

# ZΣPP CLARITY ONE

User Guide

# Welcome

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Thank you for choosing our hearing aids as your daily partner in life. Just like anything new, you may need a little time to get acquainted with them.

This guide will help you further understand how your hearing aids can improve your quality of life.

We recommend that you wear the hearing aids every day to get the most out of them, which will also help you get used to them quickly.



For the best experience, we recommend the following simple steps:

1. Download the Zepp Clarity App. Connect the charging case, the Zepp Clarity app allows you to manage hearing programs to provide the best listening experience in each ear.
2. Please read this user guide to get started. Also, you can visit [ZeppClarity.com](http://ZeppClarity.com), or call 1(855) 619-HEAR for more information.

We encourage use of the app, but it is not required.

## **CAUTION**

It is important to read this user guide thoroughly and completely. Follow the safety information to avoid damage or injury.



Before using your hearing aids for the first time, fully charge them. Follow the instructions in the user guide.

# Safety and health information

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## Intended use

The Zepp Clarity ONE hearing aids are only for users aged 18 and older to compensate for perceived mild-to-moderate hearing impairment. A younger person with hearing loss should see a licensed physician, preferably an ear specialist, for diagnosis of potential associated medical conditions. Furthermore, children should receive a formal hearing evaluation and rehabilitation since hearing loss may cause problems in language development and educational and social growth of a child.

## **WARNINGS**

- **Warning to hearing aid dispensers**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing

aid 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:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

- Remove this device from your ear if it causes pain or discomfort when inserting or placing it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer.
- Always wear a hearing aid with an ear tip. Make sure that the ear tip is correctly attached. In rare cases, the ear tip could remain in your ear after removing the hearing aid. If this happens, do not attempt to remove the ear tip yourself. Have the ear tip removed by a healthcare professional.
- If an allergic reaction occurs or you experience inflammation, discharge from the ear, excessive earwax or other unusual conditions, contact a physician.
- 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 a physician.

## ⚠ 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 the manufacturer 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 aids 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 aids.
- Electrical equipment is an ignition source. Do NOT use your hearing aids or charging case in an oxygen enriched environment or other explosive areas unless those areas are certified for hearing aid use.
- Use only the medical grade (IEC 60601-1) charging cable provided by the manufacturer.
- The Zepp Clarity ONE hearing aids are 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 aid may impair remaining hearing. Only use as prescribed by your hearing care professional.
- Hearing aid 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 aid in the ear canal. The hearing aid may be placed too deep and cause damage to the ear.
- Do not place charging case in clothing pocket while charging with the USB cable. The charging case may overheat and malfunction.
- Users with active implants such as a pacemaker should keep hearing aid, and charging case away from the active implant.
- Do not use hearing aid during X-rays, MRIs, CT scans or other similar medical treatment to prevent damage to the hearing aid. Check for electronic or wireless restrictions prior to using hearing aid, or charging case to prevent electrical interference to nearby equipment.

- Do not expose hearing aid to contaminants such as hair spray, mousse, gel, lotions, etc. to prevent damage to the hearing aid. Avoid exposure to water or long-term exposure to moisture to prevent damage to hearing aid and charging case.
- Do not dry hearing aid with a hairdryer. Heat may damage hearing aid.
- Only clean hearing aid with brush and dry cloth. Be careful to prevent any damage to the hearing aid.
- To prevent damage and/or malfunction, do not modify hearing aid, charging case, or accessories.
- Do not repair or replace the lithium-ion rechargeable battery yourself. Contact us if you believe a battery replacement is required.

## ⚠ CAUTIONS

### **This is not hearing protection**

You should remove this device if you experience overly loud sounds, either of short or long duration. You should use appropriate hearing protection in loud environments. As a rule, if you would use ear plugs in a loud environment, you should remove this device and use ear plugs in that environment.

## ⓘ NOTES

- 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.

- Expectations about what a hearing aid can do**

A hearing aid will not restore normal hearing and may not completely eliminate difficulty hearing over noise. Further, a

hearing aid will not prevent or improve a hearing impairment resulting from a medical condition(s).

For many people, the use of a hearing aid may be more satisfactory with training or counseling because the hearing aid is only one part of hearing habilitation.

Also, if you have hearing loss in both ears, use of hearing aids for both ears (bilateral hearing aids) may provide more benefit than just one hearing aid, especially in demanding listening situations--for example, noisy environments.

- **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.

- **Important notice for prospective hearing aid 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 aid. 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 aid 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 aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a

hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid 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 aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

# Hearing health care information

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The hearing aid is designed and intended for perceived mild to moderate hearing loss in adults.

If you experience any of the following, you may have this kind of hearing loss:

- Difficulty hearing or understanding conversations, especially in groups or noisy places, or when you can't see who is talking.
- Difficulty hearing while using a telephone.
- Fatigue due to greater listening effort.
- Needing to turn up the volume of television, radio, or music louder than normal or loud enough for others to complain.

# Your Hearing Aids

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## What's included



Zepp Clarity ONE  
(1 pair)



Small-sized open  
ear tips (1 pair)



Medium-sized open  
ear tips (1 pair)



Charging case



Small-sized closed  
ear tips (1 pair)



Medium-sized closed  
ear tips (1 pair)



USB power adapter



USB Type-C power cable



Cleaning brush



User guide



Cleaning cloth



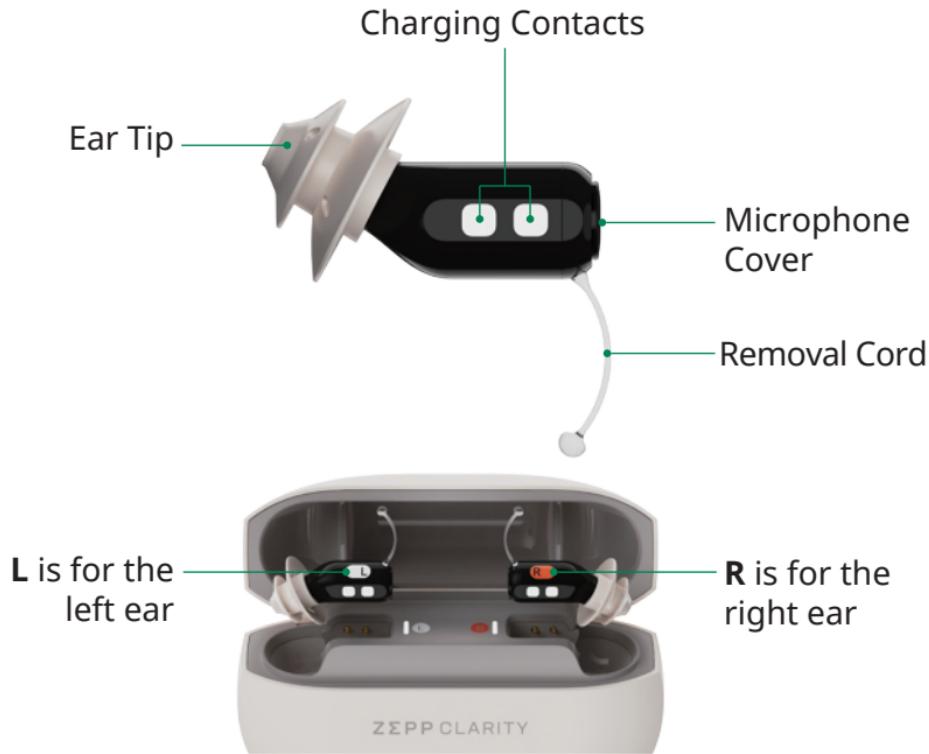
Earwax guards

\* The hearing aids come with optional medium-sized open ear tips.

## **ⓘ NOTES**

If any part of the product is damaged, don't use it. Contact your authorized Zepp dealer.

# Getting to know your Zepp Clarity ONE



## Getting to know your charging case

The charging case is used to store and charge your hearing aids. Connect the charging case with the Zepp Clarity App, the charging case can also be used to personalize your listening experience in each ear. Your charging case is the safest place for your hearing aids when not being worn.

The charging case has a built-in battery, which needs to be charged every 2 weeks assuming daily use.

To charge the charging case, connect the small end of the USB-C cable to the USB-C port on the bottom of the charging case. You can connect the larger end of the power cord to the included USB power adapter.

It takes about 2.5 hours to fully charge the charging case. You can also use a wireless Qi-certified charging pad to charge the charging case. It takes about 3.5 hours to fully charge the charging case.

If your charging case is plugged in and is charging, the hearing aids inside will also be charged. The hearing aids automatically turn off when being charged.

Before start using the charging case, we'd like to walk you through each component of the charging case.

Lid: Protects the hearing aids during charging and storage. Opening or closing the lid will activate the indicator lights, providing you with information about the status of any hearing aids inside and also for the charging case itself. The indicator light will be time out after about 10 seconds to prevent disturbance.

Hearing Aid Indicator Lights: Provides the charging level and status of the hearing aids (see page 28 ).

Charging Case Indicator Light: Provides the charging level and status of the charging case (see page 30 ).

USB Type-C Power Cable: Provides a power source to the charging case.



# Daily Use

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## Removing the hearing aid from the charging case

Take hold of the removal cord and pull up to remove the hearing aid from the charging slots. Be sure to flip the hearing aid over so the removal cord is pointing downwards before wearing it.

The hearing aid will automatically turn on after about 10 seconds.



### **NOTES**

Check the Right/Left marker on the hearing aid. R will be for your right ear, L will be for your left ear.

## Inserting your hearing aids

To insert the hearing aid into your ear, hold it with your thumb and index finger, grasp the removal cord, and make sure it is pointing downwards. See Figure 1.

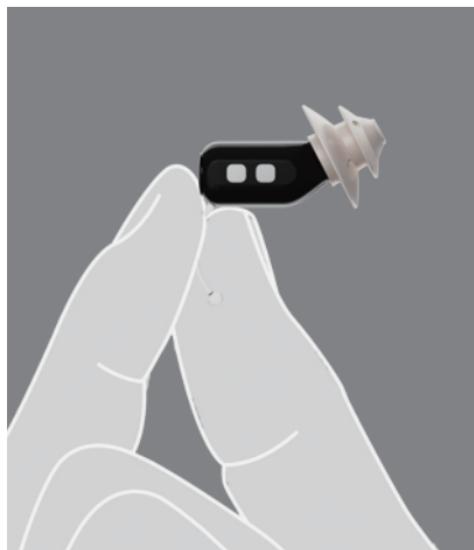


Figure 1



Figure 2

Gently insert the tip of the hearing aid into your ear canal. Then, softly press it into place with your fingers. See Figure 2 and Figure 3.

The removal cord should be in this position. See Figure 4.

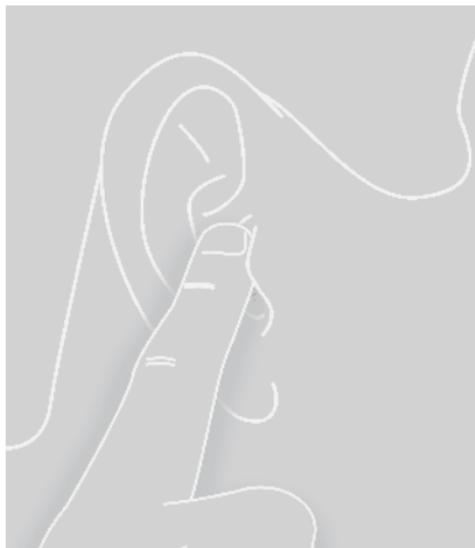


Figure 3



Figure 4

## Change the hearing program

Your hearing aids have four hearing programs. To go from one program to the next, use a flat hand to firmly and rapidly double tap over your ear canal. The switch responds to the pressure created when you tap, not the touch of your hand.

Your hearing aids will let you know when you've changed programs. With every double tap, your hearing aids will say, "Program 1", "Program 2", "Program 3" or "Program 4". It will progress through all 4 programs and then repeat from the beginning. If you don't hear the program number, wait a second and then try again.

Remember, your hearing aids should make sounds and speech crisper, but not louder.



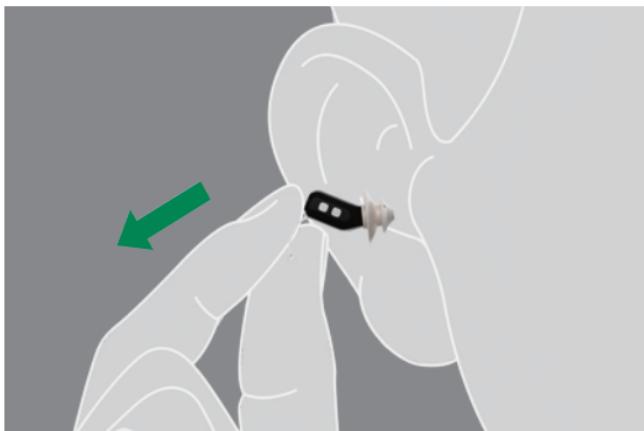
To learn more about hearing Programs and how they work (see pages 37).

## Removing your hearing aids

Grasp the removal cord.

Gently pull out to remove the hearing aid.

The hearing aids are designed for all-day use, but it cannot be used while sleeping. Please remove them before sleep. Also, check for wax build-up after removal.



## Charging your hearing aids

The hearing aid indicator lights indicate the charging status of the hearing aid. Note: The status is only displayed shortly after putting the hearing aids into the charging case.

- Place the right hearing aid in the charging slot marked with an "R", and the left one in the slot with an "L".
- The hearing aids automatically turn off and start charging. The charging status is shown for 10 seconds.

If the hearing aid indicator lights do not light up when you insert the hearing aids, check the following:

- The hearing aids are placed incorrectly. Push them gently into the slots.
- The battery of the charging case is too low for mobile charging. Connect the charging case to an electrical outlet.

Note that the status is only displayed immediately after putting the hearing aids in the charging case, or when you open the lid.

## Hearing aid indicator lights description



### **White light**

The hearing aid battery is greater than 25% and is charging.



### **Orange light**

The hearing aid battery is less than 25% and is charging.

## Checking the battery capacity of your charging case

To check whether the charging cases internal battery has enough capacity to fully charge your hearing aids when you are mobile:

- Disconnect the charging case from the electrical outlet.
- Open the lid.
- The charging case indicator light will indicate the state of the charging cases battery for 10 seconds.

If the charging case indicator light does not light up when you open the lid, check the following:

- The charging cases internal battery is too low to display the status. Connect the charging case to an electrical outlet, and retry after a few minutes.

## Charging case indicator light description (when you are mobile)



### White light

The charging cases battery is greater than 25%. Built-in battery has enough capacity to fully charge two hearing aids.



### Orange light

The charging cases battery is less than 25%. Built-in battery does not have enough capacity to fully charge two hearing aids.

## **Charging your charging case**

When the charging case is plugged in or placed on a wireless Qi-charger, it charges the hearing aids (if they are placed in the charging case) and it charges the integrated battery at the same time.

As long as the charging case is being charged by an external power source, charging case indicator light shows the charging status of the integrated battery.

## **Charging via electrical outlet**

Please use only the USB Type-C power cable and USB power adapter that is provided with the box.

- Please connect the Type-C side of the USB Type-C power cable to the charging case.
- Connect the other side of the USB Type-C power cable to the USB power adapter.



## Charging via wirelessly

- Place the charging case on a Qi certified wireless charging pad.
- After a few seconds the internal battery will start charging.
- When hearing aids are inserted, they will also start charging.



## Charging case indicator light description (when charging case is charging)



### White light

The charging cases battery is fully charged.



### Orange light

The charging cases battery is being charged.



### Light off

- Charging is fully charged. \*
- The charging cases battery is too low to display the status. Connect the charging case to an electrical outlet, and retry after a few minutes.

\* The charging status of the charging case is shown until it is fully charged. Then the charging case indicator light indicates the status of the charging cases battery for 10 seconds. After that the charging case indicator light is turned off for power saving reasons.

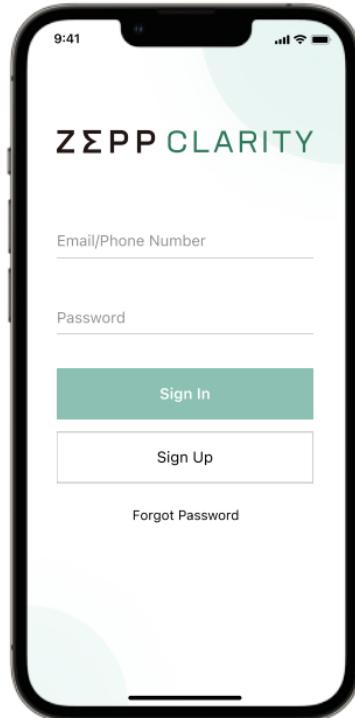
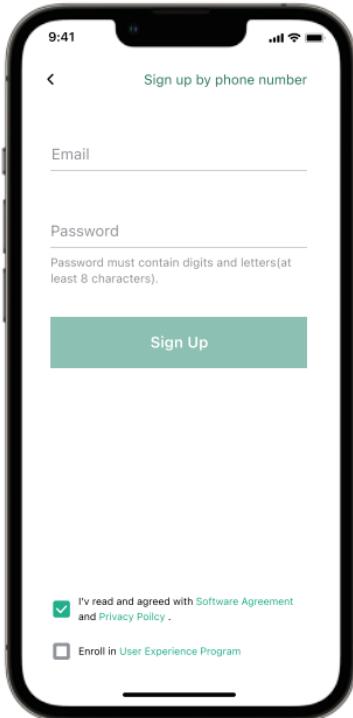
# Zepp Clarity App

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## Account

When you use the app for the first time, register an account using your mobile number or email address.

All features of the app are available only after you log in to the account registered with the app. If you forget your password, use the password retrieval feature to reset the password.



## Pairing and Unpairing

Upon first login to Zepp Clarity, it is recommended to pair your charging case. You cannot control the hearing programs in the hearing aids until the charging case is paired. When pairing the charging case, ensure that Bluetooth is enabled on your mobile phone.

You can unpair the charging case if you no longer use it. Go to "More" page and tap "Zepp Clarity ONE" area, then tap "Unpair" button at the bottom of the screen to unpair the device.

# Hearing programs

## Getting Started

All operations on the “Programs” page must ensure that the mobile phone is connected to the charging case and the hearing aids must be properly placed in the charging case.

The hearing aids are shipped with four preset hearing programs (Programs 1~4), which are displayed as Preset 1-4 on the Mobile app.

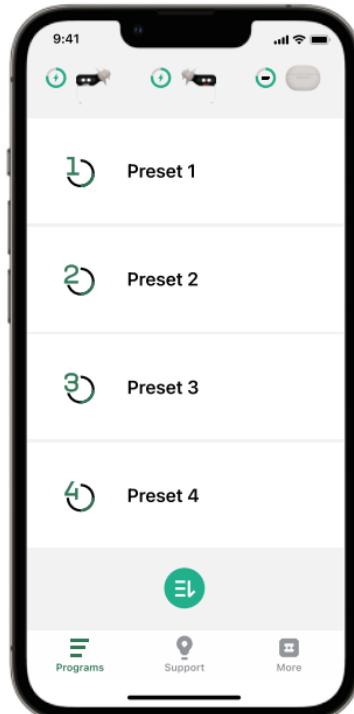
The specific relation is as follows:

Program 1: Preset 1

Program 2: Preset 2

Program 3: Preset 3

Program 4: Preset 4



## Changing Your Hearing Program

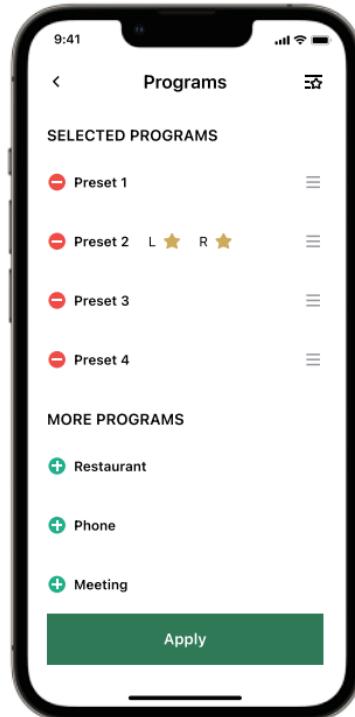
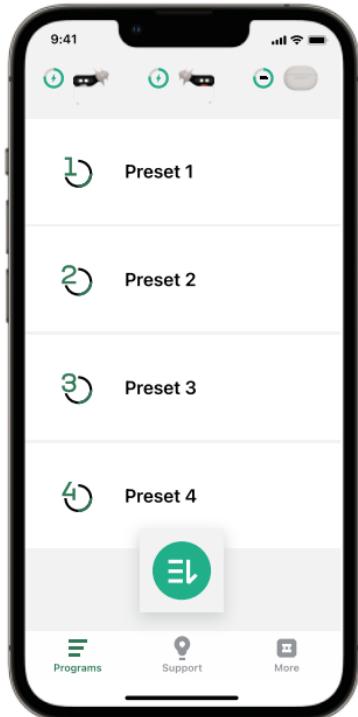
If you are not satisfied with the hearing programs in the hearing aids, you may try to change them. Tap the Edit icon  to reconfigure the hearing programs.

Tap the minus sign  to delete the currently selected hearing program. Note that if the current hearing program is set to "Favorite", it cannot be deleted.

Tap the plus sign  to add the current hearing program to the hearing aids. Note that you cannot add more programs if there are already 4 hearing programs in "Selected Programs".

Press and hold the button  and drag the current hearing program to change the order, in order to fit your usage habits.

After the hearing programs are reconfigured, you must tap "Apply" to synchronize the changes to the hearing aids.



## Favorite Program

It is best to take some time to become comfortable with each preset program. When you are ready, choose your favorite program.

The Favorite program can be the same or different for each ear. We will customize hearing programs more suitable for your environment based on your choice, such as crowd, TV, etc.

You can press the asterisk to set the Favorite program in the following interface . After setting the Favorite programs, you need to reselect the hearing programs for the corresponding environment.

Not sure which to choose?

If you're new to wearing hearing devices, we suggest that you start with the Preset 2 program

If you've worn hearing devices before, give the Preset 3 a whirl

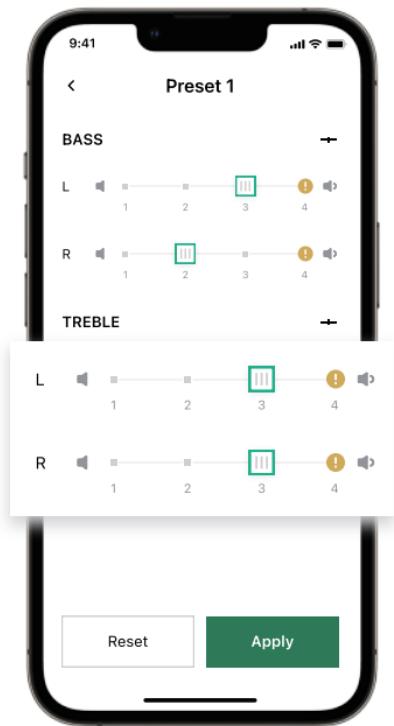
## Bass & Treble

You can change the Bass and Treble handling for each hearing program in the Zepp Clarity app. Adjust for both ears or select Left/Right to adjust separately.

**BASS:** A Bass adjustment will influence your perception of volume.

**TREBLE:** A Treble adjustment will influence the clarity or sharpness of sound.

**Tips:** Level 1 means the lowest sound, and level 4 means the highest sound. It should be noted that closed ear tips must be used in level 4 to avoid howling caused by high volume.



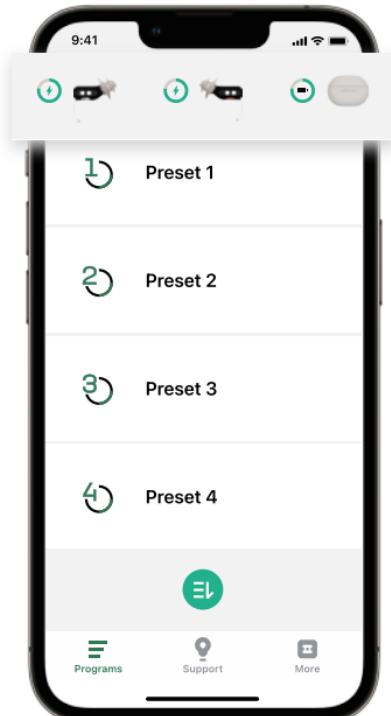
# Check The Battery Level

At the top of the “Programs” page, you can get the current battery level information of the hearing aids and charging case

## Environmental Settings

- **Restaurant:** Enhances soft, nearby speech while reducing unwanted background noise (e.g. restaurant, coffee shop, etc.)

Pro-tip: You'll still need to sharpen your active listening skills. Through constant practice, the more you expose your ears to complex listening situations, the better they will get at picking up on speech in background noise.



- **Phone:** Optimizes your ringing response and reduces feedback when a phone is held to the ear
- **Meeting:** Enhances nearby speeches in small groups (e.g. meeting room, workplace, etc.)
- **Crowd:** Prioritizes comfort sound perception over speech clarity in a noise environment (e.g. concert)
- **Theater:** Optimizes listening for a large room or hearing at a distance (e.g. concert hall, place of worship, etc.)
- **TV:** Enhances the sound of TV and prioritizes clarity of speech (e.g. cinema)
- **Mute:** Mutes the device. This setting does not turn off the hearing device or preserve battery life. Mute should also not be used as a protective setting against noises.

Pro-tip: We recommend use of hearing protection when conditions include intense high intensity sound - such as power tools, stadiums, firework displays, etc.

## Final Step

All hearing program modifications made in the Zepp Clarity app need to be synchronized to the hearing aids to take effect. To ensure your devices receive your personalized changes, the following steps are necessary:

- Properly place the hearing aids in the charging case
- Choose the "Apply" button in your app and wait for the success tips

If you receive a failure message when attempting to apply your settings, there could be a couple of causes:

- The hearing aid is not placed in the charging case
- The Left or Right hearing aid may not be properly seated
- There is an issue with the data connection being used

## User Support

You can find the following features on the “Support” page:

- View FAQs about the hearing aids or the app.
- Call the after-sales team for technical support.
- Use Feedback to inform us if you have any questions or suggestions during use.

## More

You can find the following features on the “More” page:

- View and edit your nickname, gender and birthday.
- When you select Zepp Clarity ONE you can view the device status, set timed alerts for cleaning the hearing aids and replacing the ear tips, upgrade the firmware to the latest version and restore your app and firmware parameters to factory settings.
- View the Privacy Policy and Software License.
- Log out of the account that is no longer used.

# Maintenance & Care

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## Daily Maintenance

The ear tips may accumulate some earwax with each removal.

Typically, a sizable amount of earwax will be brought out during the initial days of use. But the amount of earwax should reduce over time.

Use the cleaning brush to gently clean the ear tips to remove the earwax and debris on the ear tips and in the sound holes.

It is very important to keep your hearing aids clean. Earwax buildup or other debris may reduce the sound quality and performance of the hearing aids.



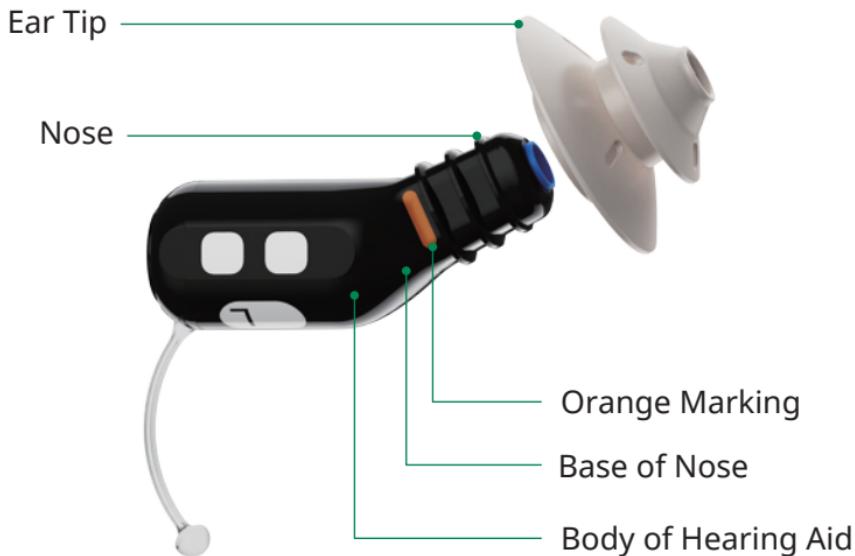
Brush around the microphone cover to keep the wax from blocking the openings through which sound enters the hearing aid.



Use the cleaning cloth provided to wipe the charging contacts before charging. Earwax and oils from the skin will cover the contacts and interfere with proper charging. Sometimes the oil cannot be seen on the contacts, but it is there. Please be sure to wipe these contacts to maintain proper charging.

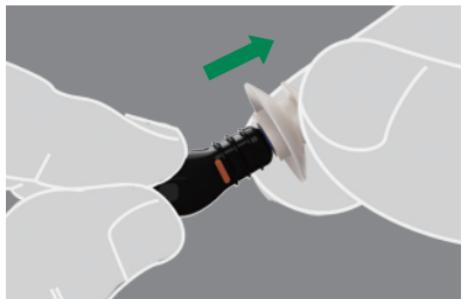
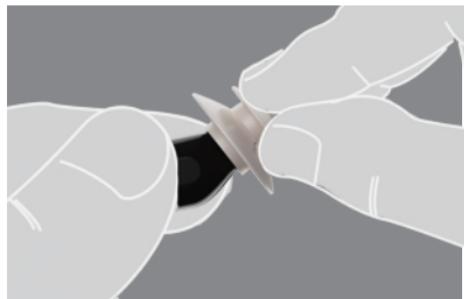


## Removing and installing ear tip



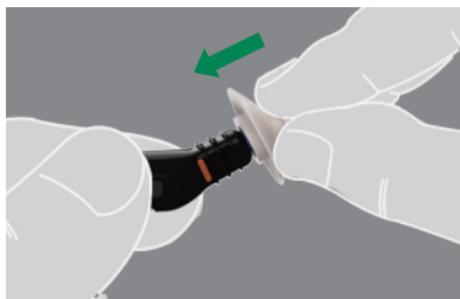
## Step 1:

Grasp the body of the hearing aid with your thumb and index finger. Grasp the ear tip on one side at the bottom with your other hand and pull it from the body of the hearing aid.



## Step 2:

Slide the ear tip onto the output of the hearing aid. It should fit snugly at the bottom of the output. Be sure the ear tip stays on the hearing aid tightly each time before it is placed into your ear. You can do this by pushing the ear tip down the output toward the base. Then, check to make sure it stays on the output. If you can still see part of the orange marks on the output, it means the ear tip is not properly installed. Continue to screw the ear tip down onto the output until the orange mark is completely covered.





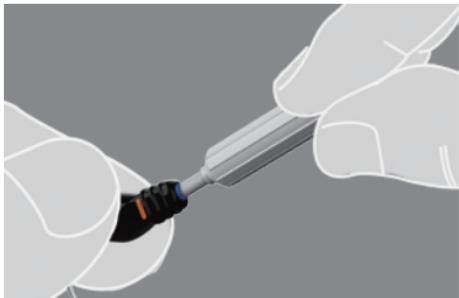
## ⚠️ **WARNING**

Make sure that the ear tips are properly installed. In rare cases, the ear tip could remain in your ear after removing the hearing aid. If this happens, please have the ear tip removed by a healthcare professional.

# Removing and installing earwax guard

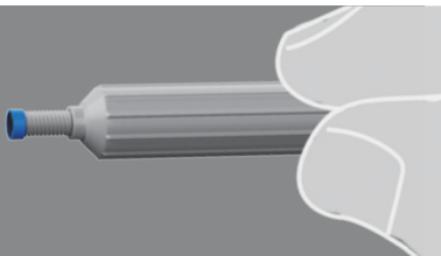
## Step 1:

Take the hearing aid between your thumb and index finger. With your other hand, use the threaded side to gently twist the tool into the nose of the hearing aid to grab onto the used earwax guard.



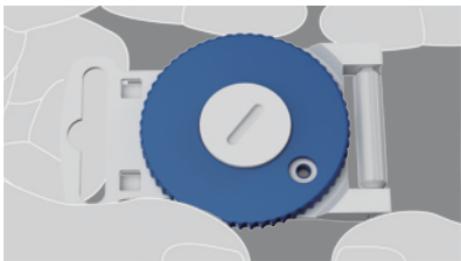
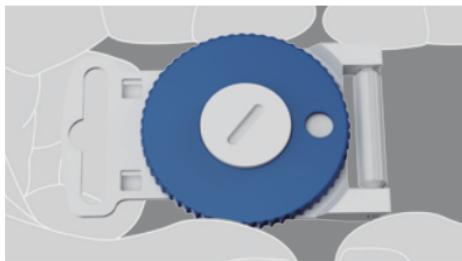
## Step 2:

Once the tool has grabbed onto the earwax guard, pull firmly on the tool to remove the earwax guard from the hearing aid.



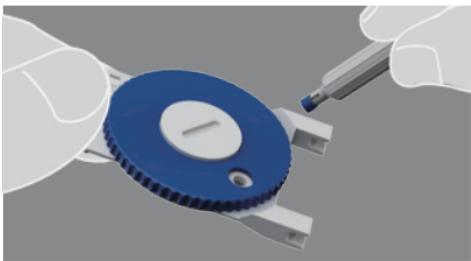
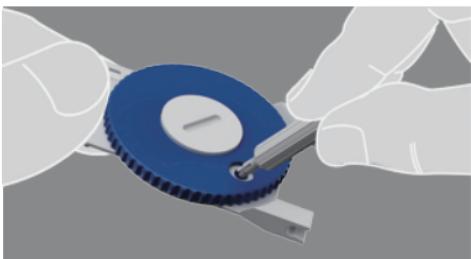
## Step 3:

Turn the blue wheel of the earwax guard replacement tool to a chamber containing a fresh new earwax guard.



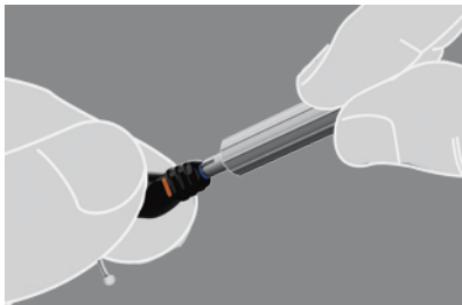
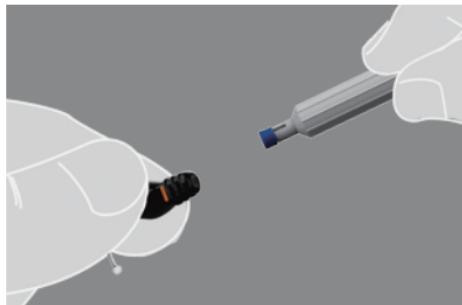
## Step 4:

Push the Changing Tool's smooth end firmly into the center of the blue earwax guard to grab onto it. Once the earwax guard feels engaged, pull it out.



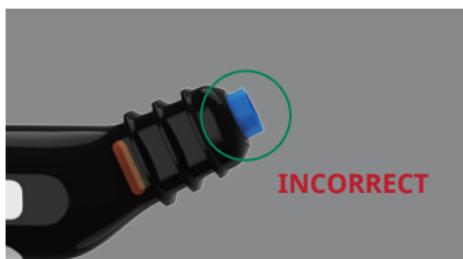
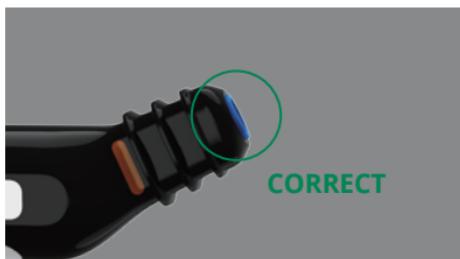
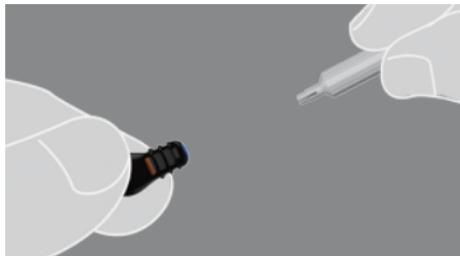
## Step 5:

Grasp the body of the hearing aid between your thumb and index finger. With your other hand, gently insert the Changing Tool (with the clean earwax guard engaged) as straight as you can into the open nose of the hearing aid.



## Step 6:

Once the earwax guard is in line and flush with the nose of the hearing aid, pull the Changing Tool away. The earwax guard will disengage and stay in place.



## WARNING

Make sure that the earwax guards are properly installed.

## Find the perfect ear tips for you

Your hearing aids come with medium-sized open ear tips.

Open ear tips come in 2 sizes: small and medium because we hope you enjoy your experience with the hearing aids. Medium-sized is going to be the right fit for most people.

### Open Ear Tips



Small



Medium

The small-sized is for those with narrow ear canals. The different sized open ear tips are easy to identify: The small size will look noticeably smaller than the medium size.

We recommend that you wear your hearing aids for about 2 hours before making your final decision.

Sometimes, people's left and right ear canals are of different sizes. If this is the case for you, then you may need a medium sized ear tip of one ear and a small sized one for the other.

In addition, we offer closed ear tips to meet individual requirements for sound quality and volume.

### **Closed Ear Tips**



Small



Medium

If you'd like a bit more volume, we recommend that you try closed ear tips.

They provide a bit more amplification in the low and mid frequencies, and can even help decrease potential feedback, which are so important for speech understanding.

# More Information

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## Possible physiological side effects

- Skin irritation
- Accelerated build-up of ear wax (cerumen accumulation)

If this or anything related may arise, please contact us.

## Operating, transport, and storage conditions

Operating conditions	Temperature	Relative humidity
Operating	5 to 45 °C (41 to 113 °F)	0 to 90 %
Storage	-20 to 50 °C (-4 to 122 °F)	0 to 90 %
Transport	-20 to 50 °C (-4 to 122 °F)	0 to 90 %

Please note that you must charge your hearing aids at least once every 6 months. For more information, please refer to the "Maintenance & Care" section.

## **WARNING**

- Risk of injury, fire or explosion during shipment.
- Ship the hearing aids and/or charging case according to local regulations.

## **NOTES**

- Time to warm from minimum storage temperature before use:  
1 hour (ambient temperature 68°F or 20°C)
- Time to cool from maximum storage temperature before use: 1  
hour (ambient temperature 68°F or 20°C)



Do NOT use if package is damaged.

## **Lithium-ion rechargeable battery safety information**

### **⚠️ WARNING**

A lithium-ion rechargeable battery is permanently built into your aid. Incorrect use of the hearing aid can cause the lithium-ion rechargeable battery to burst.

Risk of injury, fire or explosion!

Follow the safety instructions for lithium-ion rechargeable battery in this section.

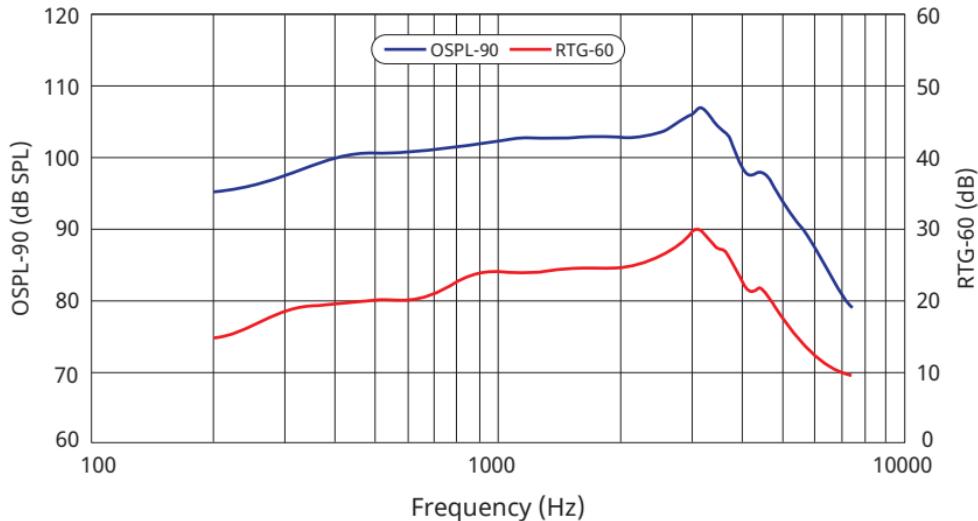
- Keep out of reach of children and pets.
- Observe the operating conditions. Refer to the section "Operating, transport, and storage conditions".
- Check your medications before taking them—hearing aids have been mistaken for pills.

- Pay special attention to protect your aid from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.
- Never put hearing aids in your mouth, as they can easily be swallowed.
- Charge your hearing aids only with the approved charging case and cable.
- Do not disassemble the hearing aid.
- Do not use the hearing aid in explosive atmospheres.
- Do not use aids that are deformed or obviously damaged.

Expected battery life: 2 years

# Technical data

## Saturation output Curve & Frequency Response Curve (ANSI S3.22-2014 2cc Coupler)



**Figure 1**

<b>Measurements per ANSI S3.22-2014 (2cc coupler)</b>	<b>Result</b>
Maximum saturation output (90 dB SPL input)	$\leq 110+3$ dB SPL
Average saturation output (90 dB SPL input)	$106\pm 4$ dB SPL
Average full-on gain (HFA-FOG) (50 dB SPL input)	$27\pm 5$ dB
Reference test gain (60 dB SPL input)	$27\pm 5$ dB
Frequency range	200 – 7500 Hz
Frequency response curve	See Figure 1
Total harmonic distortion	500 Hz $\leq 1+3\%$ 800 Hz $\leq 1+3\%$ 1600 Hz $\leq 1+3\%$
Equivalent input noise	$\leq 17+3$ dB
Power supply specification	Input: 100-240V ~ 50/60 Hz, 0.4A Output: 5V, 1A
Battery current drain (Hearing Aid)	500 $\mu$ A max current

## 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.

Changes or modifications not expressly approved by Huami could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with FCC radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2AC8UA2103Y

Hearing Aid Mode: A2164

Charging Case Model: A2103Y

Radio Transceiver Frequency Range: 2.4 to 2.4835 GHz

Radio Receiver Bandwidth: 2 MHz

Modulation Type: 1 Mb/s

GFSK Peak Effective Isotropic Radiated Power: 0 dBm

Antenna type: IFA antenna

Modulation: GFSK

Radiated power: < 1mW

Range: < 5m

## Technical description

Classification: Your Zepp Clarity ONE is classified as Class II exempt per 21 CFR 874 and Type B per IEC 60601-2-66.

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.



## Waste disposal

The Zepp Clarity ONE hearing aids and components are electronic components which should be discarded in accordance with national, regional, and local regulations.

# Symbols used in this guide

-  **WARNING/CAUTION:** Important information for injury prevention, handling, and product safety.
-  Keep magnets away from hearing aids to avoid damage.
-  Relative humidity: Store between 0% to 90% relative humidity.
-  Atmospheric pressure should be 600 hPa to 1000 hPa.
-  Contains electronics, dispose according to local regulations, or return to the manufacturer.
-  Do NOT use if package is damaged.
-  Consult instructions for use.
-  Manufacturer.
-  Date of manufacture.
-  Catalogue number.
-  Type B applied part.
-  **NOTE.**
-  Bluetooth.
-  Temperature limits.
-  Serial number.

## Troubleshooting

Problem	Solutions
Sound is weak.	Increase the volume.
	Charge the hearing aid.
	Clean or exchange the ear tips.
Poor sound quality.	Charge your Zepp Clarity ONE.
	Clean with dry cleaning cloth and cleaning brush.
	Adjust the hearing aid in the ear or remove and re-insert the hearing aid.
	Replace ear tips or internal earwax guards.
	Adjust the hearing program.
Hearing aids don't charge.	Remove and reposition Zepp Clarity ONE correctly in charging case signaled by the hearing aid indicator lights showing charge level.

	Charge charging case using USB Type-C power cable and USB power adapter.
Hearing aid emits whistling sounds.	Reinsert the ear piece until it fits securely.
	Decrease the volume.
	Clean or exchange the ear tips.
Sound is distorted.	Decrease the volume.
	Charge the hearing aid.
	Clean or exchange the ear tips.
Hearing aid emits signal tones.	Charge the hearing aid.
Hearing aid does not work.	Charge the hearing aid. Also observe the status LEDs on the charging case.

If you are unable to resolve your issue, contact the after-sales team. Visit [ZeppClarity.com](http://ZeppClarity.com)

## **Warranty and service**

Right to Return: Zepp grants you a 45-day right to return. You can return your hearing aids within the 45-day period.

Warranty Period: The Zepp Clarity ONE provides you with a 1-year limited warranty valid starting from the date of delivery.

What your warranty policy covers: This limited warranty covers material and workmanship defects for the Zepp Clarity ONE, including the hearing aids, internal components, and charging case within the limited warranty period. This warranty is guaranteed by Zepp. In terms of limited repairs, Zepp promises to ensure that the functionality is at least equivalent to that of the original hearing aid. At the discretion of Zepp, the hearing aids may be replaced with new products or products made from new or repairable used parts, or repaired with new or refurbished replacement parts.

## **Exclusions from warranty repair coverage:**

- Normal wear and tear.
- Cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship.
- Defects or damage caused by misuse, accident (including without limitation collision, fire, flood, earthquake and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, wiring, or testing, improper storage, use with unsuitable devices, software, or services.
- Use not in accordance with the technical specification of the product.
- Damage caused by third party equipment with which the product is used.
- Commercial use or resale.
- Features or performance parameters pertaining to any software or services beyond the product's normal use function substantially

in accordance with Zepp's technical specifications or accompanying product documentation.

- A product that is returned with removed, damaged or tampered labels (including serial number of product) or any alterations (including the unauthorized removal of any component or external cover).



How to submit the request for repair:

Call 1(855) 619-HEAR to contact us. We will be happy to assist.

Distributor: Zepp Inc.

MANUFACTURED BY: Anhui Huami Information Technology Co., Ltd.

7/F, Building B2, No. 900, Wangjiang West Road, High-tech Zone, Hefei City, Anhui, China

**ZeppClarity.com 1(855) 619-HEAR**

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