you need to return your aids, we are pleased to offer you a 45-Day Satisfaction Guaranteed Return Policy. We make it easy for you in three simple steps.

If you are not completely happy with your hearing aids, please:

Step 1

Contact Advanced Support at **888-310-6266** or **returns@nanohearingaids.com** 24/7 within 45 days of receiving your hearing aids to begin the return process.

Return requests made after 45 days of customer receiving hearing aids are not eligible for return.

Step 2

Obtain a Return Merchandise Authorization (RMA) from Customer Success.

No refunds will be issued on hearing aids returned without an RMA.

Step 3

Send the following to Nano Hearing Aids in the original shipping box:

- Hearing aids
- Charging cable and plug
- Charging case
- RMA number

Return all items in original physical condition. Customer is responsible for postage.

In the event of a return, please be sure to obtain a shipping receipt and tracking number for your records.

What to expect after your package is received:

- Components of package inspected
- RMA verified and validated
- Refund processed

Please be sure to obtain an RMA in order to receive a refund of your order.

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Information related to and addressing other regulatory requirements is contained throughout various sections of this manual.

If you have any questions, feel free to contact us at:
support@nanohearingaids.com

Customer Success Team
888-310-6266



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La Jolla, CA 92037

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