



User Manual v1.0

Go Lite & Go Prime

www.gohearing.com

Precautions and Warnings



WARNING: If you are younger than 18, do not use this. You should go to a doctor because your condition needs specialized evaluation and management. These hearing aids are only for users who are age 18 and older.

These hearing aids are for users age 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.



WARNING: Conditions that require medical care. Prior to purchasing this device, you should promptly consult with a licensed physician, preferably an ear specialist, if you have any of the following:

- Visible deformity of the ear, either present since birth or from trauma
- Fluid, pus or blood coming out of the ear in the past 6 months.
- Pain or discomfort in the ear.
- History of excessive ear wax or suspicion that

something is in the ear canal.

- Episodes of vertigo (a sensation of spinning or swaying) or severe dizziness.
- Sudden, quickly worsening, or fluctuating hearing loss in the past 6 months.
- Hearing loss or ringing (tinnitus) only in one ear or a noticeable difference in hearing between ears.



WARNING: This hearing aid should not cause pain when inserting it. 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. You may also report this to the FDA as an adverse event according to the instructions that appear later.



These PRECAUTIONS point out situations which could cause minor or moderate injuries to the user or to the hearing aid.

- You should familiarize yourself fully with the entire contents of this user manual before using the Go hearing aid to ensure personal safety and correct use. Contact the Go contact centre for support if you experience unexpected operations or performance.
- Do not attempt to modify the shape of the devices

yourself.

- For best results, use hearing aid accessories provided by Go Hearing.
- Never leave your devices where small children and pets can reach them.



These **WARNINGS** point out situations which could cause serious injuries to the user or to the hearing aid.

- In some acoustic environments, over amplification can cause discomfort and damage to the patient's hearing.
- Do not use your device in explosive or oxygen-enriched areas.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform a hearing healthcare provider and contact your physician.
- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal, but see your hearing healthcare provider if you continue to have difficulty.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.

- Remove your aids for CT and MRI scans or for other electromagnetic procedures.
- Never leave your charging case where small children and pets can reach them.
- If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with your hearing healthcare provider or physician.
- If you have active implantable devices please keep magnets (ie. the charging case) at least 6 inches away from the active implant.
- Do not cover the whole charging case while charging with the charging cable, e.g. with a cloth etc.
- Please do not share your hearing device with other people.
- Contact +1 302 754 3190 for support if you experience unexpected operations or performance.

Caution and notices for users



Caution: 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 general rule, if you would use ear plugs in a loud environment, you should remove this device and use ear plugs in that environment.



Caution: The sound output should not be uncomfortable or painful. You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful.



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



Note: 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 counselling because the device 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.



Note: Tell the FDA about injuries, malfunctions, or other adverse events. To report an adverse event, you should submit the information to FDA as soon as possible after the event. Adverse events can include: ear canal or outer ear skin irritation, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device lodged in your ear canal, sudden increased severity in hearing loss with device use, etc.

Instructions for reporting are available at **www.fda.gov/Safety/MedWatch**, or call **1-800-FDA-1088**.

This manual will provide you with all the information you need to use and maintain your new devices.

For additional information on the use of these devices visit www.gohearing.com.

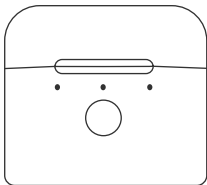
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What's inside the box?



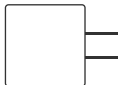
2 x Color coded Hearing Aids.



1 x Charging case

1 x

Charging adapter



6 x Domes (Small, medium and large sizes)

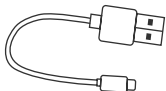


1 x Volume adjustment tool (for the Go Lite only)



4 x Spare wax guards

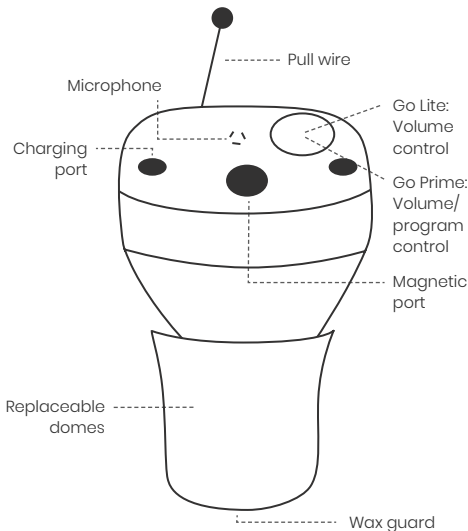
1 x Charging cable for the charging case



1 x Cleaning brush



Components of the devices



Quick start guide

Power ON/OFF

ON: The device will switch on automatically once removed from the charging case. You might hear it give feedback or whistle. This is normal.

OFF: The device will switch off as soon as it's placed back in the charging case.

Important: The pull wire fits into the deep groove in the charging case. The device should feel secure when it connects to the magnet.

Selecting the correct dome

Each device comes with 3 different dome sizes. The device comes preassembled with a medium-sized dome.



Choose a dome that allows the device to feel comfortable and secure in your ear.



WARNING: When changing the dome, ensure that you push it over the ridges at the end of the sound outlet. It needs to be secure to prevent it from coming off the device.

Inserting the device

The device comes in different colors and is marked with an **R** and an **L**.

Right ear: **Red color** and marked with **R**.

Left ear: **Blue color** and marked with **L**.

Align the device before inserting them.

Go Lite:

Right ear: Volume control wheel at the bottom.

Left ear: Volume control wheel at the top.

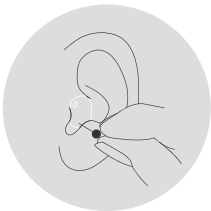
Go Prime:

Right ear: Volume/program control at the bottom.

Left ear: Volume/program control at the top.



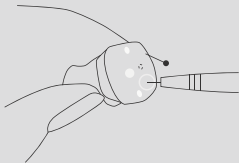
Tips for inserting and removing the device



- Turn the volume down the first time you try the device.
 - It is normal for the device to give temporary feedback or whistle when you insert it or take it out.
-
- To insert the device, hold it with the pull wire between your thumb and forefinger.
 - Gently pull downwards on your earlobe with your free hand to make it easier to insert.
 - Gently pull on the pull wire to remove the device.

i Please Note: Due to individual ear differences, the devices might not fit as deeply into the ear canal as desired. If the devices feel comfortable and secure with no apparent feedback/whistling then they should still offer the desired benefit.

Adjusting the volume



i Please Note:
Each hearing aid needs to be adjusted individually.

Go Lite:

1. Use the small volume adjustment tool that's included.
2. The arrow will indicate the volume level.
3. Slowly and gently turn the wheel in the desired direction.
4. Turn the wheel clockwise to increase the volume.
5. Turn the wheel anti-clockwise to decrease the volume.

Go Prime:

The volume/program control button gives you access to 3 different listening programs/settings, each with 8 different volume adjustments per program.


Each program has 8 different volume settings.

1. Quickly press the volume/program control to change the volume level.
2. You will hear 1 beep every time you increase the volume.
3. You should hear the device slowly getting louder every time you press the control.
4. When you reach the maximum volume you will hear 2 beeps.
5. When you reached the maximum volume and press the volume/program control once more, it will revert back to the minimum volume setting.

Important: Do not hold in the button for longer than 3 seconds. The volume will change in sequence Min to Max to Min.

Every time you switch the device on, it will revert back to the previous program and volume setting you used.

Changing the programs on the Go Prime

 **Please Note:** Each hearing aid needs to be adjusted individually.

The device has three listening programs/settings.

Normal Setting

- Suitable when you struggle with all sounds.
- You will hear 1 beep when you go onto this program.

High-frequency setting

- Suitable when you struggle with high pitched sounds or when it is very noisy.
- You will hear 2 beeps when you go onto this program.

Low-frequency setting

- Suitable when you struggle with low-pitched sounds or when listening to music.
- You will hear 3 beeps when you go onto this program.

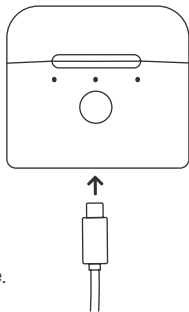
Important: To change between the programs, hold the volume/program control for 3 to 4 seconds. You will hear beeps indicating which program you are on. The programs will change in sequence 1,2,3,1. Every time you switch the device on, it will revert back to the

previous program and volume setting you used.

Charging your devices

Before using the hearing aids for the first time, remove the sticker and charge them fully.

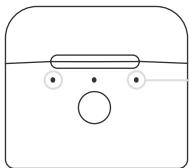
The charging cable can connect to any USB power source to charge the charging case. Insert the charging cable into the bottom of the charging case.



Your devices can be used **for up to 30hrs on a single, full charge**. A fully charged charging case can charge the devices up to 6 times.

It takes between 2-3hrs to charge the devices fully. It takes between 2-3hrs to charge the charging case. The charging case and the device can be charged simultaneously.

Understanding the charging case

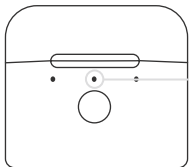


Green lights:
On the left and right.

Flashing green lights: The charging case is charging.

Steady green lights: The charging box is fully charged and charging the devices.

Green lights off: The devices are fully charged.

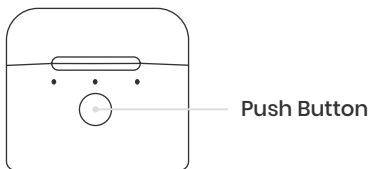


Blue light:
In the middle position.

Flashing blue light: The charging case battery is low.

Steady blue light: The devices are charging.

The lights of the charging case will switch on when you insert or remove the devices. It will switch off after a short while.



If you have not used your devices for a while and want to make sure they are charged, you can press the push button on the charging case and it will start the charging of your devices.

Device information

* In reference to IEC 60118-7 / ANSI S3.22.2005

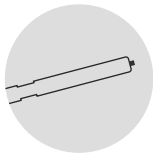
Technical Data	
Specification	Model: Lite or Model: Prime
Max OSPL 90	110dBSPL
HFA SSPL90	106dBSPL
Peak Gain	35dB
HFA Full-on Gain	30dB
Frequency Range	250Hz-5000Hz
Harmonic Distortion THD	500Hz: $\leq 3\%$
	800Hz: $\leq 3\%$
	1600Hz: $\leq 3\%$
Eq. Input Noise	$\leq 25\text{dB}$
Battery Current Drain	1.0mA
Battery	Rechargeable Lithium Ion Polymer

Cleaning and maintenance

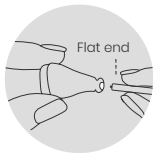
- It is important to clean your device regularly.
- Wearing a device can increase the amount of earwax your ear produces.
- Use a wet wipe, soft cloth, or tissue to wipe the surface of the device.
- Use the brush to clean away any traces of wax from around the sound outlet and wax guard.
- If the microphone opening is clogged by dust or dirt, carefully brush away visible signs of debris from the openings.
- Do not use hairspray, spray paint, or other sticky sprays when using the devices.
- Keep the devices from direct sunlight or moisture and water.
- Store the devices in the charging case.
- Avoid any physical shock to the devices.
- For optimal performance regularly use a dehumidifier or drying capsules to remove moisture from the devices.
- Store your devices where you can easily find them, but safely out of reach of pets and children.

Wax Guard Replacement Instruction

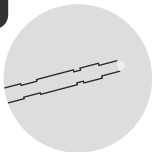
Your wax guard should be replaced when it becomes clogged. Some people produce more earwax than others and thus might need to replace their wax guard more often. In most cases, you need to replace it once a month or if your device doesn't sound as loud as it used to, or if it sounds distorted.



Replace the wax guards one device at a time. Remove the dome from the device. Take a wax guard installation tool. The tool has one, sharp, black and white end where the wax guard is mounted.



Hold onto the device and gently push the flat black end into the hole of the old white wax guard on the device. Gently pull the tool away from the device. At this point the used wax guard should have come off.



Turn the tool around and push the new wax guard into the hole where the used wax guard was.



Pull the tool away from your device. Discard the tool and the used wax guard.

Troubleshooting

Problem	Possible Cause	Solution
No sounds	Low battery	Charge the device
	Blocked sound outlet or microphone opening	Clean the device
Not loud enough	Blocked sound outlet	Clean the device
	Volume not high enough	Turn up the volume of the device
	Not fitting correctly	Try a different dome size
		Reinsert the device
	When was your hearing last checked?	Arrange a hearing test

Intermittent sound	Moisture	Clean and dry the device
	Partially blocked sound outlet or microphone opening	Clean the device
	Defective device	Contact the manufacturer
Whistle/ Feedback	Too much wax in the ear	Contact a health professional
	Not fitting correctly	Try a different dome size
		Reinsert the device
	Volume is too high	Turn down the volume of the device

Getting used to the devices

- It can take some time to get used to the devices. How quickly you adjust depends on how often you wear them.
- We recommend that you start wearing your

devices 1 to 2 hours per day in a relatively quiet environment (like indoors).

- You can start to expose yourself to more sounds and noises and increase the wearing time week by week.
- In the beginning (first 4 weeks) you might notice an increase in the noise levels around you. Background noise and unfamiliar sounds may seem too loud. This will improve over time and the more you wear the devices. Voices and the television may be clearer.
- You may hear the internal workings of the device and your own voice may also sound quite loud and hollow. This is normal.
- Between weeks 5 to 8 you should start getting used to your devices.
- Below are a few tips to help you adjust to your devices:
 - Ask people to get your attention before speaking.
 - Ask people to slow down and to speak as clearly as possible.
 - Ask specific questions about things you did not hear properly.
 - Ask people to repeat the words you

missed or to rephrase what they said, if necessary.

- When attending meetings, church gatherings, or social events, arrive as early as possible so that you can sit in the front of the room, closest to the speaker.
- When talking in groups, try to ensure that everyone's face is visible to you, in order to assist with the understanding of speech.
- Try to stand about 3-5 feet away from the person you are talking to.
- Ask the person you are talking to, to stand in good lighting.
- Don't try to speak to someone who is not in the same room as you.
- When having a conversation, try to minimize or remove any background noise such as the television or radio.
- Remember to be calm and not panic.

Contact Us

Call: +1 302 754 3190

Email: support@gohearing.com

Location

1712 Sycamore Road,
DeKalb, Illinois, 60115



For additional information on the use of these hearing aids, visit www.gohearing.com.

Information and description of symbols



This symbol indicates important information on handling and product safety.



This is the symbol for caution and warning. This is a safety symbol used to highlight that there are specific warnings or precautions associated with the devices that are not otherwise found on the label.



Consult instructions for use.



This is the symbol to keep the device dry.



The symbol with the crossed-out garbage bin is to make you aware that this hearing device and batteries may not be thrown away as normal household waste. Please dispose of old or unused hearing devices, at waste disposal sites intended for electronic waste, or give your hearing

device to your hearing healthcare provider for disposal. Proper disposal protects the environment and health.

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