

**EARGO 5**

**USER INFORMATIONAL BROCHURE**

# WELCOME TO EARGO!

We're super excited to have you join our Eargo family. **To get started, please charge your Charger using the provided USB-C cable for 4 hours before use.**

After a 4-hour charge, your Eargo devices will be ready to use. To get the most out of your listening experience, we recommend following these easy steps:

1. Download the Eargo app to tailor Eargo for your lifestyle and hearing. Connect the Charger, then complete Sound Match™ to personalize your listening experience in each ear (page 27).
2. Read this User Informational Brochure and **watch our helpful “how-to” videos** on getting started. Visit [eargo.com/showme](http://eargo.com/showme) or view the content within the Eargo app.

You can view this User Informational Brochure at [eargo.com/guides](http://eargo.com/guides), within the Eargo app or request a print version by calling us at **1 (800) 61-EARGO**.



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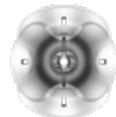
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# WHAT'S INCLUDED



2 Eargo  
Devices\*



2 Medium  
Closed Petals



2 Large  
Closed Petals



2 Microphone  
(Mic) Caps



2 Medium  
Open Petals



2 Large  
Open Petals



Charger



USB-C  
Power Cord



Cleaning  
Tool



Quick Start  
Guide



USB  
Power Adaptor



Cleaning  
Cloth

\*Devices ship with Medium Closed Petals attached.

# GET TO KNOW YOUR EARGO

Your Eargo devices have some important landmarks to get to know.

**Petal:** Our replaceable Open and Closed Petal styles ensure a comfortable fit inside your ear. The Petal protects the Sound Outlet on the device and keeps it clean.

**Microphone (Mic) Cap:** The Mic Cap protects the microphone and is also used to clean the Sound Inlet.

**Device Removal Thread:** Allows for easy insertion and removal of your Eargo devices. Highly robust, flexible and convenient.

**Removal Thread Grip:** This little tab makes it easy for your fingers and thumb to find and grasp the Device Removal Thread.

Eargo devices are marked for their corresponding ear.

L is for Left



R is for Right



# GET TO KNOW YOUR EARGO



**Sound Inlet:** A sensitive microphone is located under the Replaceable Mic Cap. It picks up sounds and sends them into the device for Digital Signal Processing.



**Sound Outlet:** A sophisticated loudspeaker is located under the Replaceable Petal. Amplified sound exits here, filtered and fine-tuned, loud and clear!

# GET TO KNOW YOUR CHARGER

The Charger is used in storing, charging and detecting your Eargo devices. When paired to the Eargo app, the Charger is also used in updating and personalizing your Eargo devices for your listening preferences (see page 27 for more). When they aren't in your ears, your Charger is the safest place for your Eargo devices.

The Charger has its own built-in battery for cordless, on-the-go functionality. With consistent daily use, it will need to be recharged about every 3 days.

To charge your Charger, connect the small end of the USB-C cord to the USB-C port at the base of the Charger. You can connect the larger end of the cord to the included USB Power Adaptor, or any USB port. It is safe to leave the Charger plugged in to a power source indefinitely.

Full charge to the Charger battery is achieved in about 4 hours. If your Charger is plugged in and charging, the Eargo devices inside will also charge. When charging, Eargo devices automatically turn off.

Your Eargo devices use inductive charging and will recharge from depleted to full with the lid on in about 2.5 hours—overnight is the perfect time to do this. To maximize the battery life, charge your Eargo devices once per day.



# GET TO KNOW YOUR CHARGER

**Lid:** Protects Eargo devices during charging and storage. Opening or closing the Lid will activate all indicator lights, to provide you with information on the status of your Eargo System. Indicator lights will time out after about 10 seconds so as not to disturb you; but, don't worry—the system is still active “behind the scenes”.

**Hearing Device Indicator Lights:** Provide information about the charge level, charge status and programming status of your Eargo devices.

**Charger Indicator Light:** Provides information about the charge level and charge status of the Charger, as well as programming status.

**USB-C Power Cord:** Provides a power source to the Charger.



# GET TO KNOW YOUR CHARGER

## Hearing Device Cradles:

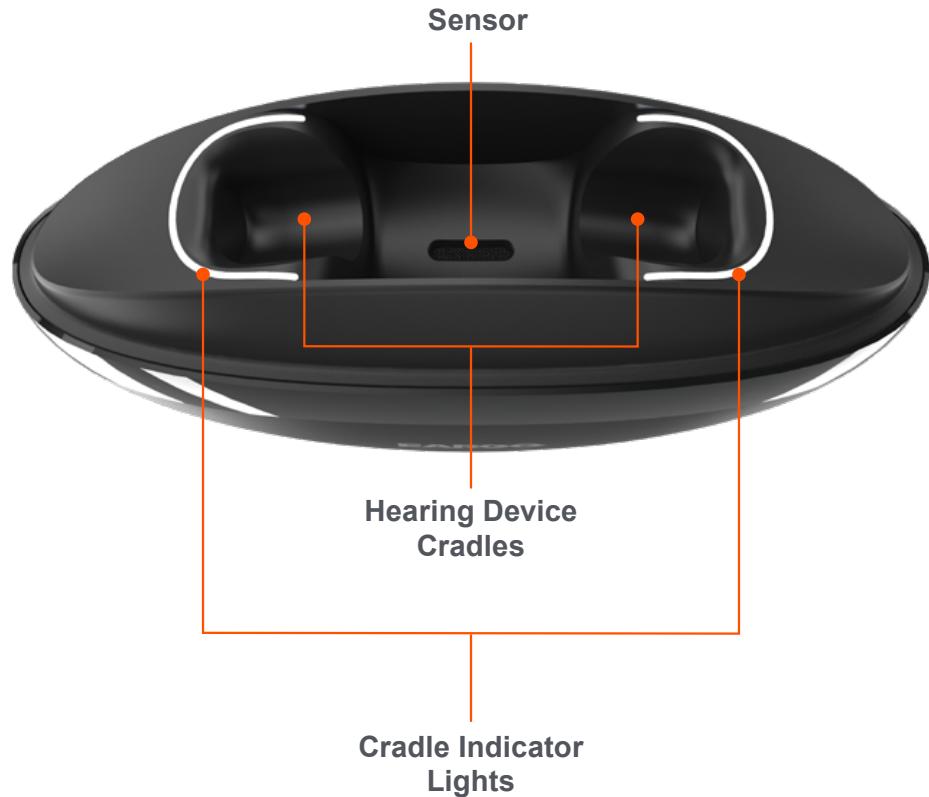
Inductive charging docks for Eargo devices.

## Cradle Indicator Lights:

To guide correct placement of Eargo devices into Cradles.

## Sensor:

Used in detecting and updating your Eargo devices.

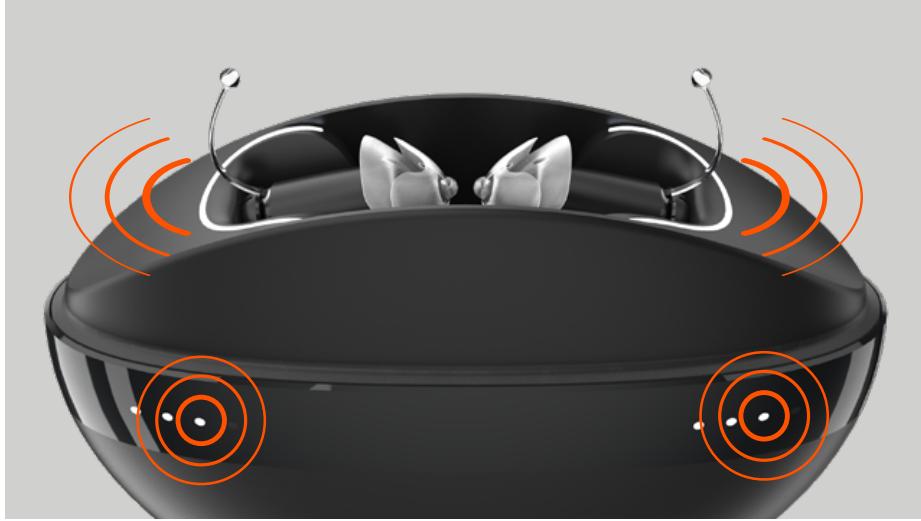


## DEVICE INDICATORS\*



**Cradle Indicator Lights:** When the Lid is open, and your Eargo devices are not inside the Charger, these lights will stay solid white to guide you in correctly placing the devices into their charging docks. When your devices are inside the Charger, these lights will sync with the four Hearing Device Indicator Lights on each side of the Charger.

\*Indicator lights time out after about 10 seconds.



**Actively Charging Hearing Devices:** When your Eargo devices are charging, the Cradle and Hearing Device Indicator Lights will slowly pulse white. Charge levels correspond to the number of steady white Hearing Device Indicator Lights. See next page for full details on charge levels.

# DEVICE INDICATORS\*



**25% Full:**  
1 steady white light +  
1 pulsing.



**50% Full:**  
2 steady white lights +  
1 pulsing.



**75% Full:**  
3 steady white lights +  
1 pulsing.



**Full Charge:**  
Pulsing Cradle light +  
4 solid white lights.



**Low Charge:**  
2 rapid white double-flashes  
indicate less than 25% charge.



**Red Lights:**  
Device is not charging. Remove  
the lid to clear them, then place  
the device back in the Charger.

\*Indicator lights time out after about 10 seconds.

## CHARGER INDICATOR

The Charger Indicator Light will slowly pulse white when the Charger is plugged in and actively charging.



### Full Charge:

The light is solid white while plugged in.



### Adequate Charge:

The light is solid white when unplugged if the Charger is more than 25% charged.



### Low Charge:

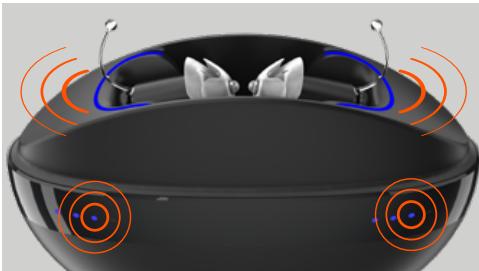
Rapid white double flash. One charge left – plug in soon. (< 25% charge).

# PROGRAM AND SOFTWARE UPDATES

Your Eargo 5 system can be paired to the Eargo app (see page 27). The Charger and Eargo devices need to be at least 25% full when receiving an update.



During Bluetooth pairing, the Charger Indicator Light will illuminate solid blue.



During Program Updates, Hearing Device and Cradle Indicators will pulse blue.



During Software Updates, Charger Indicator, Hearing Device and Cradle Indicator Lights will pulse blue.



**Update Successful:** Blue lights will return to white and show the current charge state of the system.



**Update Unsuccessful:** Flashing red lights will appear for 1 minute or until Eargo devices are removed/replaced into the cradle to retry the update.

## REMOVE FROM CHARGER

- Lift the Eargo device up and out of the Charger using the Removal Thread Grip.
- Check the Right/Left marker on the device. R will be for your right ear, L will be for your left ear.
- The Eargo device will automatically turn on about 15 seconds after removal from the Hearing Device Cradle.
- Charger and devices may feel warm from inductive charging.



## INSERT INTO EAR



Grasp Eargo by its Device Removal Thread.



Gently insert the device, Petal first, into your ear canal. Press it into place with your finger or thumb.



The Removal Thread Grip should rest here (see photo).

Difficulty locating the Removal Thread Grip? Try inserting Eargo with the Device Removal Thread pointing upwards instead.



**CAUTION:** In rare cases, the Petal could remain in your ear after removing the Eargo device. If this happens or you cannot locate the Petal, have a healthcare professional remove it or verify it is not still in your ear.

## CHANGE THE PROGRAM

Eargo devices hold up to four listening programs. To move from one program to the next, use your finger to double tap where indicated. This is done on each ear individually. The internal voice indicator will announce the program that you've selected. Upon reaching the last program in the rotation, a further double-tap will bring you back to the beginning.

To learn more about Eargo Programs and how they work, see pages 27 and 31.



## INSERTION TECHNIQUES

Everyone's ears are sized, shaped and curved a little differently, so your Eargo insertion technique may vary – even from left to right ear. You can gently explore and refine the fit of your Eargo devices: back them out, push them in, or rotate them a little. Just be sure they're comfortable, secure, and you can reach the Device Removal Thread. To help with fit, here are some suggestions from our Licensed Hearing Professionals.

Lift the ear: pull the top of your ear upwards while inserting, to create space for the device.

Angle the device: aim towards your nose while inserting it, to follow the pathway of your ear canal.

Open your mouth: lowering your jaw while inserting can also create space in the ear canal.

To ensure the Device Removal Thread is accessible, rest it against the pad of your finger when inserting. This way it can't tuck under.

Feeling a tickle? The ear canal can take a little time to get used to Eargo, and the feeling usually goes away in a few days.

To see more on insertion, go to [eargo.com/showme](http://eargo.com/showme) or the Eargo app and view the Insert & Remove Devices video.

## BEAUTIFULLY DESIGNED TO NEVER BE SEEN

Eargo 5 is designed to be virtually invisible, inserted completely and discreetly within the ear canal. Ear canals absorb the light and appear dark to the onlooker, which is precisely why we made Eargo black. It blends in with the natural shadow of your ear canal opening, rendering it virtually invisible to the naked eye. And the fully clothed eye. Honestly, it doesn't matter what your eye is wearing!



# PERSONALIZE YOUR EARGOS WITH THE EARGO APP

Pairing your Charger with the Eargo app allows you to tailor Eargo devices to your hearing and listening preferences. So, whether you're dining, in a meeting, or watching TV you can be sure you get the best experience.

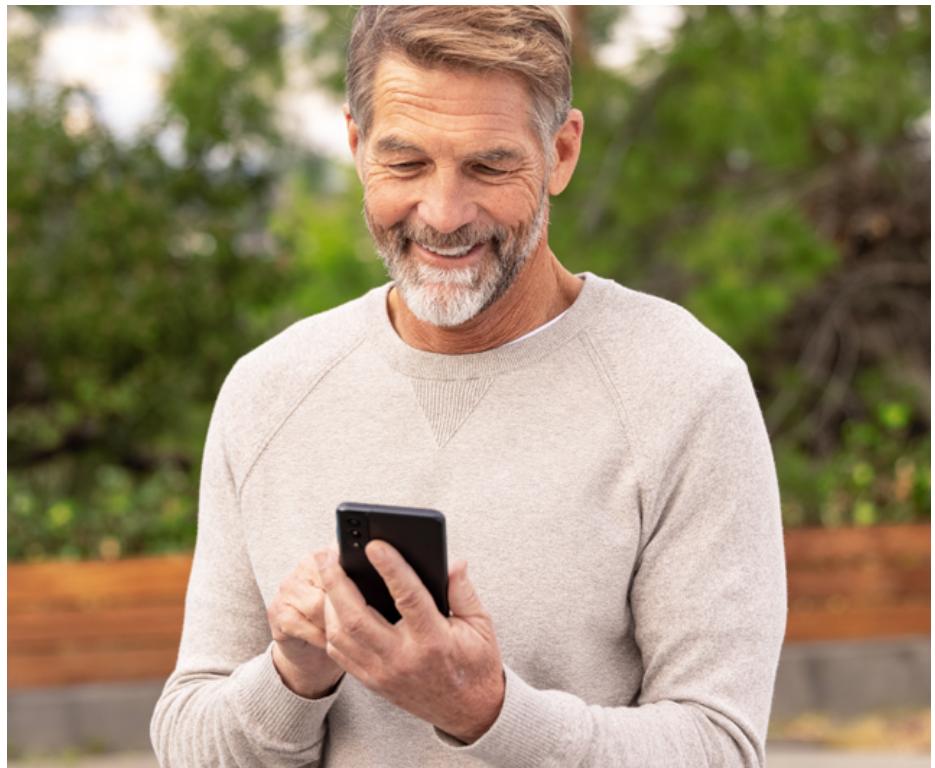
We encourage use of the app (we're pretty proud of it), but it is not required, so if you prefer not to, you can skip this page and go to page 31.

## Complete Sound Match™

Complete Eargo Sound Match from the comfort of your home, office or anywhere quiet. With Sound Match, you can personalize your device to your individual listening preferences for each ear. It takes about 10 minutes. Sound Match appears automatically during first-time app use, and can be accessed anytime from the app Menu.

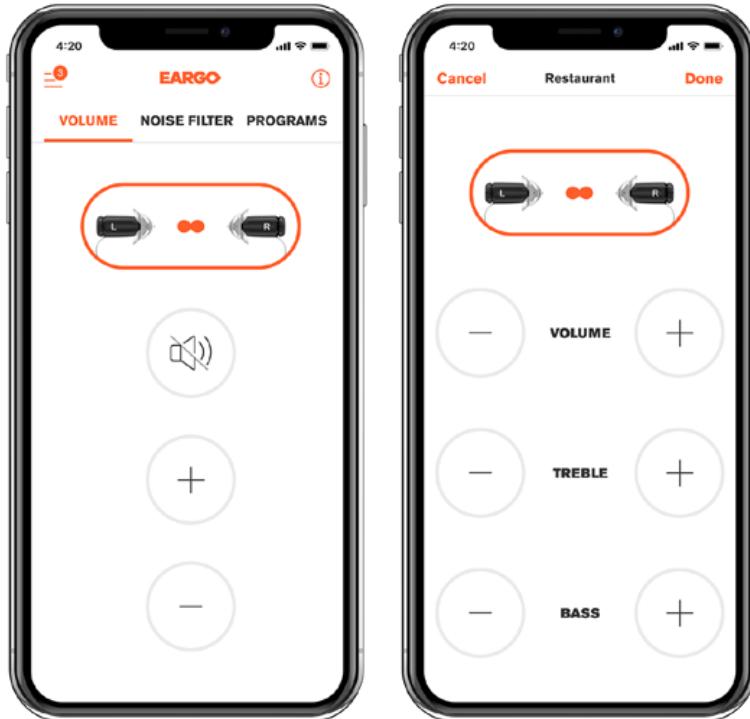
## Tailor Eargo Programs for Your Lifestyle

Which listening environments are most important to you? Choose up to 3 and personalize your devices with a program for each of them (e.g. Restaurant or Phone program). Sound Match ensures your listening experience is optimized and personalized for each ear, no matter which programs you choose to use.



For best results, hold the phone as pictured when completing Sound Match.

# PERSONALIZE YOUR EARGOS WITH THE EARGO APP



## Sound Tuning

- Configure Volume, Treble and Bass settings for each program, and each ear.

## Remote Control

- Make discreet on-the-go adjustments to your devices, right from the app.
- Change program.
- Mute/Unmute.
- Volume up/down.
- Increase or decrease Noise Filter for your preferred speech clarity.

## Eargo Support

- Contact Eargo via phone, email, chat, and schedule a video call, right from the app.
- Easily find and view How-to Videos.
- Opt into the Eargo “30-day Tutorial” as you adapt to hearing life to the fullest.
- Set up and manage Alerts and Reminders.
- Order accessories.

## Updates

- Stay up-to-date with Eargo’s latest software.

## HIGH TECH MADE EASY

Your Eargo devices arrive with four Preset Programs if personalizing them via the Eargo app isn't part of your plan.

Amplification, especially for speech, increases as you go from Preset Program 1 to Preset Program 4.

To move from one Preset Program to the next, use your finger to rapidly double tap (see page 24).

As you move from one Preset Program to the next, the internal voice indicator in each device will announce which program you are in. Not sure which Preset Program to use? If you're new to hearing devices, try Preset Program 2. If you're an experienced user, give Preset Program 3 a whirl. Each Preset provides different settings that cover a range of hearing.

Spend some time listening in different conditions. You might find you prefer different programs in each ear, or in quiet versus noise. Preset Program 1 is recommended for use with the phone.



## REMOVE FROM EAR

Grasp the Removal Thread Grip. Some people find it easier to locate the Removal Thread Grip if the devices are inserted upside-down, as it will be located higher up in the ear.

Gently pull up and out to remove.

Eargo devices are designed for all-day use, but not all night. Please remove them before sleeping. After removal, it's a good idea to inspect for wax build-up.

You can read more about this in the Eargo Care section (pages 37-41). Before replacing devices in the Charger, wipe them gently with the Cleaning Cloth.



# CHARGE YOUR EARGO DEVICES

After you remove Eargo from your ear, hold it so the Device Removal Thread is pointing upwards.

Position over the Charger, Petals pointing in.

Release the device. Feel a slight magnetic pull as it settles into place.



Make sure that Device Removal Threads are centered inside the Lid when you close the Charger.



Remember, if you see solid Red Lights, you'll need to remove and correctly place the devices back in the Charger. See page 15 for more information on Device Indicators.

# EARGO CARE



Are you active and on-the-go or do you live a quieter lifestyle? Are you young, old, or somewhere in-between? We're each unique but we all have one thing in common: our ears produce wax, oil and perspiration. It's a natural bodily function that keeps our ears healthy.

It's really important to properly care for your Eargo devices and Charger. Wax, oil and other debris can affect their sound quality and performance.

We've made it pretty easy to do! The **Cleaning Tool** has a **Wiper** and a **Brush** on board so you can keep everything in tip-top shape.



**Cleaning.** Use the Cleaning Tool Brush to remove wax and debris. Let any moisture or stickiness dry out first.

**Before & After:** if you apply hairspray, grooming products or cosmetics, please do so **before** inserting Eargo devices. Likewise, if you apply lotion or sunscreen, please do so **after** insertion. This will ensure that nothing is transferred onto the Sound Inlet and Sound Outlet.

**Don't share your Eargos.** Please do not share your Eargo devices with others, for hygienic reasons.

# DAILY CARE



**Brush** the Mic Cap to remove wax and debris.



**Brush** the Petal to remove wax and debris from the tip and holes.



**Twist** the Mic Cap 180 degrees back and forth to clean the Sound Inlet.



**Wipe** devices with the Cleaning Cloth.

## The why behind cleaning your Eargo devices:

All that beautifully amplified sound needs a clear pathway out of the device. A clear Sound Outlet is also needed for inductive charging.

The Sound Inlet needs to be clear for the microphone to pick up soft incoming signals.

During the first few days of wear, you might see wax on the devices. This is expected, and should lessen over time.

Questions about your ear wax? Consult a licensed professional for advice on managing it.

We highly recommend brushing, twisting and wiping every day—even if your devices appear spotless. Not all accumulation is visible, and a daily routine will prevent build-up.

Feel free to hand wash and air dry your Cleaning Cloth in gentle soap and cold water from time-to-time.

For more details on caring for your Eargo devices, please visit our online video library at [eargo.com/showme](http://eargo.com/showme) or use the Eargo app.

## ADDITIONAL CARE

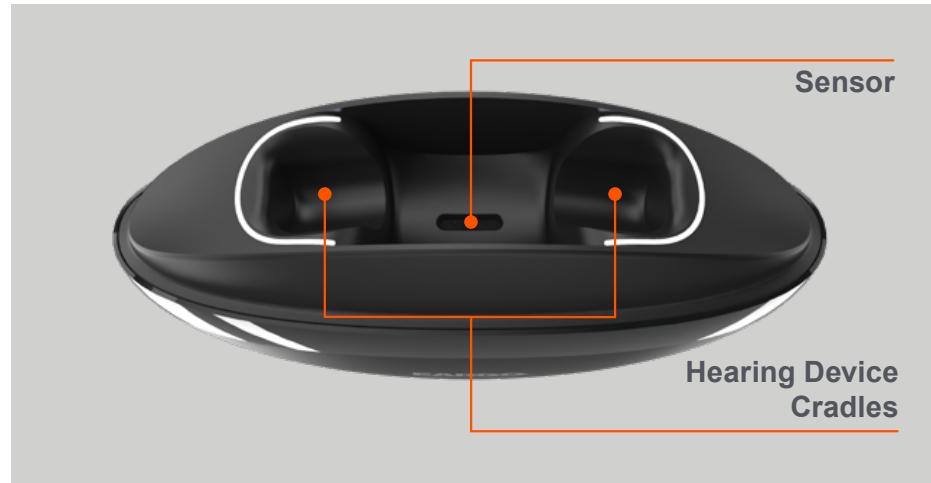
**Charger:** Use the Cleaning Tool Wiper to remove wax and debris from the Sensor and Hearing Device Cradles. Finish removing wax and debris from the Sensor with the Cleaning Tool Brush. Wipe the Hearing Device Cradles with the Cleaning Cloth.

**Eargo devices:** Change Mic Caps and Petals about every 2 months, or when sound quality is decreased. Inspect Petals regularly and replace them if any wear and tear is visible.

If not replacing, Petals may be soaked in warm soapy water for 3-5 minutes to clean them. Rinse and dry Petal thoroughly. Brush and wipe the Sound Outlet on the bare Eargo device, then securely reattach the Petal.

For more details on caring for your Eargo devices, please visit our online video library at [eargo.com/showme](http://eargo.com/showme). Need help, accessories or want to learn more? Visit us at [eargo.com](http://eargo.com).

**Keep Eargos Dry:** Long-term exposure to moisture can harm your devices. Let your devices air dry or dry them with the Cleaning Cloth. Don't use hot air or a hair dryer to dry your Eargo as these can damage their internal electronics.



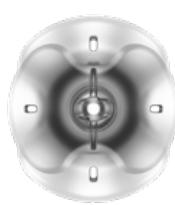
**Eargo devices and Charger are not waterproof.** Please do not immerse or submerge your devices in water, alcohol, or any liquid. Don't wear them while swimming or showering, and leave them behind when visiting a hot tub or steam room.

Do not drop your Eargos or the Charger on any hard surfaces.

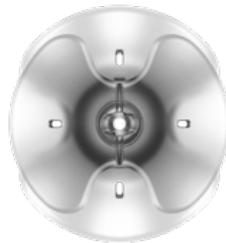
# FIND THE PERFECT FIT

Your Eargo devices come with Medium Closed Petals attached. We have included some other size options for you because we want your Eargos to be comfortable. Most people will find Medium to be the best fit, size-wise. If you feel the fit is loose, try Large!

**Closed Petals**



**Medium**



**Large**

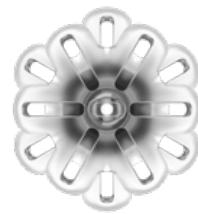
Closed Petals maximize amplification across the sound range, resulting in a bold, rich listening experience.

We have also included some other style options to meet individual sound quality and hearing needs.

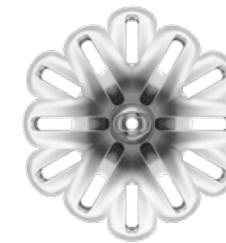
Open Petals provide a different acoustic effect, and you might want to try them if you're consistently hearing your own voice too noticeably after a few days of trying Eargo, or if you're hearing an echo that hasn't gone away.

For more information on getting used to amplified sound, see pages 49-59.

**Open Petals**



**Medium**



**Large**

Not sure which Petal to use? Visit [eargo.com/showme](http://eargo.com/showme) or ask your Eargo Personal Hearing Professional for more information on Petal styles.

It is not unusual for ears to have different sized canals, or different hearing. If this is the case, it is perfectly okay to mix and match your Petals!

# REMOVE AND REPLACE PETALS



Hold the device firmly around its middle. With your other hand, grasp both layers of the Petal and peel it away.



Replacement Petal packaging is designed to help you change them easily. Locate the tray with your desired Petal size and style. Place the tray label side up on a flat, well-lit surface.



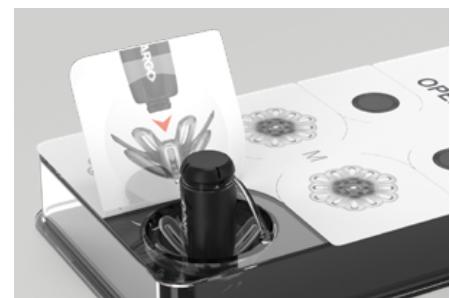
First, wipe the Sound Outlet on your device with the Cleaning Cloth. Gently use the Cleaning Tool Brush to dislodge any debris.



Align Sound Outlet on Eargo device with the center of new Petal.



Select a new Petal from the packaging tray and peel the tab up.

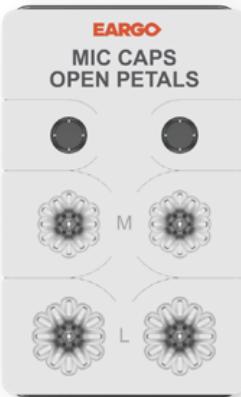


Press into place until you feel a click.

# REMOVE AND REPLACE MIC CAPS



From time-to-time, you'll need to replace Mic Caps to ensure the best sound quality. Hold the device firmly around its middle. With your other hand, use a fingernail to peel the Mic Cap up and away. Used Mic Caps must be discarded.



Locate the tray containing the Mic Caps and place it label side up on a flat, well-lit surface. Replacement Mic Caps are packaged with the extra Open Petals in your original Eargo system box. Additional trays of six Mic Caps are available at [shop.eargo.com/accessories](http://shop.eargo.com/accessories).

**CAUTION:** In rare cases, the Mic Cap could remain in your ear after removing the Eargo device. If this happens or you cannot locate the Mic Cap, have a healthcare professional remove it or verify it is not still in your ear.



First, wipe the Sound Inlet on your device with the Cleaning Cloth. Gently use the Cleaning Tool Brush to dislodge any debris.



Align Sound Inlet on Eargo device with the center of new Mic Cap.



Select a new Mic Cap from the packaging tray and peel the tab up.



Press into place until you feel a click.

## GETTING USED TO EARGO

Congratulations! You've taken the first step towards hearing life to the fullest again. Like most life changing milestones, it may take a bit of time getting comfortable with all the changes your Eargos will bring. Knowing what changes to expect and getting familiar with them will ensure a happy and successful hearing journey. As always, we're here to help and support you in your new life of sound.



## HEARING YOUR OWN VOICE DIFFERENTLY

“Autophony” is the term used to describe the sensation of hearing your own voice. This is one of the most common things people notice when they begin wearing an in-ear hearing device. Remarkably, it goes away within a week or two when your brain gets adjusted to it and eventually ignores it. If it persists, we recommend trying the Open Petal style with your Eargo devices.



## HEARING “TOO MUCH”

Hearing too much is a very common sensation indeed. Rest assured that it is a very normal part of getting used to hearing devices. When you first start using Eargo, the range of hearing you have access to changes for the better! Your brain is working with sounds you may not have heard for some time. Little noises—water running, and paper crumpling—may suddenly seem quite loud. You'll need to spend some time getting to know these soft, high pitch parts of the spectrum again. They're the same types of sounds that make speech seem crisper.



## USING THE PHONE

Sometimes people experience feedback, like whistling or buzzing, when talking on the phone and wearing a hearing device. This can happen when the phone is too close to the ear. The proximity can create a feedback loop between the phone's speaker and the device's microphone. If this happens, move the phone back from your ear an inch or two, and try holding it at an angle. Program 1 or the Eargo app-selectable Phone program are both designed for telephone use.



## SPEECH DISCRIMINATION

With consistent daily wear of your Eargo devices, your brain will start to hone in on speech and filter out those extraneous sounds like chip packets crinkling. This usually happens during the first month of use. Be patient during this time, and try out the different listening programs. After several weeks, many people find that it's easier to hold a conversation, and hear better in noisy environments—their listening effort is substantially decreased. Your speech discrimination will likely continue to improve over time. Possibly for several months. But remember, the key to anything is practice, so start conversing!



## WATCHING TV

Many people report that their TV is at a much lower volume after they start wearing Eargo devices—usually the same volume that's comfortable for other people. This is just one of the many ways in which Eargo can benefit the people who don't need them. If you're watching with someone who has normal hearing ears, let them set the volume. If you find you still want it louder, tap through the different Preset programs, or use the Eargo app to select our TV program. You can also increase the volume within selected programs from the Eargo app. A couple of tips: hearing devices work best when the sound source is less than 10 feet away; different channels and streaming providers often vary in loudness. Adjust Eargo accordingly. Happy watching. And listening.



# MAKE CONVERSATIONS EASIER

Get the very best out of your Eargo experience by being an active listener. Here are some useful strategies for you and your conversation partners that will help you hear life to the fullest. And remember, you took a big step forward by addressing your hearing needs; your friends and loved ones can take some little steps, too:

- Face-to-face communication always works best.
- Good lighting and minimal distractions make listening easier.
- Your conversation partner should get your attention before speaking. A simple heads-up really helps!
- Speaking clearly and slowly works better than shouting.
- If it's noisy, position yourself so the main source of noise is behind you.
- Sit close by to the sound source at meetings, lectures and places of worship.



# SOLUTIONS GUIDE

## ISSUE

## POSSIBLE CAUSE

No Sound.

Not charged. See solution 1.  
Clogged. Not all clogging residue is visible. See solutions 2-5.

Too soft / sound quality seems low, weak or diminished.

Not enough volume. See solutions 6,7, or 9.  
Clogged. Not all clogging residue is visible. See solutions 2-5.

Too loud.

Too much volume. See solutions 6,7, or 10.

Different volumes in right and left ear.

Devices are on different programs. See solution 8, or 9-10.  
Hearing loss is different in each ear. See solutions 6-10.

Devices whistle, ring or buzz.

Feedback (acoustic, fit-related). See solution 6 or 11.  
Feedback (acoustic, mic-related). See solution 12.

Red Lights (solid red) on Charger.

Charging error / devices not placed in Charger correctly.  
See solutions 1 or 13, 2 or 4.

Red Lights (flashing red) on Charger.

Sensor or device needs cleaning. See solution 13, 2 or 4.  
Software update has failed. See solution 14.

No Lights on Charger.

Charger time-out. See solution 15.  
Charger has drained and needs to be plugged into power.  
See solution 1.

Petal remains in ear.

Petal was not correctly coupled to device. See solution 16.

Mic Cap remains in ear.

Mic Cap was not correctly coupled to device. See solution 16.

Physical fit not as expected.

Device not correctly inserted into ear. See solution 17.  
Petal not the right size. See solution 4 or 11.

Cannot adapt to hearing amplified sound (e.g. own voice too loud, background sounds audible, etc).

Adapting to hearing devices normally takes some time.  
See solutions 18-19.

Devices will not turn off.

Devices not correctly inserted in Charger. See solutions 20 or 13.

## SOLUTIONS

- 1 Ensure Eargo devices and Charger are charged (see pages 14-18).
- 2 Use of Cleaning Tool (see pages 37-41).
- 3 Clean Sound Inlet by twisting Mic Cap / use of Cleaning Tool (see page 39).
- 4 Change or clean Petal (see page 45 or page 41).
- 5 Change Mic Cap (see pages 47-48).
- 6 Take or re-take Sound Match to tailor Eargo to your hearing needs (see pages 27-30).
- 7 Use the Eargo App to change volume in programs (see pages 29-30).
- 8 Use the finger double tap method to change programs in each ear independently (see page 24).
- 9 If you will not connect to Eargo App, change to a higher volume program in one or both ears. Preset Programs increase in loudness from 1-4. (see page 31).
- 10 If you will not connect to Eargo App, change to a lower volume program in one or both ears. Preset Programs increase in loudness from 1-4 (see page 31).
- 11 If you will not connect to Eargo App, try the Closed Petal style, or choose a larger size petal (see pages 43-46).
- 12 Sound Inlet too close to another object (e.g. a phone); ensure there is space around the Sound Inlet (see page 54).
- 13 Clean hearing devices, Cradles and Sensor on Charger with Cloth/Cleaning Tool
- 14 Follow instructions from the Eargo App or contact Eargo for further assistance.
- 15 Remove/Replace Charger Lid.
- 16 Have the item removed from your ear by a healthcare professional. Do not attempt to remove the item yourself.
- 17 Ensure device is correctly inserted (see page 23 and page 25).
- 18 Understand and manage expectations along your hearing journey (see pages 49-59).
- 19 Get help from a licensed hearing professional. Dial 1(800) 61-EARGO or use the Eargo app to contact us.
- 20 Ensure correct orientation and placement in Charger (see pages 35-36).

## SUPPORT

Have questions? We have answers. If your Eargo devices begin to have any issues, please consult the Solutions Guide on the previous pages. We are also standing by and ready to help you. Simply give us a call at **1 (800) 61-EARGO** to speak with our friendly Professional Support team. You can also access our Troubleshooting Hearing Helper from the Eargo App or by visiting [help.eargo.com](http://help.eargo.com).

## GUARANTEE

Happiness guaranteed. If you're not happy with your Eargo devices, you can return them within 45 days. Call us at **1 (800) 61-EARGO** and we'll assist you. But, don't be surprised if we sound sad. We hate to see you go.

## WELL, THAT'S IT!

You've made it to the end. Bravo! Now, get out there and start hearing life to the fullest.



# INDICATIONS FOR USE

The hearing device is intended to amplify and transmit sound to the ear and thereby compensate for mild to moderate high-frequency hearing loss in adults.

## WARNING TO HEARING DEVICE DISPENSERS

A hearing device dispenser should advise a prospective hearing device user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing device if the hearing device dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.

- vi. Audiometric airbone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz, and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear

## IMPORTANT NOTICE FOR PROSPECTIVE HEARING DEVICE USERS

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing device.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing device is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing device. The physician will refer you to an audiologist or a hearing device dispenser, as appropriate, for a hearing device evaluation.

The audiologist or hearing device dispenser will conduct a hearing device evaluation to assess your ability to hear with and without a hearing device. The hearing device evaluation will enable the audiologist or dispenser to select and fit a hearing device to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial rental or purchase option program. Many hearing device dispensers now offer programs that permit you to wear a hearing device for a period of time for a nominal fee after which you may decide if you want to purchase the hearing device.

Federal law restricts the sale of hearing devices to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation that precludes consultation with a physician.

## **CHILDREN WITH HEARING LOSS**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## **ADDITIONAL NOTICES**

A hearing device will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

In most cases, infrequent use of a hearing device does not permit a user to attain full benefit from it. The use of a hearing device is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading.

## **POSSIBLE SIDE EFFECTS**

Minor itchiness, redness, and irritation may occur as your ear becomes accustomed to having an object in it. If this or anything related may arise, please contact Eargo.

If an actual allergic reaction occurs or you experience inflammation, discharge from the ear, excessive wax or other unusual conditions, contact a physician.

If, for any reason, your hearing devices do not operate properly, do NOT attempt to fix them yourself, as you could cause further damage.

## **CAUTION**

Always wear an Eargo device with a Petal. Make sure that the Petal is correctly attached. In rare cases, the Petal could remain in your ear after removing the Eargo device. If this happens, do not attempt to remove the Petal yourself. Have the Petal removed by a healthcare professional.

# APPENDIX

## STORAGE

Store in a dry place, away from direct sunlight or heat to avoid extreme temperatures. Keep out of reach of pets and children.

Please do not drop your Eargo devices or your charger onto any hard surfaces.

## ⚠ TEMPERATURE LIMITS

Eargo devices are designed to charge from 5°C to 45°C (41°F to 113°F). Eargo devices can be stored from -20°C to 45°C (-4°F to 113°F).

Your hearing devices are designed to operate beyond the range of temperatures comfortable to you, from 0°C to 45°C (32°F to 113°F).

## ⚠ BATTERY WARNINGS

Eargo devices contain batteries which are dangerous if swallowed. To help prevent accidental ingestion of batteries:

- Keep out of reach of children and pets.
- Check your medications before taking them—hearing devices have been mistaken for pills.

- Never put hearing devices in your mouth, as they can easily be swallowed.

## NATIONAL BUTTON BATTERY INGESTION HOTLINE: 1 (800) 498-8666

As with many batteries, Eargo device batteries have a risk of leakage. Periodically check Eargo devices for any signs of leakage (visible white residue). If you see such residue or suspect battery leakage for any other reason, immediately discontinue use and contact Eargo immediately. If you suspect you have touched any battery fluid or residue, wash your hands thoroughly.



## WASTE DISPOSAL

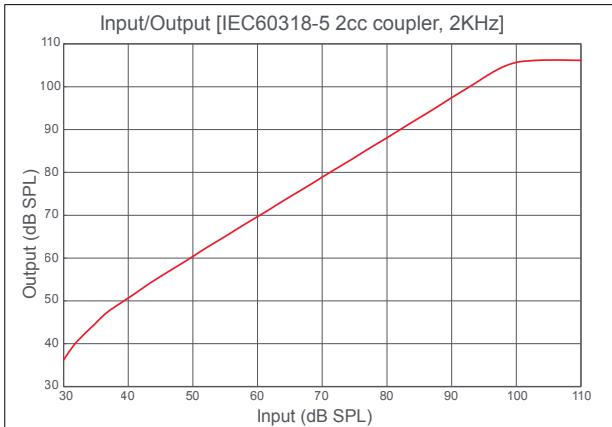
Waste from electronic equipment must be handled according to local regulations.

## POWER SUPPLY SPECIFICATION

- Input: 100-240V ~ 50/60 Hz, 200mA max current
- Output: 5.0V ... 1100mA

Do not puncture the Charger.

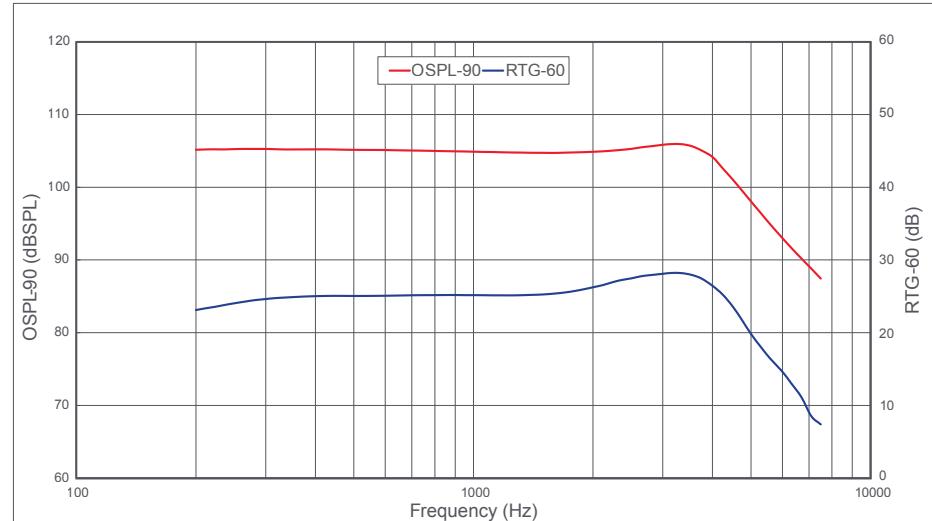
# TECHNICAL DATA ANSI S3.22-2003



## ANSI/IEC-60318-5 2CC COUPLER

Output saturation (90 dB SPL input)	Max	106	dB SPL
	HFA	105	
Full-on gain (50 dB SPL input)	HFA	26	dB
	HFA	26	
Reference test gain (60 dB SPL input)	Max	29	dB
	Frequency range (Memory-4)	200-5600	
Total Harmonic Distortion	500Hz	0.4	%
	800Hz	0.5	
	1600 Hz	0.3	
Equivalent Input Noise (Noise Reduction Disabled)	30	dB SPL	
Current drain (battery)	0.56	mA	

## FREQUENCY RESPONSE CURVE [IEC-60318-5 2CC COUPLER]



## ATTACK AND RELEASE TIMES

	Expansion	Compression	Limiter
Attack Time Constant	150 ms	350 ms	20 ms
Release Time Constant	150 ms	500 ms	80 ms

# COMPLIANCE INFORMATION

 This device complies with FCC 47 CFR Part 15, subpart C.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

# INFORMATION AND EXPLANATION OF SYMBOLS

 Warning/Caution: Important information for injury prevention, handling and product safety.

 Consult instructions for use.

 Contains electronics, dispose according to local regulations, or return to Eargo.

 Do not use if package is damaged.

 Keep away from sunlight.

 Keep dry.

 Manufacturer.

 Date of manufacture.

 Catalogue number.

 Serial number.

 Bluetooth.

 Temperature limits.

 Keep magnets away from hearing devices to avoid damage.

# ENVIRONMENT

Your Eargo hearing aid system is designed to operate in public and residential environments and to comply with International Electromagnetic Compatibility emissions and immunity standards for medical devices. However, it is still possible that you may experience interference caused by power line disturbances, metal detectors (e.g. at airports), electromagnetic fields from other medical devices, radio signals, and electrostatic discharges.

## ESSENTIAL PERFORMANCE

Your hearing aid system is designed to be stored within the temperature ranges of -4°F (-20°C) to 113°F (45°C).

Your hearing aid system is designed to operate within the temperature ranges of 32°F (0°C) to 113°F (45°C).

## ⚠ GENERAL WARNINGS

Avoid use of hearing aid systems directly next to other electronic equipment, which could result in decreased performance. If such use is necessary, monitor the performance of your hearing aid system and the other equipment to ensure they are operating normally.

Use of accessories, components, or replacement parts other than

those provided by Eargo could result in increased electromagnetic emissions and decreased electromagnetic immunity, which could decrease performance.

If portable radio frequency communications equipment is used closer than 12 inches (30 centimeters) from your hearing aid system, performance may decrease. If this occurs, move away from the communications equipment.

Your hearing aid system can be used on an aircraft, as hearing aids are exempt from the rules applied to other personal electronic devices.

The wireless capabilities featured in your hearing aid system are approved to operate at a radio frequency specific to your country or region and may not be approved for use outside your country or region. Operation during international travel may interfere with other electronic devices; or other electronic devices may interfere with your hearing aid system.

Electrical equipment are an ignition source. Do NOT use your hearing devices or charger in an oxygen enriched environment or other explosive areas, unless those areas are certified for hearing device use.

Use only the medical grade (IEC 60601 1) charging cable provided in the Eargo system box.

The Eargo hearing aid system is NOT intended for use by children. The hearing aid and accessories contain small parts which should be kept out of reach of children due to choking hazard.

Hearing device may impair remaining hearing. Only use as prescribed by your hearing care professional.

Hearing device must only be used by intended person. Use by another person may damage their hearing.

Do not use an instrument, such as a cotton swab, to push the hearing device in the ear canal. The hearing device may be placed too deep and cause damage to the ear.

Do not place charger in clothing pocket while charging with the USB cable. The charger may overheat and malfunction.

Users with active implants such as a pacemaker should keep hearing device, and charger away from the active implant.

Do not use hearing device during X-rays, MRIs, CT scans or other similar medical treatment to prevent damage to the hearing device.

Check for electronic or wireless restrictions prior to using hearing device, or charger to prevent electrical interference to nearby equipment.

Do not expose hearing device to contaminants such as hair spray, mousse, gel, lotions, etc. to prevent damage to the hearing device.

Avoid exposure to water or long term exposure to moisture to prevent damage to hearing device and charger.

Do not dry hearing device with a hairdryer or other heat source. Heat may damage hearing device.

Only clean hearing device with brush and dry cloth. Be careful to prevent any damage to the hearing device.

To prevent damage and/or malfunction, do not modify hearing device, charger, or accessories.

Do not replace battery.

# WIRELESS TECHNICAL DESCRIPTION

Your Eargo hearing aid system is classified as Class II exempt per 21 CFR 874 and Class I Type B per IEC 60601-1 Medical Electrical Equipment.

Your Eargo hearing aid system, specifically the charger, contains a radio transceiver operating in the frequency range of 2.4 GHz to 2.48 GHz.

This hearing aid model has been tested to, and has passed, the following EMC, emissions, and immunity tests:

IEC 60601-1-2 radiated emissions requirements for a Group 1, Class B device as stated in CISPR 11.

Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

# WARRANTY & REPAIR POLICY

## CATEGORY

**45-Day Right to Return:** Eargo grants you a 45-day right to return. Within this 45-day period, you can return your Eargo devices.

**Warranty Period:** Eargo 5 offers you a one-year limited warranty valid starting from the date of delivery.

## REPAIR

**What Your Warranty Policy Covers:** This limited warranty covers defects in material and workmanship for the Eargo hearing system, which includes the hearing devices, internal components, and charger within the limited warranty period. This warranty is guaranteed by Eargo, Inc.

**What You Get With Your Repair:** For valid repairs, Eargo pledges to secure functionality at least equivalent to the original hearing device. At the discretion of Eargo, hearing devices may be replaced by new products or products manufactured from new or serviceable used parts or repaired using new or refurbished replacement parts.

## Exclusions from Warranty Repair Coverage

- Devices purchased from unauthorized distributors (including eBay) are not covered by this or any other Eargo warranty.
- Damage from improper handling or care, exposure to chemicals, immersion in water, or undue stress.
- Damage caused by third parties or non-authorized service centers are excluded from this repair policy.

Number of Repairs: Unlimited during warranty period for repairs covered by warranty terms.

## LOSS AND DAMAGE

**Loss & Damage:** Eargo offers a one time (1x) replacement for each device that is lost or damaged during the **warranty period**, for a fee (stated and updated at [eargo.com/ warranty](http://eargo.com/warranty)). Devices damaged from improper use or care will not be replaced.

### How to Submit Request for Repair:

Call **1 (800) 61-EARGO** and we will be happy to assist.



Original component Serial Numbers are listed on the back of the Quick Start Guide in the Eargo 5 system box. Serial numbers can also be accessed within the Eargo app.

Eargo, Inc.

2665 N 1st Street, Suite 300

San Jose, CA 95134

**1 (800) 61-EARGO  
[www.eargo.com](http://www.eargo.com)**

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