

flow+
receiver-in-canal (RIC)
hearing aid guide



Thank you

Thank you for choosing these hearing aids.

This user guide applies to the following models:

Year of introduction: 2020

flow+ S312

Your hearing aids

Hearing care professional: _____

Telephone: _____

Model: _____

Serial number: _____

Battery size: 312

Warranty: _____

Program 1 is for: _____

Program 2 is for: _____

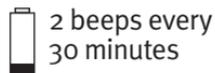
Program 3 is for: _____

Program 4 is for: _____

Date of purchase: _____

Quick reference

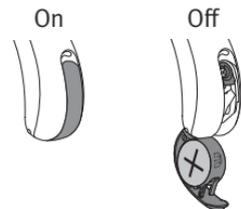
Low battery warning



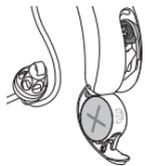
Battery size



On/Off



Changing batteries



Battery indicator

Push button



- switching programs
- volume control

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Your hearing aids at a glance

- 1 Wire - connects the speaker unit to your hearing aids
- 2 Microphones - sound enters your hearing aids through the microphones
- 3 Push button - switches between listening programs or changes the volume level, depending on your customized fitting
- 4 Battery door (on & off) - close the door to turn on your hearing aids, open the door all the way to turn off your hearing aid or to change the battery
- 5 Dome - holds the speaker unit in place in your ear canal
- 6 Retention piece - helps prevent the dome and speaker unit from moving out of the ear canal
- 7 Speaker unit - amplifies the sound and sends it directly into the ear canal
- 8 Custom mold - holds the hearing aids in place

flow+ S312 hearing aids



Warnings

- ⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ Hearing aids should only be used as directed by your physician or hearing care professional.
- ⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use your hearing aids in explosion hazard 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 your hearing care professional and contact your physician.
- ⚠ In the unlikely case that any parts remain in the ear canals after the removal of the hearing aids, contact a physician immediately.
- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
 - Medical or dental examination with X-ray (also CT scan).
 - Medical examinations with MRI/NMRI scans, generating magnetic fields.
 - Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.
- ⚠ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing.

Speak with your hearing care professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

Battery warning

⚠ Never leave hearing aids or batteries where small children and pets can reach them. Never put hearing aids or batteries in your mouth. If a hearing aid or battery is swallowed, call a physician immediately.

Precautions

- ① The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- ① In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- ① Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation.

However, communication devices such as digital mobile phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a mobile phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the mobile phone and move away from it.

- ① Protect hearing aids from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aids (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.
- ① The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.
- ① Do not drop your hearing aids. Dropping onto a hard surface can damage your hearing aids.

Note to hearing care professional

⚠ Domes should never be fitted on clients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized earmold.

Labeling

The serial number and year of manufacture are located under the colored hearing aid marking.

Mobile phone compatibility rating

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using mobile phones, indicating that the mobile phone and hearing aids may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2011 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of particular hearing aids and a mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of the hearing aid rating of 4 (M₄) and a telephone rating of 3 (M₃) would result in a combined rating of 7. Any combined rating that equals at least 5 would provide “normal use”; a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of these hearing aids is at least M₄.

The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

- ① The performance of the individual hearing aids may vary with individual mobile phones. Therefore, please try these hearing aids with your mobile phone or, if you are purchasing a new phone, please be sure to try it with your hearing aids prior to purchase.

Tinnitus masker

Tinnitus masker uses broadband noise to provide temporary relief of tinnitus.

Tinnitus masker warnings

- ⚠ The tinnitus masker is a broadband sound generator. It provides a means of sound enrichment therapy that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus.
- ⚠ The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.
- ⚠ Air conduction hearing aids with the tinnitus masker are to be fitted by a hearing care professional familiar with the diagnosis and management of tinnitus.

- ⚠ Should you develop any side effects while using the tinnitus masker, such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function such as decreased loudness tolerance, worsening of tinnitus, or speech not as clear, you should discontinue use of the device and seek medical attention.
- ⚠ The volume of the tinnitus masker can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the tinnitus masker be set to such a level in your hearing aids, your hearing care professional will advise you of the maximum amount of time per day you should use the tinnitus masker. The tinnitus masker should never be used at uncomfortable levels.

Important information

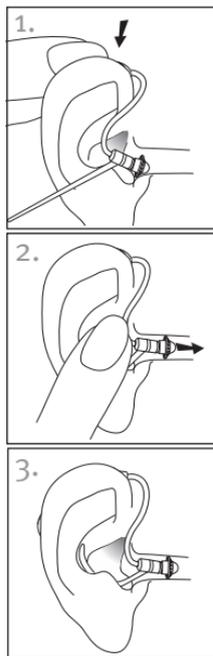
- ① The tinnitus masker generates sounds that are used as part of your personalized temporary tinnitus management program to provide relief from tinnitus. It should always be used as prescribed by a hearing care professional who is familiar with the diagnosis and treatment of tinnitus.
- ① Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that medically treatable conditions, which may be causing tinnitus, are identified and treated prior to using a sound generator.
- ① The tinnitus masker is intended for adults 18 years of age or older who have both hearing loss and tinnitus.

Putting your hearing aids on your ears

Your hearing aids may be color-coded with an indicator on the battery door: red = right ear; blue = left ear.

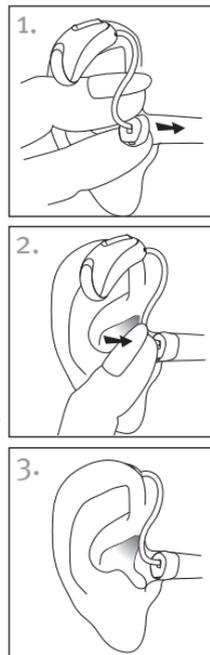
Hearing aids with domes

1. Place the hearing aid over the top of your ear.
2. Hold the wire where it attaches to the dome and gently push the dome into your ear canal. The wire should lie flush against your head and not stick out.
3. If there is a retention piece, place it in your ear so it rests at the bottom of the opening of your ear canal.



Hearing aids with custom molds

1. Hold the custom mold between your thumb and index finger. The opening should be pointing in towards your ear canal with the hearing aid resting above your ear.
2. Carefully insert the custom mold into your ear. The mold should fit into your ear snugly and comfortably.
3. Place the hearing aid over the top of your ear.

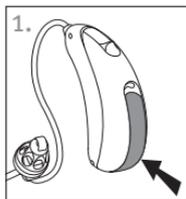


Turning your hearing aids on and off

The battery door acts as an on and off switch.

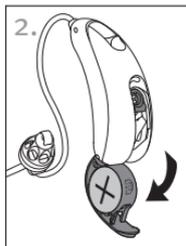
1. **On:** Close the battery door fully.

① It may take five seconds before the hearing aids turn on. Your hearing care professional can increase the start up delay if required.



2. **Off:** Open the battery door.

① When turning your hearing aids on and off while they are on the ear, grasp the top and bottom of the device with your index finger and thumb. Use the index finger of your opposite hand to open and close the battery door.



Battery information

Low battery warning

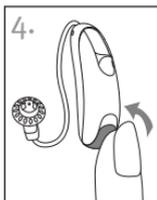
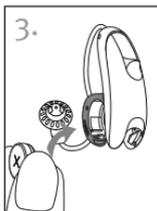
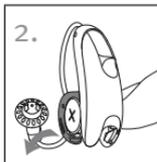
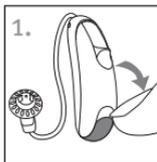
Two long beeps indicate the hearing aid battery is low. After the low battery warning, sounds may not be as clear. This is normal and can be fixed by changing the batteries.

If you can't hear the low battery warning, your hearing care professional can change its pitch or loudness. If you prefer, it can be turned off entirely.

① Your hearing aids are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, they may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.

Replacing the battery

1. Gently swing out the battery door with your fingernail.
 2. Push the battery with your fingernail towards the open side, and remove.
 3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the battery indicator on the battery door. This will ensure that the battery door closes properly.
- ① If the battery is inserted incorrectly, the hearing aids will not turn on.
4. Close the battery door.



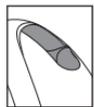
Caring for batteries

- Always discard batteries in a safe and environmentally friendly way.
- To prolong battery life, remember to turn your hearing aids off when not in use, especially when asleep.
- Remove the batteries and keep the battery door open while hearing aids are not being worn, especially when asleep. This will allow internal moisture to evaporate.

Operating instructions

Your hearing aids come with a push button that may allow you to further adjust them.

Push button



The push button on your hearing aids can be either a program control, a volume control or a combination of both.

Program control

If your push button is a program control, each time you push the button, you will move to a new hearing aid program.

Your hearing aids beep to indicate which program you are in.

Program setting	Beeps
Program 1 (e.g. AutoMic)	♪ 1 beep
Program 2 (e.g. speech in noise)	♪♪ 2 beeps
Program 3 (e.g. telephone)	♪♪♪ 3 beeps
Program 4 (e.g. music)	♪♪♪♪ 4 beeps
Wireless synchronization (if enabled)	Opposite ear beeps the same as side being adjusted

Please see the front of this booklet for a listing of your personalized programs.

□ Volume control

If your push button has been configured as a volume control, either:

- Push the button on your right hearing aid to increase the volume, and
- Push the button on your left hearing aid to decrease the volume

or:

- Push the button to step through your volume levels

As you change the volume control, your hearing aids will beep.

Volume setting	Beeps
Suggested volume level	♪ 1 beep
Turning volume up	♪ short beep
Turning volume down	♪ short beep
Maximum volume level	♪♪ 2 beeps
Minimum volume level	♪♪ 2 beeps

□ Program/volume control push button

If your hearing care professional has configured one hearing aid to be a program control and the other hearing aid to be a volume control:

- Push the button on your □ right / □ left hearing aid to access your different programs, and
- Push the button on your □ right / □ left hearing aid to step through your volume levels

Tinnitus masker

If your hearing care professional has configured both a tinnitus masker program and a volume control, you can adjust the tinnitus masker level while you are in the tinnitus masker program. To adjust the noise level, either:

- Push button (right/left)
 - Push the button on your right hearing aid to increase the tinnitus masker, and
 - Push the button on your left hearing aid to decrease the tinnitus masker
- Push button (steps)
 - Push the button to step through your tinnitus masker volume levels

As you change the level, your hearing aids will beep.

Wireless synchronization

If wireless synchronization is enabled, when you change the volume or program settings on one hearing aid, the other one changes as well.

For example, if your push button is configured as a program control and wireless synchronization is enabled, when you push the button on one hearing aid, the program will change on both hearing aids.

Using the telephone

Your hearing care professional may have set up a phone program on your hearing aids that you can access using the push button.

Caring for your hearing aids

Protecting your hearing aids

- Open the battery doors when not in use.
 - Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
 - Do not wear your hearing aids in the bath or shower or immerse them in water.
 - If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, remove the batteries and allow your hearing aids to dry naturally for 24 hours.
 - Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).
 - Ensure you do not twist or squeeze the wires when your hearing aids are placed in their case.
- Regular use of a dehumidifier, such as a Clean Dry kit, can help prevent corrosion and prolong the life of your hearing aids. Remove batteries before using a dehumidifier.
 - Do not drop your hearing aids or knock them against hard surfaces.

Cleaning your hearing aids

Use a soft cloth to clean your hearing aids at the end of each day. Regular cleaning of the microphone ports with the supplied cleaning brush will ensure that your hearing aids will maintain their sound quality. Your hearing care professional can demonstrate this for you.

Place the hearing aids in the case overnight with the battery doors open to allow moisture to evaporate.

- ① Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.
- ① Never use alcohol to clean your hearing aids, earmolds or domes.
- ① Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or custom molds can seriously damage them.

Cleaning your custom molds and domes

Clean the domes and molds on the outside daily with a damp cloth.

Avoid getting any water in and around the speaker units and custom molds.



- ① The wires, speakers, domes or custom molds should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing aids.

Domes should be replaced every 3-6 months or when they become stiff, brittle, or discolored.

If your molds require further cleaning, the speaker waxguard may be plugged and require replacing. See your hearing care professional.

Assistive listening devices

Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aids may have a telecoil option that can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, a loop system is present and may be compatible with your hearing aids. Please contact your hearing care professional for more information on loop systems.



Troubleshooting guide

Cause	Possible remedy
Issue: no sound	
Not turned on	Turn on
Low/dead battery	Replace battery
Poor battery contact	Consult your hearing care professional
Battery upside down	Insert battery according to battery symbol inside battery door
Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Cleaning your hearing aids.” Consult your hearing care professional
Plugged microphones	Consult your hearing care professional

Cause	Possible remedy
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Issue: not loud enough

Low volume	Turn up volume; see hearing care professional if problem persists
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Low battery	Replace battery
-------------	-----------------

Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
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Change in hearing	Consult your hearing care professional
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Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Cleaning your hearing aids.” Consult your hearing care professional
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Plugged microphones	Consult your hearing care professional
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Issue: intermittent sound

Low battery	Replace battery
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Dirty battery contact	Consult your hearing care professional
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Cause	Possible remedy
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Issue: two long beeps

Low battery	Replace battery
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Issue: whistling

Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
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Hand/clothing near ear	Move hand/clothing away from ear
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Poorly fitting custom molds/domes	Consult your hearing care professional
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Issue: not clear, distorted

Poorly fitting custom molds/domes	Consult your hearing care professional
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Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Cleaning your hearing aids.” Consult your hearing care professional
---	--

Low battery	Replace battery
-------------	-----------------

Plugged microphones	Consult your hearing care professional
---------------------	--

Cause	Possible remedy
-------	-----------------

Issue: custom molds/domes falling out of ear

Poorly fitting custom molds/domes	Consult your hearing care professional
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Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
--	---

Issue: low volume on landline telephone

Telephone not positioned properly	Move telephone receiver around ear for clearer signal
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Hearing aids require adjustment	Consult your hearing care professional
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For any problems not listed in the guide, contact your hearing care professional.

Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

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 air-bone 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 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.

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.

Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and effective use of the product.



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing aid is specified as application part of Type B.



This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Transport conditions:

Temperature: Lower Limit = -20°C (-4°F),

Upper Limit = $+60^{\circ}\text{C}$ ($+140^{\circ}\text{F}$)

Humidity: Lower Limit = 0%, Upper Limit = 75%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA



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



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Date of manufacture



Serial number



Transportation and storage temperature limitation



Transportation and storage humidity limitation



Transportation and storage atmospheric pressure limitation



Keep dry

Compliance information

Declaration of conformity

Hereby, Sonova AG declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer via the following web address:

<https://www.hansaton.de/en/declarations-of-conformity>

Australia/New Zealand:



R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The hearing aid described in this user guide is certified under:

Standard hearing system

USA - FCC ID: Canada - IC:

flow+ S312

VMY-UWNB2 2756A-UWNB2

Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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 undesirable operation.

Notice 2

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

Notice 3

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device 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

Your feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing care professional to address your needs.

Additional notes



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