

EARGO MAX

User Informational Brochure



**Get ready to
start hearing life
to the fullest.**

Companion videos of this user guide
can be found at eargo.com/showme

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Welcome to Eargo!!

If the two exclamation points above didn't communicate to you that we're super-excited to have you as a part of the Eargo family, hopefully this will: we're super-excited to have you as a part of the Eargo family, and we know you're going to enjoy your new Eargo Max hearing devices.

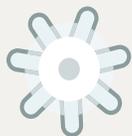
GET GOING IN 4 EASY STEPS



STEP 1: CLEAN
Clean your ears
(Pg. 02)



STEP 2: CHARGE
Charge your Eargo
devices (Pg. 05)



STEP 3: SIZE
Pick your size
(Pg. 23)



STEP 4: ADJUST
Find the right setting
for you (Pg. 27)

Preparing Your Ears

CLEAN UP IN EAR 2

We know it's exciting getting your Eargo devices. Heck, we're so excited for you we can barely sit still.

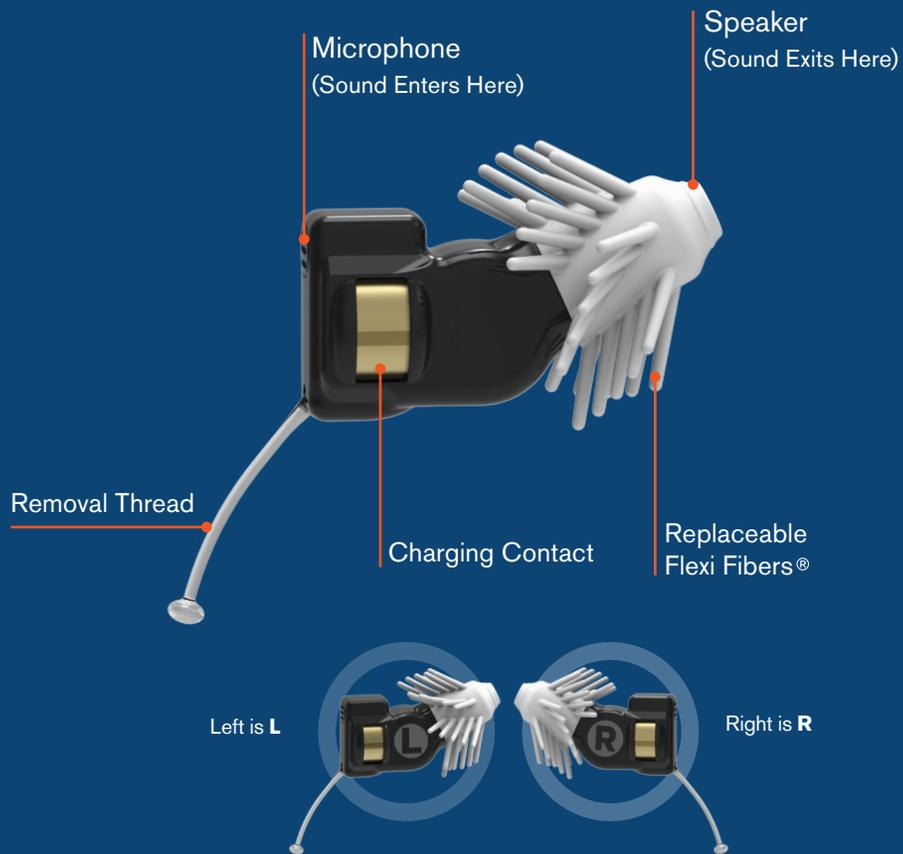
But before you go running off half-cocked, slamming your devices into place, please take a minute to remove any excess wax that may have accumulated in the ear canal. Sometimes, it can interfere with hearing by blocking the ear canal. Ear wax can also plug the sound openings or charging contacts on your Eargo devices.

In other words, clean those ears. A clean ear is a happy – and better functioning – ear. Our in-house doctors and audiologists urge you to not skip this step, even if you feel your ears are pretty clean already.

We recommend talking to your doctor or a hearing healthcare professional about how to best clean your ears.

Now that your ears are nice and clean, let's get started.

Getting To Know Your Eargo



Before you insert your Eargo devices, we want to familiarize you with their various parts. Just like in the theater, there are no small parts.



FLEXI FIBERS • Flexi Fibers allow Eargo devices to be comfortably suspended inside the ear canal. Which is totally where you want 'em.



REMOVAL THREAD • The removal thread is used to insert and remove your Eargo devices. It should always be facing down when inserting the device into your ear.



MICROPHONE • The microphone picks up sounds from your surroundings. Fair warning, it works super-well, so you might want to avoid groups of loud teenagers, small yappy dogs or those car stereos that shake the ground when they pass.



SPEAKER • The speaker amplifies sound. The world's about to be piped through, in stereo.



CHARGING CONTACTS • The charging contacts are used in the charging of your device.



EAR PAIRING • Each device is labelled with either an L or an R. These correspond to the ear in which the Eargo device should be inserted. L is for your left ear and R is for your right. Simple, right? Or, is that left?

Waking Up Your Eargo

GETTING TO KNOW YOUR CHARGER

OK, this is the part where we tell you some things you might find kind of obvious. We'd just ask that you read everything through – you never know when you're going to run across something you don't know but need to. Heck, we've gone to the trouble to write all these words, it'd be a shame if no one read them. They'd get so lonely.

The Eargo charger is portable, which means it can charge your Eargo devices on the go. The charger also needs to get charged from time to time.

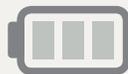
If you're the curious sort - and we can't blame you if you are - open the lid of the charger and take a peek inside at the cradle. Those babies look good, don't they? Keep the lid open until you see the lights of the charger come on...about 3 seconds. It takes longer for these lights to come on the first time you open the lid as your system is waking up from its deep sleep.

Enough peeking, now put the lid back on. Let them charge for a bit while you learn more about your Eargo devices. You know the old saying, a watched Eargo charges at approximately the same rate as an unwatched Eargo. That is an old saying, right? No? Well, let's move on.



Checking the Charge

Open the lid of the charger and the indicator lights will come on after about 3 seconds.



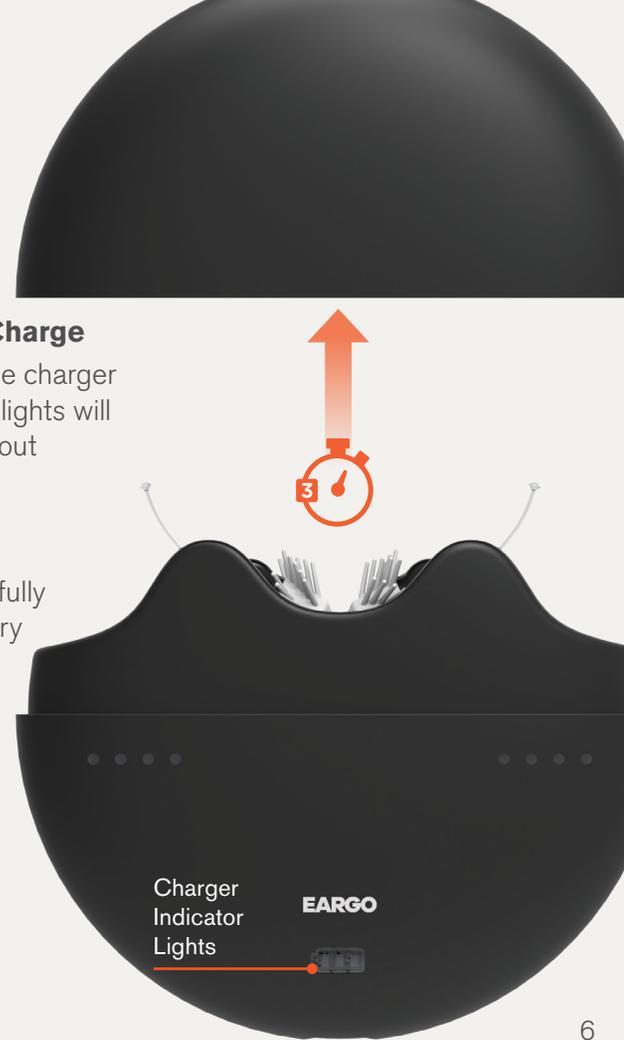
Full Charge

When charger is fully charged, all battery lights glow white.



Low Charge

When charger is at low charge, one battery light glows red.



Let's Get All Charged Up

CHARGING YOUR CHARGER

Let's make sure your charger and Eargo devices are fully charged before using them. Sometimes the batteries drain while in shipment from our factory. It's a long trip and they get bored and lonesome. You know how it is.

As you know by now, we like to make things as easy as we can for you. So when your Eargo devices arrive, they're already placed inside the charger, but they may need a little more charge.



Connect the smaller end of the micro USB cord to the charger, and the larger end of the cord to the USB plug.



Plug the USB plug into a powered wall outlet.

While charging the charger, the Eargo devices will also charge if they're in the charging cradle.

On the charger itself, all indicator lights will briefly glow. When this happens, the charger (and the Eargo devices inside) will begin to charge. But don't worry if those lights turn off, that's just the charger trying not to show off....your devices are still being charged. Bada bing, bada boom. It'll take about 6 hours to charge up fully. Then you're good to go. In a literal and figurative sense.

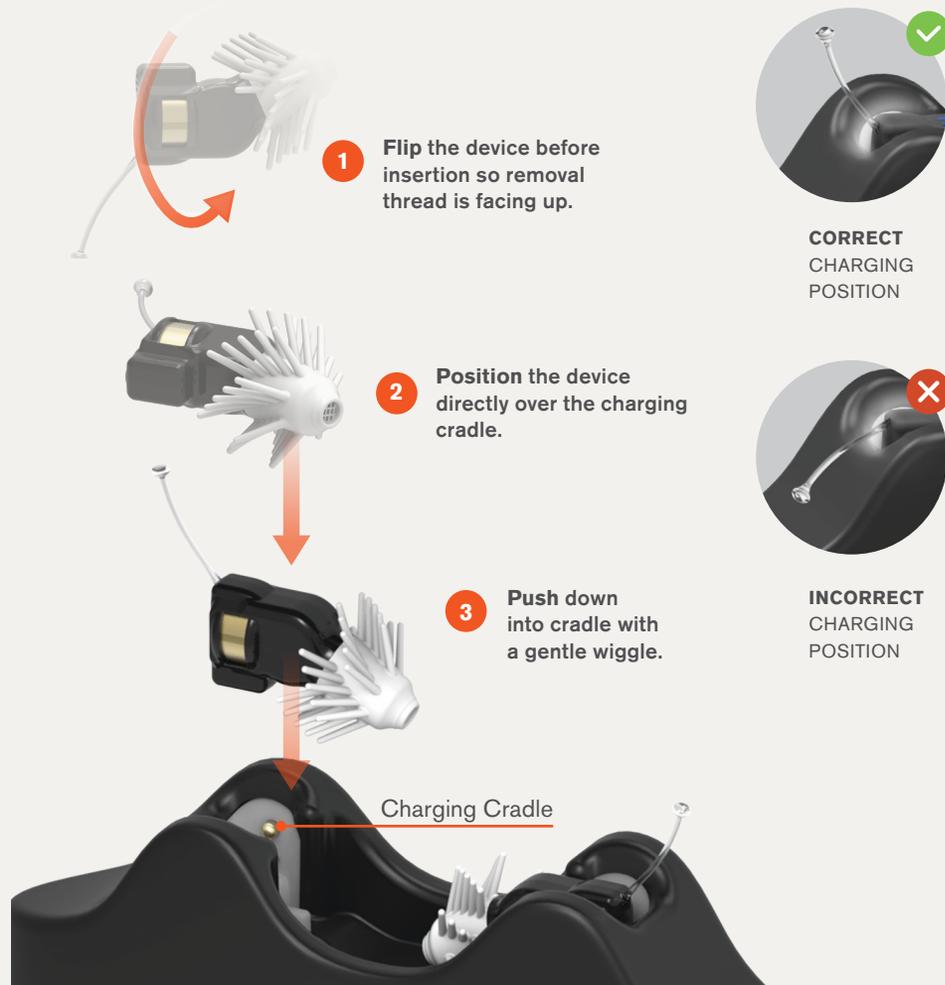


Let's Continue To Get Charged Up

CHARGING YOUR EARGO DEVICES

When it comes time to recharge your Eargo devices, there are **FIVE SIMPLE STEPS** to follow.

- 1 FLIP** - When you remove the Eargo device from your ear, the removal thread will be facing down. Before inserting your Eargo device into the charger, flip the device so that the removal thread is facing up.
- 2 POSITION** - Position the Eargo device into the charging cradle with the speaker and Flexi Fibers facing inward. Remember, the removal thread should be out and up. Do not force it into place. With a little wiggle, it will slide right into the cradle.
- 3 PUSH** - Gently push straight down on the black body of the Eargo device above the gold contacts, not on the white Flexi Fibers. When it is correctly positioned, the cradle light will change from blue to white.
- 4 CHECK CRADLE INDICATOR LIGHTS** - When the cradle lights change from solid blue to solid white, charging will begin. For full details, turn to page 11. Replace the top of the charger.
- 5 CHECK EARGO DEVICE INDICATOR LIGHTS** - Remove the top of the charger. Eargo device indicator lights scroll for 10 seconds to assess your charge level. For full details, turn to page 13.



Let's Continue To Get Charged Up

CRADLE INDICATOR LIGHTS

4 CHECK CRADLE INDICATOR LIGHTS - When the cradle indicator lights under the Eargo device change from solid blue to solid white, charging will begin. The cradle lights may flash blue for a few seconds before turning solid white when you first insert the Eargo devices into the cradle. This is normal - the charger is just calibrating.

But if the cradle indicator lights continue to flash blue for an extended period of time or remain solid blue, the Eargo devices are not inserted correctly. Remove and re-insert the Eargo devices.

You'll know you're all set when the cradle indicator lights under the Eargo devices remain solid white, and the Eargo device indicator lights on the front of the charger turn on and start scrolling.

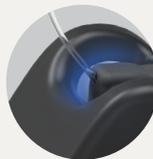
4

Cradle indicator lights inside cradle change from blue to white.



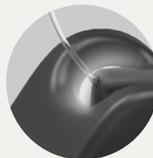
CONTINUOUS FLASHING

Eargo device only partially inserted.



SOLID BLUE LIGHT

Eargo device inserted incorrectly.



SOLID WHITE LIGHT

Eargo device inserted correctly.

Cradle Indicator Lights



Let's Continue To Get Charged Up

EARGO DEVICE INDICATOR LIGHTS

5 CHECK EARGO DEVICE INDICATOR LIGHTS - As we mentioned at the end of step 4, the Eargo device indicator lights on the front of the charger should be scrolling.

This will last for about 10 seconds while the charger is assessing how much charge the Eargo devices have left. This way, the charger will know if it should charge the devices full blast, or just gently trickle-charge them. Clever little charger, eh?

After this assessment period, the lights will show how much juice you have in each Eargo device (1 to 4 lights) and will dim after approximately 10 seconds.

It takes approximately 6 hours to fully charge your Eargo devices and a full charge should give you up to 16 hours of use.

HOW YOUR DEVICE INDICATOR LIGHTS WORK



All 4 device indicator lights turn on and start scrolling during a 10 second assessment period.



JUICE LEVEL
1-4 lights illuminate.



FULL CHARGE
4 white lights on —
device is fully charged.



LOW CHARGE
1 red light on —
device has extremely
low charge.





Let's Continue To Get Charged Up

STORAGE AND BATTERY LIFE

Keep Your Eargo Devices Safe and Working Well

Proper storage of your Eargo devices will increase their lifespan and keep them in top working condition. When not in use, store them in the charger. That'll keep them fully charged.

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

Maximizing Battery Life

To maximize the battery life of your Eargo devices, it is best to charge them once a day, overnight.

Turning Off Your Eargo Devices

Placing your Eargo devices in the charger automatically turns them off.

Inserting & Removing Your Eargo Devices

OK, the moment of truth is finally here. You're now ready to give those babies a test drive. Always check the devices' charge level **BEFORE** removing them from the charger.

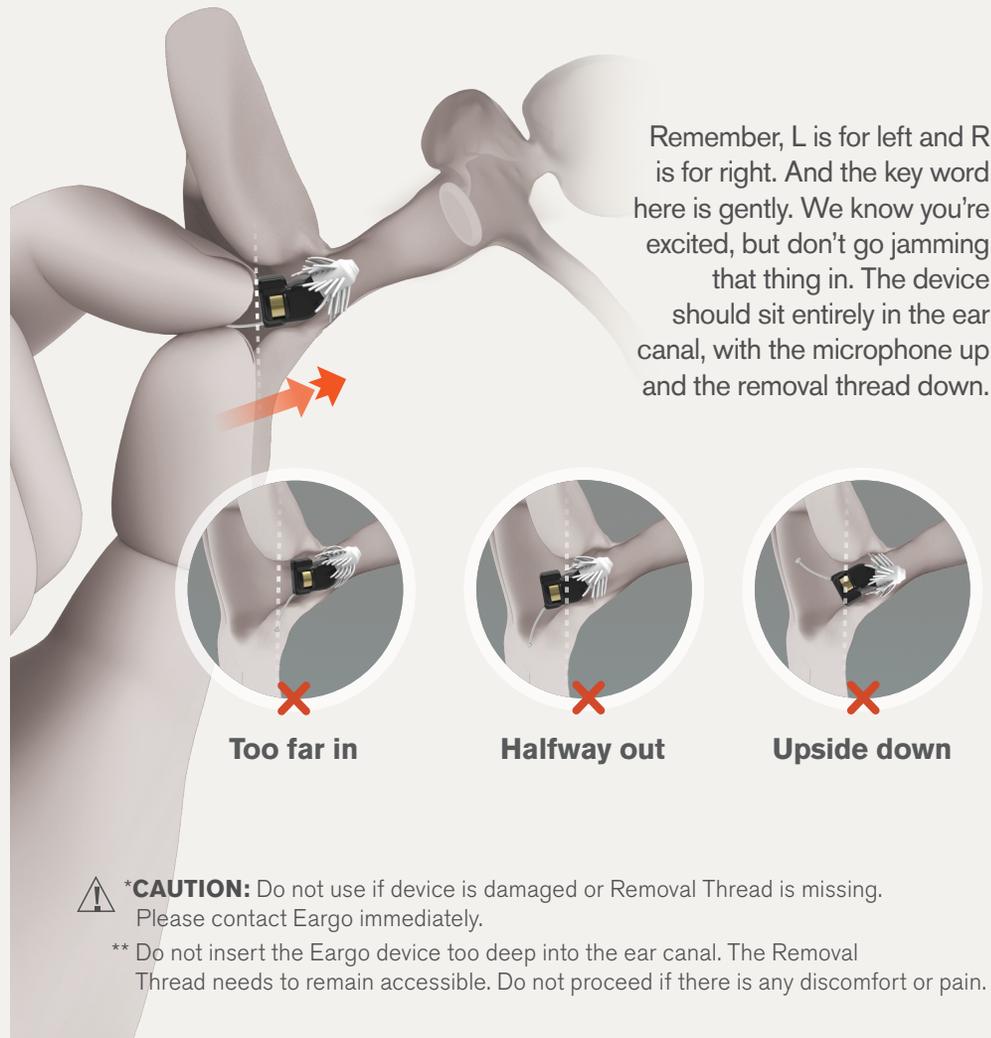
Simply pop the top off of the charger and verify that the Eargo device indicator lights on the front of the charger illuminate. If not, recharge your Eargo devices (refer to page 9); otherwise, remove one of the Eargo devices from the charging cradle. To keep things super simple, Eargo devices have no switches. They just turn on automatically 10 seconds after they are removed from the charger.

BEFORE AND AFTER

If you apply hairspray or cosmetics, please do so **BEFORE** inserting the Eargo devices. Otherwise they could clog the microphone. Likewise, if you apply hand lotion, please do so **AFTER** the devices have been inserted, so the lotion does not clog the microphone.

INSERTING

When you take the device* out of the charger, the removal thread will be facing up. Flip it over so the removal thread is facing down. Now, grab the removal thread at the base of the device and gently insert the Eargo device into your right or left ear canal.**



Remember, L is for left and R is for right. And the key word here is gently. We know you're excited, but don't go jamming that thing in. The device should sit entirely in the ear canal, with the microphone up and the removal thread down.



***CAUTION:** Do not use if device is damaged or Removal Thread is missing. Please contact Eargo immediately.

****** Do not insert the Eargo device too deep into the ear canal. The Removal Thread needs to remain accessible. Do not proceed if there is any discomfort or pain.

“AROUND THE BEND” OR CURVED EAR CANALS

Everyone’s ear canals are shaped differently. In fact, it is not uncommon for the left and right ear canals to bend in different directions, even in the same person. If you feel light resistance when you first insert the Eargo device, and it doesn’t feel like it has gone in all the way, the Eargo device might just need a little help.

Give it a little nudge left, right, up, or down to see if you have a bend in your ear canal, and if you can, nudge it around the bend so it goes into place more fully. But PLEASE be gentle and don’t force it.

IT MAY HELP TO GENTLY PULL UP AND BACK ON YOUR EAR WHILE INSERTING THE DEVICE WITH YOUR OTHER HAND.



BLACK IS THE NEW CAMOUFLAGE

The Eargo device should be inserted almost completely in the ear canal, so the very back of the device is flush with the opening of the ear canal. The Eargo device will be almost completely invisible.

The main part of the device that may be visible is the very back, which is actually why we make Eargo devices black (and not various skin colors). You see, the ear canal appears quite dark since it receives little light, so a black Eargo device is better camouflaged and more closely resembles the shadow in the canal than a skin-colored one would. Clever, right?



Inserting & Removing Your Eargo Devices

To remove the Eargo device,
**grasp the Removal
Thread and gently pull**.

We know the devices are quite comfortable. We're the ones who made them that way. And while many people tell us they forget they're in there, please don't forget to take them out. Got to let those babies breathe and recharge every now and then.

Eargo devices are designed for all day use, but not all night. Please remove them before sleeping and especially before showering.

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

After removal you should inspect your Eargo devices for wax or residue build up, and wipe them down. Replace the Flexi Fibers or wax guards if needed. You can read more about this in the Eargo Care section (page 43).



Finding the Perfect Fit

EVERYONE'S EARS ARE UNIQUE-ISH



REGULAR

While every human being is unique like a snowflake or a...uh...well, snowflake is the only example we can think of... it turns out the size of our ear canals is not. So Eargo Flexi Fibers come in 2 sizes: regular and large. regular is going to be the right fit for most people. The large size is for those with larger ear canals. The different sized Flexi Fibers will be easy to identify, as the regular size will look noticeably smaller than the large size (we'll slow down here so you can let that one sink in).



LARGE

Your Eargo devices are locked and loaded with regular size Flexi Fibers. If the regular size feels too loose, swap them with the large size to see if those are a better fit. You can find the large size Flexi Fibers inside the packaging.

We recommend you wear your Eargo devices for an hour or so before making a final decision on fit. Talk, laugh, eat, shout at the evening newscast – really pack that hour up with excitement. Your Eargo devices are designed to comfortably flex and keep their fit as you move throughout your day.

Occasionally, people have left and right ear canals which are different sizes. If this is the case for you, then you may find you need a regular size in one ear and a large size in the other. Use what feels best for you.

Finding the Perfect Fit

PEEK UNDER THE HOOD

Replaceable
Flexi Fibers®

Nose



Gray Markings

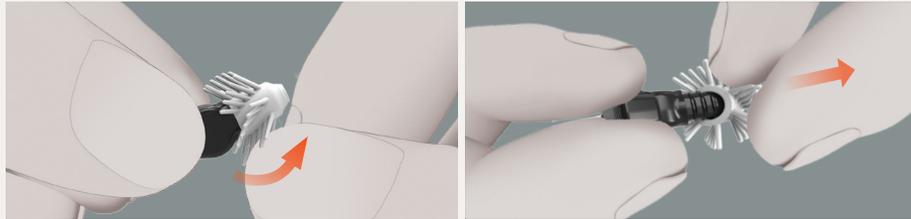
Base of Nose

Body of Device



Finding the Perfect Fit

CHANGING SIZES



REMOVE THE REGULAR SIZE

Grasp the body of the Eargo device between your thumb and index finger. With your other hand, grasp the regular size Flexi Fiber on one side at the bottom and peel it up and away from the body of the device.



For a visual demonstration on how to change your Flexi Fibers, watch our video at eargo.com/showme. Make sure to bring the popcorn.

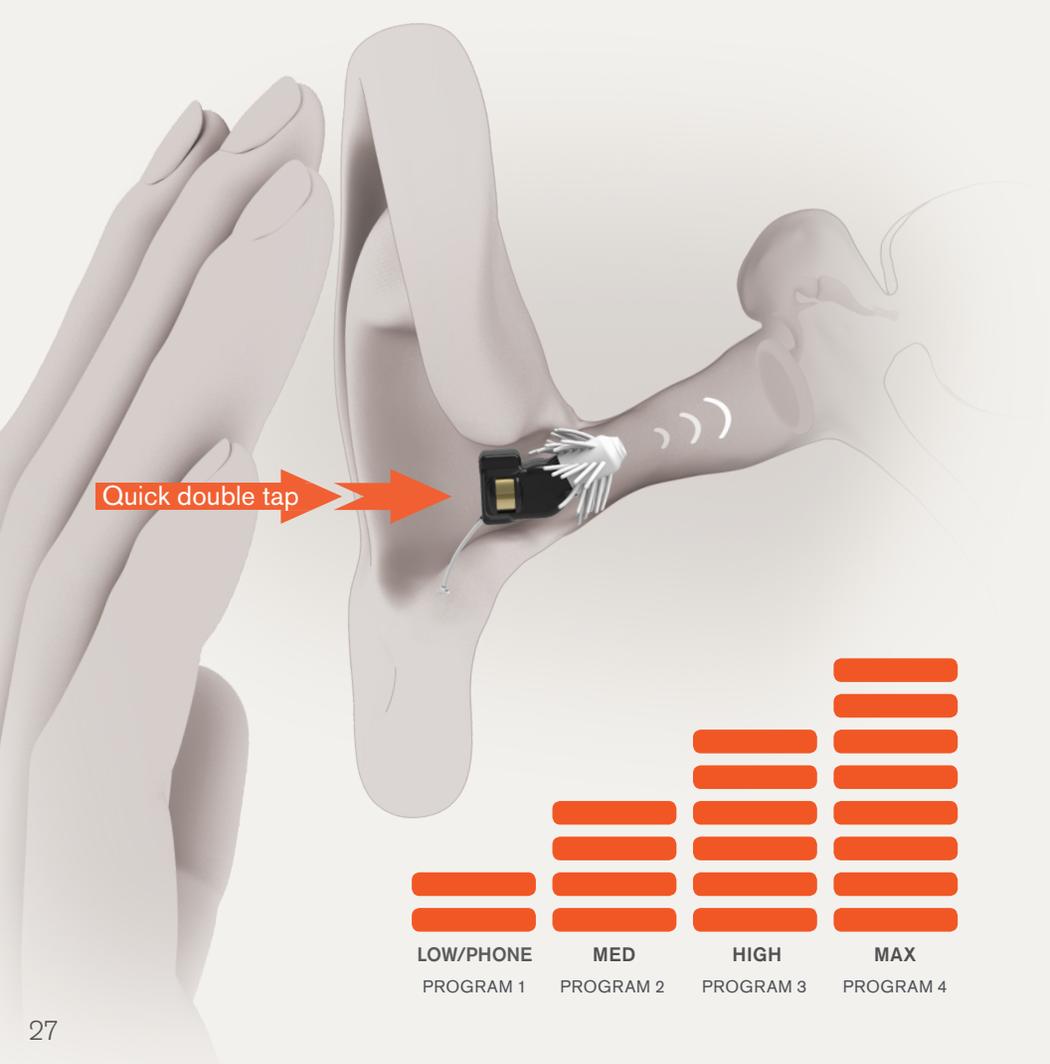


REPLACE WITH THE LARGE SIZE

Slide the Flexi Fiber onto the nose of the device*. The Flexi Fiber should go all the way down to the base of the nose. You want to make sure the Flexi Fiber is on the device nice and tight every time before you put the device in your ear. You can do this by pushing and twisting the Flexi Fiber down the nose towards the base. Then give it a look to ensure that it's all the way on the nose. If you can still see some of the gray markings on the nose, the Flexi Fiber is not on properly. Continue twisting the Flexi Fiber down the nose until the gray markings are covered.



***Caution:** Make sure that the Flexi Fiber is correctly attached. In rare cases, the Flexi Fiber could remain in your ear when removing the Eargo device. If this happens, have the Flexi Fiber removed by a healthcare professional.



Adjusting the Program

AMPLIFICATION LEVELS

Your Eargo devices have four programs, ranging from low amplification to maximum. To move from one program setting to the next, open your hand (like you're going to clap) and gently and rapidly double tap your ear. The switch is looking for two taps to occur within one second: no more, and no fewer. If the tapping doesn't trigger the change, wait a second or two and try again.

Your Eargo device will let you know when you've changed programs. With every double tap, your Eargo will say, "Program 1," "Program 2," "Program 3," and "Program 4." It will progress through all 4 levels and then repeat from the beginning (Program 1-2-3-4, then back to Program 1-2-3-4 etc.). Think of it as your volume carousel.

Sound settings are highly personal and often vary between ears and in different settings. Each ear is different, so do this for each ear independently. And remember, your Eargo devices should make sounds and speech crisper, but not louder.

Program 1 is a special setting that has lower amplification and a special equalization curve designed for phone calls. When talking on a phone, try this setting to reduce any potential feedback, buzzing or whistling.

 To get a sense of how rapid a double tap should be to change programs, visit us at eargo.com/showme to see a visual demonstration.



Turning Up the Volume

AMPLIFICATION SATISFACTION

If the amplification is not sufficient at the maximum program (Program 4), keep calm and pop the Flexi Domes on.

Flexi Domes were specifically designed for people who need a little more amplification than the Flexi Fibers provide. Flexi Domes are made with the same patented Flexi Fibers, but with an added soft dome tip.

So if you feel you need the extra horsepower, simply switch out the Flexi Fibers on your device for the Flexi Domes provided in your package. If you have any questions please call your personal hearing professional.



Your First Month and Beyond

GETTING USED TO EARGO

There are a couple of things to know as you adjust to your new life with your Eargo devices. For starters, there will be quite a few new sounds coming at you – at your ear-region, to be exact. So we wanted to let you know what to expect, and to explain how that wonderful brain of yours will adjust very quickly to hearing more of the sound spectrum again. We also wanted to let you know about our team of Personal Hearing Professionals with decades of experience working with people who are adjusting to wearing hearing devices for the first time. They also have outstanding haircuts and pearly white teeth. Smart and dashing. Hey, we have high standards around here. But, most importantly, they're also available to you should you need any help getting adjusted to your new Eargo devices.

Slip in Something More Comfortable

FINDING A COMFORTABLE FIT

We're pretty proud of our patented Flexi Fibers around here. In fact, their designers can often be seen strutting rather shamelessly around the office. And why shouldn't they? Thanks to Flexi Fibers, Eargo devices exert minimal force on the ear. After all, we love your ears...why would we want to exert a lot of force on them? And the Flexi Fibers' open fit allows air to flow in and out of the ear. Anyone who tells you a nice, gentle breeze in and out of the ear isn't an absolute pleasure has obviously never experienced one. Basically, they're incredibly comfortable. So comfortable you might forget you're wearing them. If it wasn't for the incredible sound quality, that is. And if your Eargo devices ever feel uncomfortable, just try repositioning them – pull them backward, forward, or rotate them a little. Just make sure you keep the removal thread toward the bottom.

Some users have an itchy feeling in their ears for the first couple weeks of wearing their Eargo devices. This is completely normal. The ear has to adjust to having something in it, and the feeling usually goes away in a few weeks.



Whose Voice is That?

HEARING YOUR OWN VOICE

Autophony is a fancy term for hearing your own voice. We like fancy words around here. We have one of those vocabulary calendars with a new word every day. Today's word was "fritter," which means to squander or disperse. But amazing vocabulary aside, autophony is one of the most common things people notice when they begin wearing an in-ear hearing device. This typically goes away within a week or two when your brain gets adjusted to it, and eventually ignores it. We find you quite charming, but your brain probably figures why fritter (yay!) away time listening to you when there are so many other things out there to listen to?



Has the World Always Been This Loud?

HEARING YOUR SURROUNDINGS

When first wearing your Eargo devices, keep the volume low. Your brain will likely be hearing sounds you may not have heard for some time. Your brain will be like a kid who's been cooped up in a car for way too long suddenly being cut loose on a beach. Just running around hearing everything it can, giggling happily to itself. Anyway, our point is that little sounds – like water running, chip bags crinkling, and paper crumpling – may suddenly seem loud.

Your brain needs a little time to get used to hearing these high frequency sounds again. It probably hasn't heard them for a long time, so be patient and give it a little while. The first weeks with your Eargo devices will be a time of adjustment. These sounds will begin to fade into the background as your brain relearns which ones are important and which can be ignored.





That beautiful brain of yours will focus in on speech and ignore less important sounds like paper crumpling. This usually happens over the first two to four weeks. Once it's adjusted, you can try increasing the volume to a higher program to see which one gives you the greatest clarity. If these background noises continue to be an issue after 30 days, adjust the volume back down. Play around with the programs. As in life or marriage or the exact way to make a good gumbo, there are no right or wrong answers. And remember, you can select different programs for each ear.

One final word on volume: Eargo devices should sound crisp and not loud. If something sounds too loud, you probably have the volume too high. Switch to a lower program.

It's About to Get Pretty Conversational

SPEECH DISCRIMINATION

Within the first couple of weeks of acclimating to your Eargo devices – and to sounds you may not have heard for a while – your ability to understand speech should start to improve. So if you've been hanging around with a bunch of boring people or the conversationally challenged, it might be time to freshen up the ol' friend group. After the first few weeks, many people find that it's easier to hold a conversation in noisy environments, and your speech discrimination will likely continue to improve over time. Possibly for several months.

But remember, the key to anything is practice, so go outside and start talking!





Using the Phone

Sometimes people experience feedback 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 Eargo device microphone. If this happens, move the phone back from your ear a bit or try holding it at an angle. Program 1 is designed for the phone, so if you ever experience feedback while on the phone, be sure to try this setting. Some people also have success using speaker phones.

Watching TV

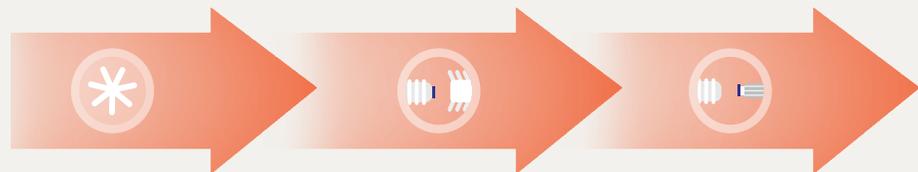
There's a lot of great TV out there. We have at least 36 hours of stuff recorded on our DVR. If we weren't so busy helping people hear life to the fullest, we'd do some serious binge-watching. Many people note that they can watch TV at a much lower volume after they start wearing their Eargo devices. As a matter of fact, they can usually listen at the same volume that's comfortable for their spouse or family. See? Eargos help everyone, not just the person wearing 'em. If you find you still want the TV louder than your family does, you can temporarily increase the volume of your Eargo devices by using a higher program while watching TV.

OK. Happy watching.
And listening.



Eargo Care

Keeping your Eargo devices in good shape is very important.



DAILY CARE

Wipe and brush off excess wax daily.

LONG-TERM CARE

Replace Flexi Fibers if clogged with wax.

LONGER-TERM CARE

Replace interior wax guard if clogged with wax.

 You can follow along this cleaning section with our incredible, award winning videos made easily accessible at eargo.com/showme for your viewing pleasure. OK, they haven't won any awards, but we think they should.



Daily Care



KEEPING YOUR EARGO DEVICES CLEAN

Eargo devices are designed to help keep your ears clean. The Flexi Fibers may sweep out excess wax with each removal. There's often a sizable amount of wax that may come out during the initial days of using your devices. That amount should lessen over time.

It's very important to keep your Eargo devices clean. Wax buildup or other debris may lessen their sound quality and performance. Before placing your Eargos in the charger, use the microfiber cloth to wipe off the charging contacts. Ear wax or oils from your skin can coat the contacts and interfere with proper charging.

Never thought you'd spend so much time hearing about ear wax, did you? Well, surprise!

If you notice wax or other debris on your Flexi Fibers, simply let them dry and gently clean them with the cleaning brush and/or microfiber cloth provided in the Eargo box. The body of the Eargo device, especially the nose, may also need cleaning.

We recommend you clean them in the morning after you've charged them up overnight. Why? Well, put simply, ear wax and skin oils are easier to clean when cooled down and dried outside of those hot ears of yours. That's probably more than you ever wanted to know about ear wax, but there it is.

We suggest you inspect your Eargo devices daily (ideally before you put them in). If you see any wax on the microphone, Flexi Fibers, nose, contacts, or body of the device, please brush it off or wipe it away with the cloth.



MICROPHONE • Using the cleaning brush, clean the microphone area by brushing across the back of the device from side to side.



FLEXI FIBER • If you look at the tip of the Flexi Fiber, you should be able to see the white tip with small holes. Brush out the nose of the Flexi Fiber. Wipe the tip of the Flexi Fiber with the microfiber cloth provided. If that doesn't do the trick, you can also remove your Flexi Fiber and replace it with a new one (see instructions on replacing the Flexi Fiber, page 49).



CONTACTS • Gently brush the contacts and then wipe the contacts with the microfiber cloth provided.



CLEANING THE CRADLE • Lint or wax can also collect on the gold charging contacts inside the charging cradle. Periodically check this area to make sure it is clean. If you see any lint or wax, you can also clean this area with the microfiber cloth provided.





DON'T SHARE AND SHARE ALIKE

Being the generous individual that you are, it may be tempting to let others try your Eargo devices. But for hygienic reasons, please do not do this.



KEEP EARGO DRY

Let's take some time to talk about the charger. Or...some more time, we guess. We love our charger, so you'll have to forgive us for going on about it whenever we're given the chance. Before placing your Eargo devices in the charger, make sure the devices are completely dry.

Long-term exposure to moisture can harm your devices. Let your devices air dry or dry them with a dry cloth.

Don't use hot air or a hair dryer to dry your Eargo devices. It might give them that stylish, carefree, wind-blown look, but it could also damage their internal electronics.



EARGO DEVICES ARE NOT WATERPROOF

Last but certainly not least, Eargo devices are not waterproof. Please do not immerse or submerge your devices in water, alcohol or any liquid. Also, do not wear them while swimming or in the shower, hot tub or steam room.



Replaceable
Flexi Fibers®

Replaceable
Wax Guard

Long-Term Care

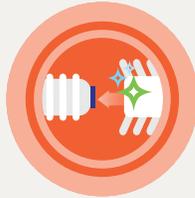
Keeping your Eargo devices in good shape is very important. In this section, we will discuss the long-term care of the Eargo devices. Long-term care is necessary when the Flexi Fibers get filled with wax or naturally-occurring skin oils. OK, we know we keep talking about ear wax, but it just keeps coming up. Ear wax is annoying like that.

On average, the Flexi Fibers will need to be changed every 3 months due to wax build up. People with a lot of wax may need to do it more frequently. You'll find out quickly which camp you're in. Replacement Flexi Fibers can be found in the package. And don't worry about running out of Flexi Fibers, you can always order more. It's more important to have a clean, healthy, and happy ear.

WAX ON, WAX OFF



1. Remove old Flexi Fiber



2. Replace with new Flexi Fiber



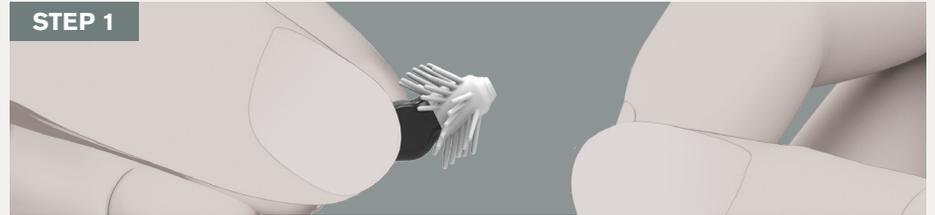
Long-Term Care FLEXI FIBER REMOVAL

You can remove the Flexi Fibers in **THREE SIMPLE STEPS**.



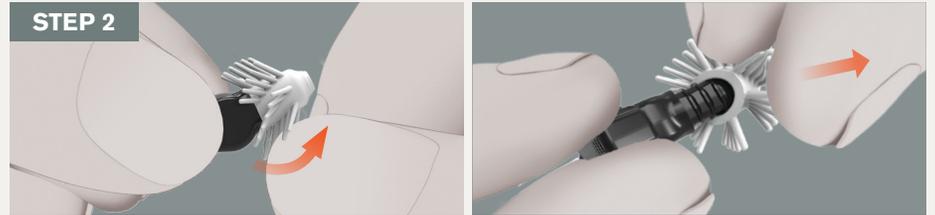
Many people find it is easier to visualize how to do this by following along with the video found at eargo.com/showme.

STEP 1



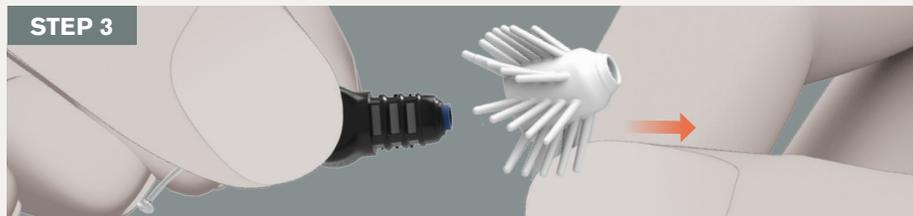
Grasp the body of the Eargo device between your thumb and index finger.

STEP 2



With your other hand, grasp the Flexi Fiber on one side at the bottom and peel it up and away from the body of the device.

Don't pull it straight back. Flexi Fibers are designed to stay put and won't release if you pull them straight back. You need to gently pull the bottom of the Flexi Fiber away from the nose of the body of the device, and then just peel it up. It will come right off with no resistance.



Pull the Flexi Fiber completely away from the body of the device to reveal the nose of the body and replaceable wax guard. It is recommended that you discard the used Flexi Fiber.



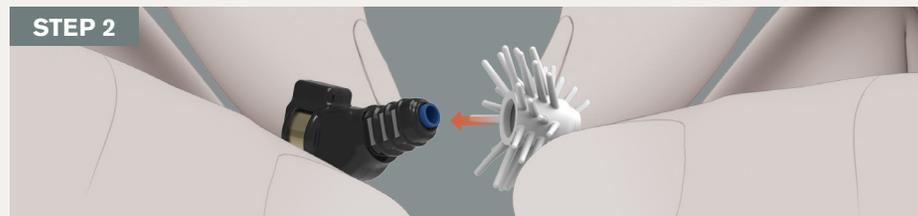
Long-Term Care

FLEXI FIBER REPLACEMENT

Next, let's replace the Flexi Fibers. Remember to use the correct sized Flexi Fibers. Replacement Flexi Fibers can be found in the package.



Now that the Flexi Fibers are removed, use a dry cloth to wipe the nose clean. Make it shine!

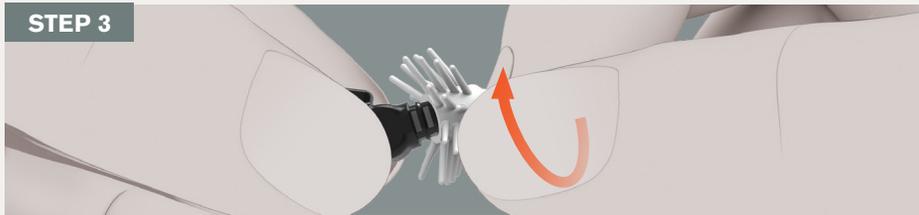


Take the clean Flexi Fiber in your other hand. Face the open side of the Flexi Fiber towards the nose.



***Caution:** Make sure that the Flexi Fiber is correctly attached. In rare cases, the Flexi Fiber could remain in your ear when removing the Eargo device. If this happens, have the Flexi Fiber removed by a healthcare professional.

STEP 3



Twist the Flexi Fiber onto the nose of the device*, pushing the open side all the way down to the base of the nose.

There's one final, very important thing to stress: you want to make sure the Flexi Fiber is on the device nice and tight every time before you put it in your ear. Have a look to ensure that it's all the way on the nose. We've added gray colored markings to the nose to help you check. If you can still see some of the gray markings on the nose, the Flexi Fiber is not on properly. Continue twisting the Flexi Fiber down the nose until the markings are covered.



To have a clearer look at how this is done, watch our video at eargo.com/showme.

Longer-Term Care

Time to discuss longer-term care of your Eargo devices...namely, replacing the internal wax guard.

You shouldn't need to do this every time you change the Flexi Fibers, since the Flexi Fibers are the first line of defense against wax. When changing the Flexi Fibers, give a look at the internal wax guard and make sure it's clean. If it is, you're all set. If not, you can replace the internal wax guard.

You can also change this wax guard anytime you notice a substantial amount of wax build up or roughly every 3 to 6 months. The time to change will vary depending on the amount of wax you may produce.

WAX OFF, WAX ON



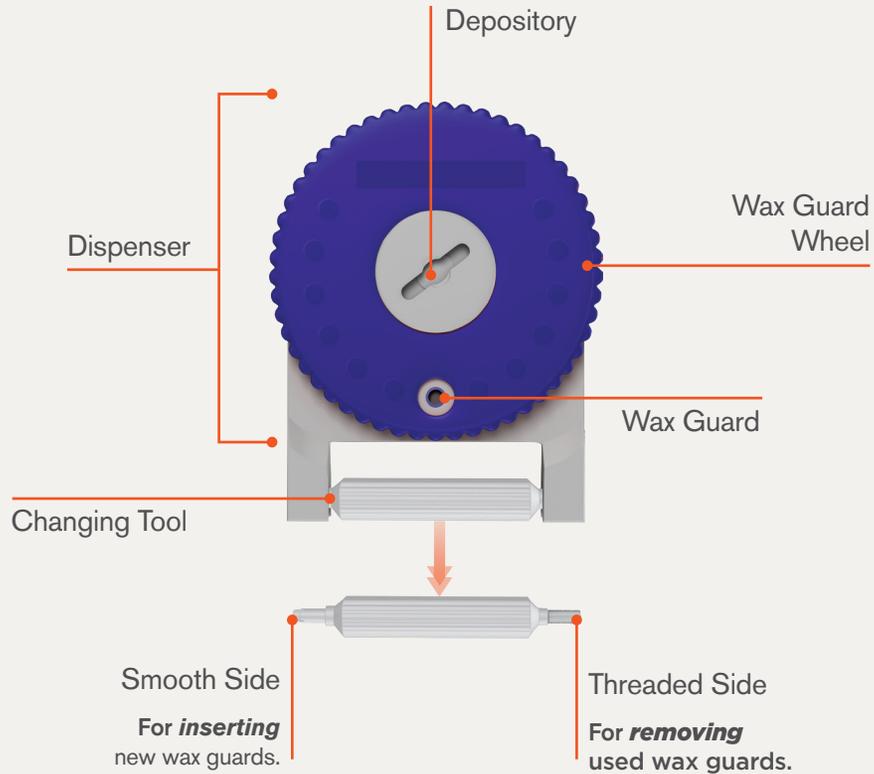
1. Use threaded side of tool to remove used Wax Guard



2. Use smooth side of tool to insert new Wax Guard

Get to Know Your Wax Guard Replacement Tool

To change the wax guard, you will need the blue Wax Guard Replacement Tool* found in the package. The wax guard is very small and so is the tool to replace it, so don't be shy in asking someone for help with this part if you need to.



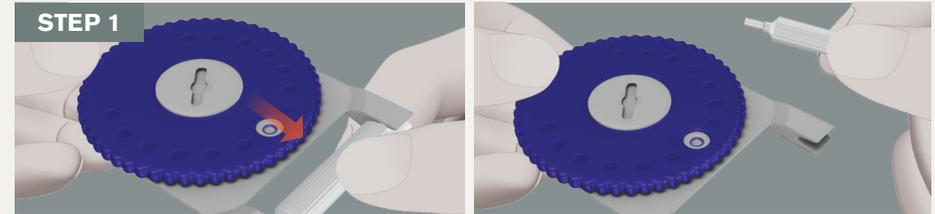
Longer-Term Care

REMOVING THE USED WAX GUARD

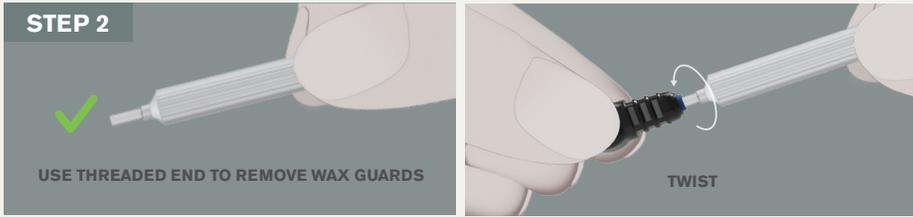
Let's get into how to remove the used wax guard.



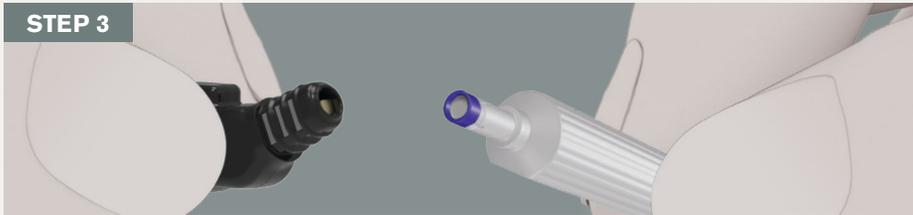
As with Flexi Fiber replacement, many people find it is easier to visualize how to do this by following along with the video which can be found at eargo.com/showme.



Remove the changing tool from its clip at the bottom of the Wax Guard Replacement Tool.

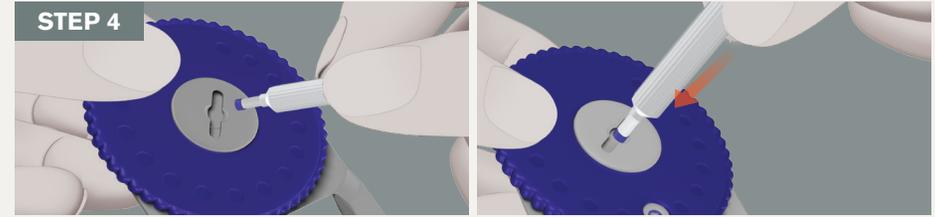


Take the Eargo device between your thumb and index finger. With your other hand, use the threaded side to gently twist the tool into the nose of the Eargo device to grab onto the used wax guard.* The key word is gently. You don't need to apply too much force. Let the thread do all of the work here.

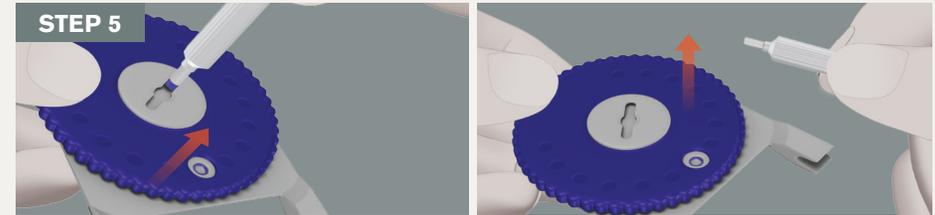


Once the tool has grabbed onto the wax guard, pull firmly on the tool to remove the wax guard from the device. Voila! Wax guard removed.

*The wax guard is disposable. Do not attempt to clean or reuse a wax guard. This could damage your hearing device.



Time to get the old wax guard off of the tool. Push the threaded end of the changing tool (with used wax guard engaged) into the middle of the dispenser as shown.



Slide the changing tool sideways across the dispenser slot. Remove the tool to release the used wax guard.

Next, it's time to put on a clean new wax guard.



Longer-Term Care

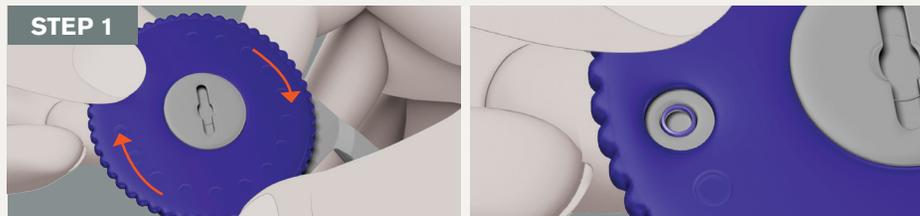
REPLACING THE WAX GUARD

This section will cover how to replace the wax guard. The Wax Guard Replacement Tool holds 15 new wax guards, which can be accessed by turning the blue wheel clockwise or counter-clockwise.

Don't worry if you run out, you can always buy more by going online to eargo.com/reorder or giving us a call.



For more clarity, we suggest you follow along with the video, which is ready to be enjoyed at your leisure at eargo.com/showme.



Turn the blue wheel of the Wax Guard Replacement Tool to a chamber containing a fresh, new wax guard. The color of the wax guard is blue, so it's easier to see in the chamber. If it is empty, the chamber will just appear gray inside.

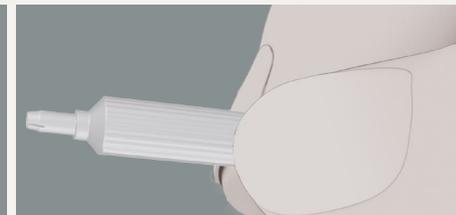
Longer-Term Care

REPLACING THE WAX GUARD

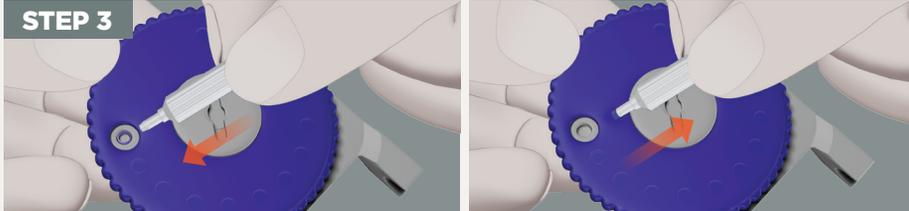
STEP 2



USE THE SMOOTH END TO REPLACE WAX GUARDS



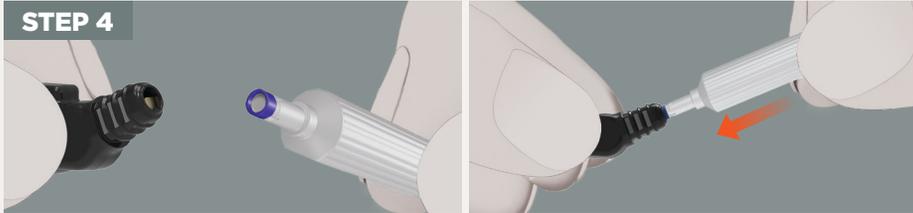
You know how we used the threaded end of the tool when we took the wax guard out? Well, now it's time for the smooth side to shine.



Push the changing tool's smooth end firmly into the center of the blue wax guard to grab onto it. Once the wax guard feels engaged, pull it out.

Longer-Term Care

REPLACING THE WAX GUARD

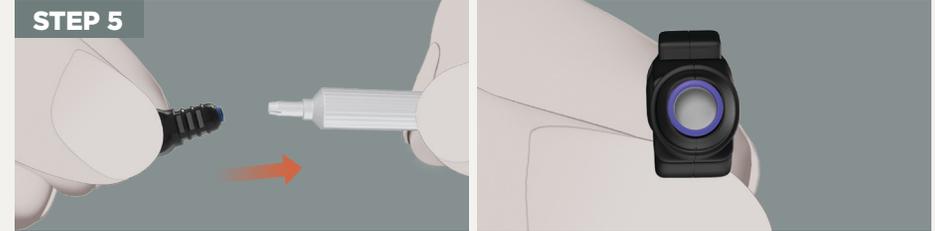


Grasp the body of the Eargo device between your thumb and index finger. With your other hand, gently insert the changing tool (with the clean wax guard engaged) as straight as you can into the open nose of the device.

Once again, the key word here is gently. Don't push too hard or you might risk damaging the nose of the device and that's the business end.

Longer-Term Care

REPLACING THE WAX GUARD



Once the wax guard is in line and flush with the nose of the device, pull the changing tool away. The wax guard will disengage and stay in place. Please take the time to ensure that the wax guard is correctly inserted.



CORRECT



INCORRECT

Too far out - Push in further

Troubleshooting Guide

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Poor sound quality	<ul style="list-style-type: none">▪ Low battery▪ Wax or debris buildup▪ Incorrect insertion in the ear▪ Change in hearing▪ Not set to correct program	<ul style="list-style-type: none">▪ Charge your Eargo devices▪ Clean with dry cloth and cleaning brush▪ Adjust the device in the ear or remove and re-insert the device▪ Replace Flexi Fibers or internal wax guards▪ Adjust program
Eargo devices don't charge	<ul style="list-style-type: none">▪ Eargo devices not placed correctly in charger▪ Charger discharged	<ul style="list-style-type: none">▪ Remove and reposition Eargo devices correctly in charger signaled by the lights changing from blue to white▪ Charge charger using USB cord and USB plug
No LEDs showing on charger	<ul style="list-style-type: none">▪ Did not take the lid off▪ Charger discharged	<ul style="list-style-type: none">▪ Take the lid off▪ Charge charger using USB cord and USB plug
No sound	<ul style="list-style-type: none">▪ Dead battery▪ Wax or debris is blocking the speaker or microphone	<ul style="list-style-type: none">▪ Charge your Eargo devices▪ Clean Flexi Fiber tip and microphone with brush▪ Replace Flexi Fibers or internal wax guards
Different volume in left and right ear	<ul style="list-style-type: none">▪ Not set to correct program▪ Hearing loss different between ears	<ul style="list-style-type: none">▪ Cycle through programs on one ear until volume matches in both

Troubleshooting Guide

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Not turning off	<ul style="list-style-type: none">▪ Not in charger	<ul style="list-style-type: none">▪ Place devices in charger to automatically turn them off
Flexi Fiber remains in your ear when removing the Eargo device	<ul style="list-style-type: none">▪ Flexi Fiber not attached securely	<ul style="list-style-type: none">▪ Have the Flexi Fiber removed from your ear by a healthcare professional
Can't get Flexi Fiber off of Eargo device for replacement	<ul style="list-style-type: none">▪ Pulling Flexi Fiber straight back	<ul style="list-style-type: none">▪ Grab at the bottom of the Flexi Fiber and pull it out and up (see page 25)
Device is uncomfortable - too tight or loose	<ul style="list-style-type: none">▪ Flexi Fiber is too large or too small	<ul style="list-style-type: none">▪ Try a different size Flexi Fiber (see page 25 for instructions)

Support

HAVE QUESTIONS?

If your Eargo devices begin to have any issues, please consult the troubleshooting guide on the previous pages.

Have questions? We have answers and are ready to help. Just give us a call at **1-800-61-EARGO**.

Guarantee

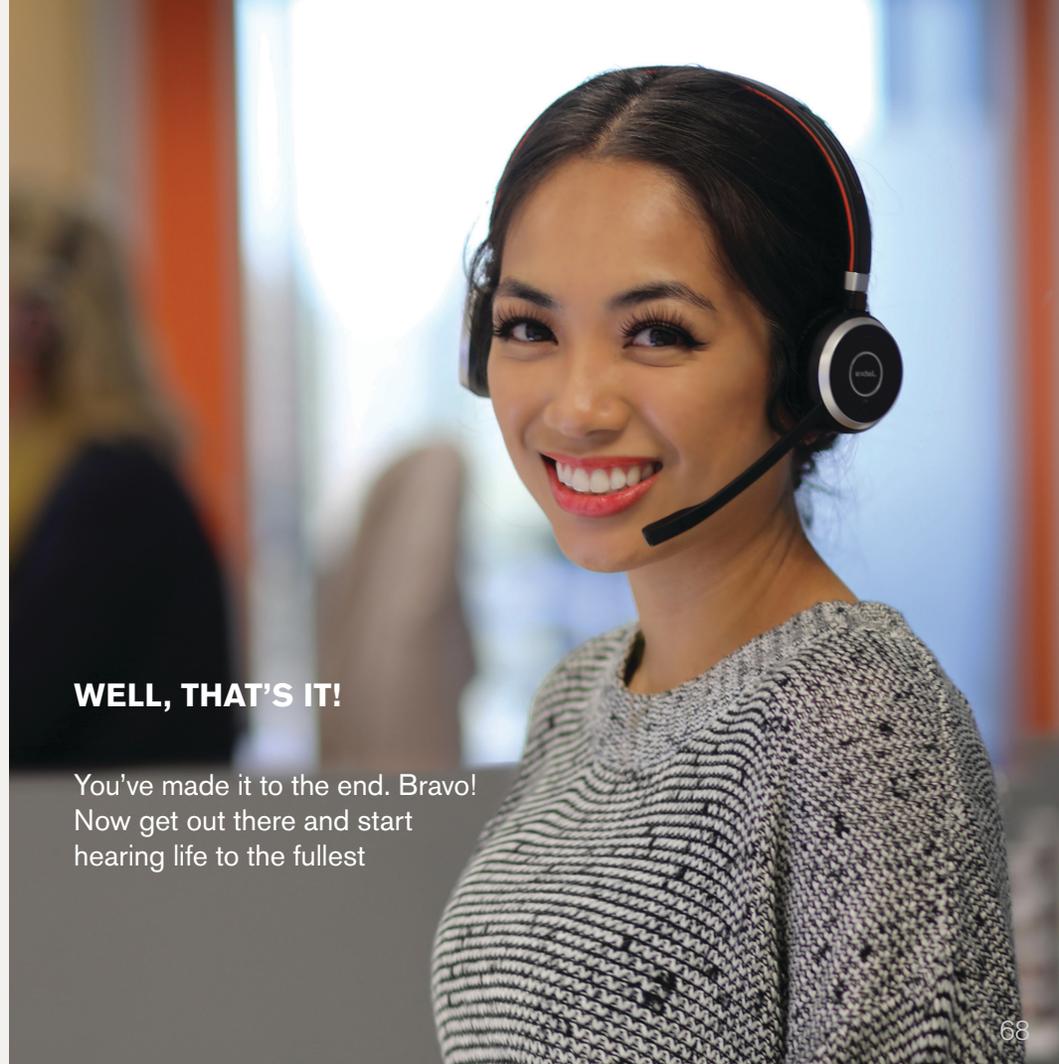
HAPPINESS GUARANTEED

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 tell you how.

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 instrument is intended to amplify and transmit sound to the ear and thereby compensate for mild to moderate impaired hearing.

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:

- 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 airborne 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 for religious or personal beliefs that preclude 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 aid 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 aid does not permit a user to attain full benefit from it. The use of a hearing aid 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 Flexi Fiber. Make sure that the Flexi Fiber is correctly attached. In rare cases, the Flexi Fiber could remain in your ear when removing the Eargo device. If this happens, do not attempt to remove the Flexi Fiber yourself. Have the Flexi Fiber removed by a healthcare professional.

Appendix

Storage:

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

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 50°C (-4°F to 122°F). Your hearing aids are designed to operate beyond the range of temperatures comfortable to you, from very cold to 50°C.

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 – batteries have been mistaken for pills
- Never put batteries 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.

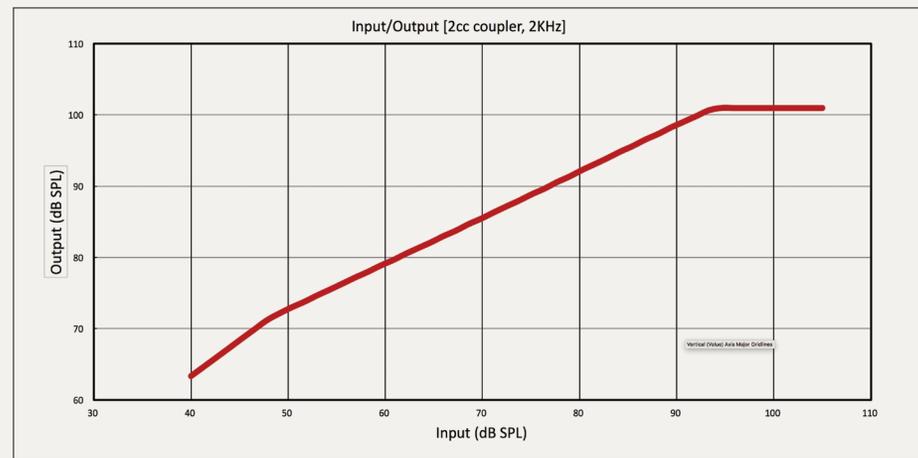
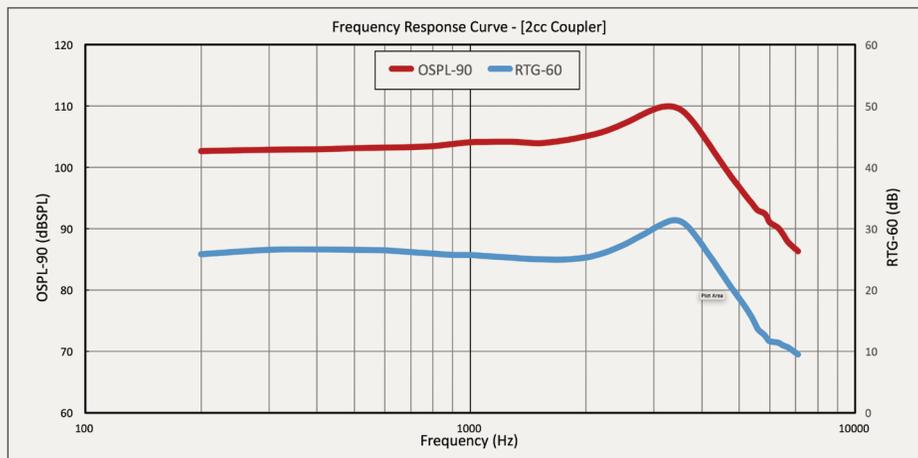
Waste Disposal:

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

Technical Data ANSI S3.22-2003



ANSI/IEC 2cc Coupler

Output saturation (90 dB SPL input)	Max	110	dB SPL
	HFA	105	
Full-on gain (50 dB SPL input)	HFA	26	dB
Reference test gain (60 dB SPL input)	Max	32	dB
	HFA	26	
Frequency range	<200~7550		Hz
Total Harmonic Distortion	500Hz	2	%
	800Hz	2	
	1600 Hz	1	
Equivalent Input Noise (Noise Reduction OFF)	33		dB SPL
Current drain (battery)	0.9		mA

Attack and release times

BASIC attack	BASIC release	FAST attack	FAST release	REACH release
400 msec	15,000 msec	3 msec	100 msec	600 msec

Information and Explanation of Symbols



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



TEMP: Use to Charge 5°C to 45°C (41°F to 113°F).



TEMP: Store between -20°C to 50°C (-4°F to 122°F).



Relative humidity: Store between 0% to 90% relative humidity.



Atmospheric pressure should be 600 hPa to 1000 hPa.



Product adheres to requirements of Type B applied part.



Consult instructions for use.



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



Do not use if package is damaged.



Single use only.



Keep away from sunlight.



Keep dry.



Manufacturer.



Date of manufacture.



Catalogue number.



Serial number.

General Warnings

- Only use medical grade (IEC 60601-1) or ITE approved (UL 60950) power supply.
- Hearing **device** and accessories contain small parts which can be swallowed. Keep small parts out of reach of children due to choking hazard.
- Electrical equipment are an ignition source. Do not use hearing devices, or charger in an oxygen enriched environment.
- 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 micro USB cord. 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 instrument.
- Do not wear the hearing devices in mines or other explosive areas, unless those areas are certified for hearing **device** use.
- 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. 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.

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 offers you a 1 year limited warranty valid starting from the date of delivery. An optional second year warranty is available prior to the conclusion of the trial period for selected Eargo hearing systems. If purchased, selected systems have a two-year extended warranty.
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, charger, cord and plug 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	<ul style="list-style-type: none"> ▪ 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). 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.

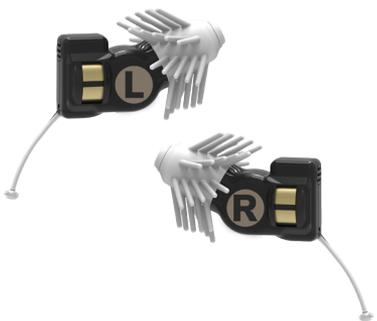
How to submit request for repair:

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

Eargo, Inc.
1600 Technology Drive, 6th Floor
San Jose, CA 95110



Happy Hearing



Support: **1-800-61-EARGO**
www.EARGO.com

This is a new or refurbished product.

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