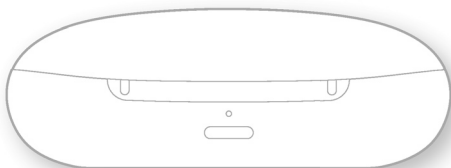




# Silk C&G IX, Silk Charger

User Guide



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# Welcome

Thank you for choosing our hearing aids to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing aids offer.

To receive the most benefit from your hearing aids, it is recommended that you wear them every day, all day. This will help you get adjusted to them.



The device may not look exactly like the guiding illustrations in these instructions. We reserve the right to make any changes we consider necessary.



## CAUTION

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



Before using your hearing aids for the first time, fully charge them.

## **Intended purpose**

Hearing aids are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing aid must be performed by hearing health specialists, e.g. acousticians, audiologists or ENT doctors.

The charger is intended to charge our specific hearing aids with built-in power cells (lithium-ion rechargeable batteries).

Use the hearing aids and accessories only as described in the respective user guides.

# Your hearing aids



This user guide describes optional features that your hearing aids may or may not have.

Ask your Hearing Care Professional to indicate the features that are valid for your hearing aids.

## Hearing aid type

Your hearing aids are worn in the outer ear. The hearing aids are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing aid. This enables easy charging with your charger.

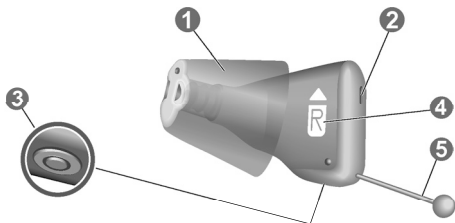
The wireless functionality enables advanced audiological features and synchronization between your two hearing aids.

## Getting to know your hearing aids

Please download a smartphone app (Signia App) for remote control features.

You can also ask your Hearing Care Professional about another remote control option.

## Components and names



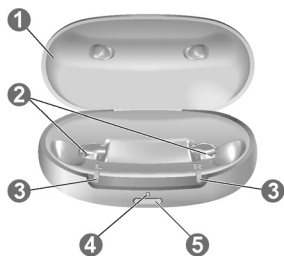
**1** Ear piece

**2** Microphone opening

**3** Charging contacts

**4** Side indicator  
(R = right ear,  
L = left ear)

**5** Removal cord

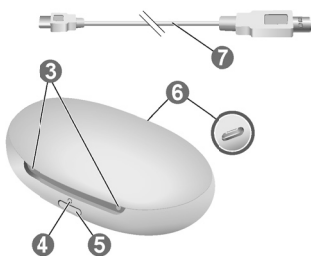


**1** Lid

**2** Charging cups

**3** LEDs – hearing aids

**4** LED – charger









**5** Push button

**6** USB power port



**7** USB power cable

You can use the following standard ear piece:

| <b>Standard ear pieces</b>  |   | <b>Size</b>                        |
|---|---|------------------------------------|
|  |  | Sleeve 3.0 Vented/Closed/<br>Power |
|  |  | Eartip 3.0 Open (optional)         |
|  |  | Eartip 3.0 Tulip (optional)        |

You can easily exchange the standard ear pieces. Read more in section "Maintenance and care".

### **Custom-made ear pieces**

|   |   |             |
|---|---|-------------|
|  |  | Earmold 3.0 |
|---|---|-------------|



## Hearing programs

---

1

---

2

---

3

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4

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5

---

6

---

Read more in section "Changing the hearing program".

## Features

- ☐ The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

# Daily use

## Charging

### Charging your charger – electrical outlet

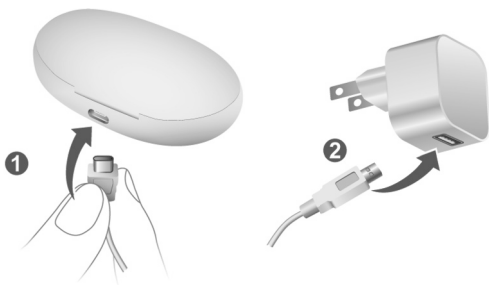


#### **NOTICE**

Use of incompatible parts poses a risk of malfunction.

- ▶ Use only the power supply and country specific adapter that is provided with the charger.
- ▶ Use only the USB cable that is provided with the device.
- ▶ Do not insert incompatible or foreign objects into the charger port.
- ▶ Use standard USB power adapter which supports an output voltage of 5 V DC and an output current of 0.5 to 1 A.

- Ensure your electrical plug complies with the requirements. Refer to the section "Requirements for the electrical plug".



- Connect the USB-C side of the USB power cable to the USB port of the charger ①.
- Connect the other side of the USB power cable to a suitable electrical plug ②.

The internal battery starts charging. When hearing aids are inserted, they start charging as well. The charging status of the charger is shown permanently.

### Charging your charger – wirelessly

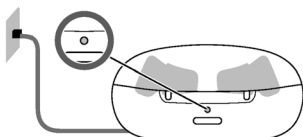
- ▶ Place the charger on a wireless Qi certified transmitter pad.
- ▶ After a few seconds the internal battery will start charging indicated by the pulsing green LED of the charger.
- ▶ When hearing aids are inserted, they start charging as well indicated by the pulsing green LED of the hearing aids LED. If the LED is off, please re-align the charger to the center of the Qi transmitter pad.
- ▶ The charging status of the charger is shown until it is fully charged. After that the LEDs are turned off for power saving reasons.



## Charging status of your charger

The **front LED** indicates the charging status of the charger and its internal battery.

While the internal battery is being charged, the charging status is indicated as follows:



### **LED when charger is charging**

---

Pulsing green

Internal battery is being charged.

---

Green

Charger is fully charged.

---

LED is off (wireless charging)

Charger is fully charged.

---

Pulsing orange

Cooling phase. Charging is resumed when the device has cooled down. Please refer to section "Troubleshooting".

---

Blinking red

Charger error. Please refer to section "Troubleshooting".

---

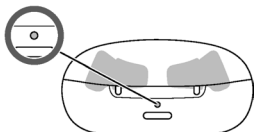
For an overview of the hearing aids' charging status, refer to the section "Charging hearing aids".

## Checking the battery capacity of your charger

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

- ▶ Disconnect the charger from the electrical outlet.
- ▶ Briefly press the push button.

The **front LED** indicates the status of the charger's internal battery for 7 seconds.



### LED when you are mobile

---

Green

Internal battery has enough capacity to fully charge two hearing aids.

---

Orange

Internal battery does **not** have enough capacity to fully charge two hearing aids.

---

Blinking orange

Internal charger battery empty. Charging of hearing aids is not possible.

---

If the status LED does not light up when you press the button, check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger.
- The charger's internal battery is too low to display the status. Connect the charger to an electrical outlet, wait several minutes and try again.

### **Turning the charger on or off**

When the charger is connected to an electrical outlet, it is automatically turned on and cannot be turned off.

During mobile charging, press and hold the button for 5 seconds to turn the charger on or off.

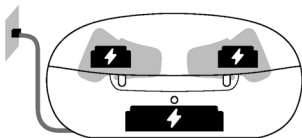
- When the charger turns on, the status of the hearing aids and the status of the charger's internal battery are displayed for 7 seconds.
- When the charger turns off, the front LED lights up green and fades out over a period of approximately 7 seconds. Shut down is complete after approximately 7 seconds.

## How you can use the charger

You can use your charger in three different ways.

### Charging via electrical outlet

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

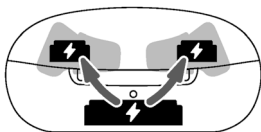


As long as the charger is being charged by an external power source, charger LED shows the charging status of the integrated battery and the LEDs for the hearing aids show the status of the hearing aids.

For wireless charging, the LEDs will turn off once charger and hearing aids are fully charged.

### Mobile charging

When you are mobile with no electrical outlet available, you can still charge your hearing aids. Energy is fed from the charger's integrated battery into your hearing aids. The charger must be turned on to do so.



The charging status of charger and hearing aids is shown by pushing the button or opening the lid.

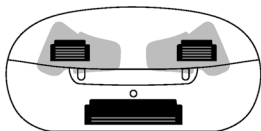


## Safekeeping

When charging of hearing aids is completed, safely store your hearing aids inside the charger with lid closed.

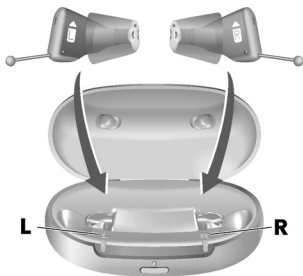
In case you want to store the hearing aids for a longer time, you can turn off the charger.

The charger can only be turned off when there is no power source connected into the charger.



## Charging hearing aids

- ▶ Place the right hearing aid in the charging cup marked with an "R", and the left hearing aid in the charging cup marked with an "L".
- ▶ Close the charger's lid.



- ▶ The hearing aids are automatically turned off and start charging. The charging status is shown for 7 seconds.

If the status LEDs do not light up when you insert the hearing aids, check the following:

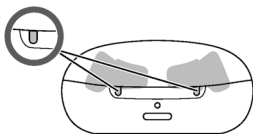
- The hearing aids are not correctly placed. Push them slightly into their charging cups or close the charger's lid.

- The charger is turned off. Press and hold the button for 5 seconds to turn on the charger or connect the charger to an electrical outlet.
- The charger's internal battery is too low for mobile charging. Connect the charger to an electrical outlet.

### Charging status of hearing aids

The **LED** next to a hearing aid indicates the charging status of the hearing aid.

Note that the status is only displayed immediately after putting the hearing aids in the charger, when you briefly press the button or when you open the lid.



When the charger is off, no status is displayed at all.

### Hearing aid LED

---

Pulsing green

Hearing aid is being charged.

---

Green

Hearing aid is fully charged.

---

LED is off

No hearing aid is in the charger, hearing aid is not placed correctly, or charger is off.

---

## Hearing aid LED

---

Pulsing orange

Cooling phase. Charging is resumed when the device has cooled down. Please refer to section "Troubleshooting".

---

Blinking red

Hearing aid error. Please refer to section "Troubleshooting".

---

Low power indication of the hearing aids

You will hear an alert signal to indicate the power cell is running low. The signal will be repeated every 20 minutes. Depending on the usage of your hearing aids, you have approximately 1.5 hours to charge your hearing aids before they stop working.

## Turning on and off hearing aids

You have the following options to turn your hearing aids on or off.

- Turning on: Take the aids out of the charger.

The startup melody is played in your hearing aids. The **default** volume and hearing program are set.

- Turning off: Place the hearing aids in the charger.

Note that the charger must be on.

## Switching to standby mode

Via remote control, you can switch your hearing aids to standby mode. This mutes the hearing aids. When you leave standby mode, the **previously** used volume and hearing program are set.

Note:

- In standby mode, the hearing aids are **not** turned off completely. They draw some power.

Therefore we recommend to use standby mode only for a short period of time.

- If you want to leave standby mode, but the remote control is not at hand: Turn your hearing aids off and on again (by shortly placing them in the charger until one or more LEDs light up). Wait until the startup melody is played in your hearing aids. This may take several seconds. Note that the **default** volume and hearing program are set.

## Inserting and removing the hearing aids



### CAUTION

Risk of injury!

- ▶ Always wear the hearing aid with an ear piece.
- ▶ Make sure that the ear piece is completely attached.

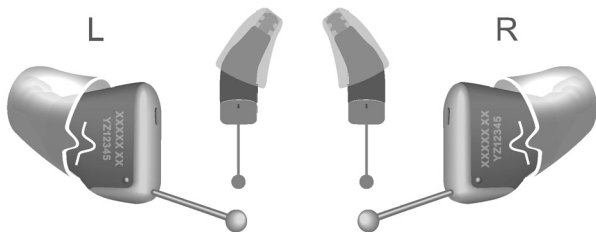
Inserting a hearing aid:

- ▶ Identify right and left hearing aid so that you insert it in the correct ear. The labeling or the color of the hearing aid indicates the side:

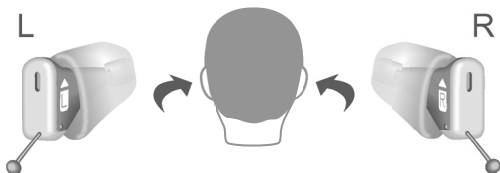
red color, imprinted "R" = right ear

blue color, imprinted "L" = left ear

- ▶ Take care that the flap of the Sleeve matches the line printed on the hearing aid.



- Hold the hearing aid correctly before inserting it: Pay special attention to the removal cord indicating the bottom. The arrow which is printed on the hearing aid has to point upwards.



- Carefully push the hearing aid into the ear canal.



- Twist it slightly until it sits well.  
Open and close your mouth to avoid accumulation of air in the ear canal.





## CAUTION

Risk of injury!

- ▶ Insert the ear piece carefully and not too deeply into the ear.



- It may be helpful to insert the **right** hearing aid with the **right** hand and the **left** hearing aid with the **left** hand.
- If you have problems inserting the hearing aid, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the hearing aid.



If you have problems inserting the hearing aid, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the hearing aid.

Removing a hearing aid:

- ▶ Push lightly on the back of your ear to loosen the hearing aid.
- ▶ Remove the hearing aid by pulling the removal cord towards the back of your head.



### **CAUTION**

Risk of injury!

- ▶ In very rare cases the ear piece could remain in your ear when removing the hearing aid. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing aids after usage. Read more in section "Maintenance and care".



## **Adjusting the volume**

Your hearing aids automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, use a remote control option.

An optional signal can indicate the volume change.

## **Changing the hearing program**

Depending on the listening situation, your hearing aids automatically adjust their sound.

Your hearing aids may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- To change the hearing program manually, use a remote control option.

Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

# Special listening situations

## On the phone

When you are on the phone, turn the receiver slightly so that it does not completely cover your ear.



## Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

If a telephone program is configured for your hearing aids, it is listed in section "Hearing programs".

## Frequently asked questions

You may have some questions on how to best charge your hearing aids. Read the questions and answers below. If you have more questions, your Hearing Care Professional will help you.



### **Why do my hearing aids not turn on when I take them out of the charger?**

Check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger. Refer to the section "Turning the charger on or off".
- The charger's internal battery is too low. Connect the charger to an electrical outlet.

Now take your hearing aids out of the charger.



### **How can I turn off my hearing aids without charging them?**

- ▶ Place the hearing aids in the charger. Ensure that they are inserted correctly (status LEDs light up). The hearing aids are automatically turned off and start charging.
- ▶ Disconnect the charger from the electrical outlet.
- ▶ Press and hold the button for 5 seconds to turn off the charger. Charging stops.



### **What should I pay attention to when charging?**

The hearing aids and charger must be clean and dry. Observe the operation conditions in section "Operating, transport, and storage conditions". Avoid charging at high temperatures, as this can shorten the life span and capacity of the power cell.

If you use the charger in a very warm environment, note that it will stop charging if the hearing aids or the charger's temperature exceeds 42 °C (107 °F). The LED of the hearing aid and/or of the charger LED will pulsate orange during the cooling phase. Charging resumes automatically after the device has cooled down. Do not touch the hearing aids until the front LEDs are pulsing green, the hearing aids may be hot.

# Maintenance and care

To prevent damage it is important that you take care of your hearing aids and follow a few basic rules, which will soon become a part of your daily routine.

## Hearing aids

### Cleaning

Your hearing aids have a protective coating. However, if not cleaned regularly, you may damage the hearing aids or cause personal injury.

- ▶ Clean your hearing aids daily with a soft, dry tissue.
- ▶ Never use running water or immerse the devices in water.
- ▶ Never apply pressure while cleaning.
- ▶ Do not use alcoholic solvent on the charging contacts.
- ▶ To avoid corrosion, use a soft and dry tissue to wipe off sweat or liquid from the charging contacts or hearing aids before inserting them in the charger.
- ▶ Ask your customer service for recommended cleaning products, special care sets, or more information on how to keep your hearing aids in good condition.





## NOTICE

- In the unlikely event corrosion becomes visible on the surface of the charging contacts and cannot be wiped off, discontinue wearing the device and contact your customer service.

## Drying

Use conventional products to dry your hearing aids. Ask your Hearing Care Professional for recommended drying products and for individual instructions on when to dry your hearing aids.

## Storage

- Short-term storage (up to several days): Turn off your hearing aids by placing them in the charger.

The charger must be on. If the charger is not on and you place your hearing aids in the charger, the hearing aids are **not** turned off.

Note that when you turn off the hearing aids via a remote control or smartphone app, the hearing aids are **not** turned off completely. They are in standby-mode and still draw some power.

- Long-term storage (weeks, months, ...): First, fully charge your hearing aids. Leave them in the charger with the lid closed. Once the hearing aids are fully charged the charger and the hearing aids are turned off automatically.

We recommend using drying products while storing the hearing aids.

If you need to store your hearing aids for more than 3 months, put them in the charger and make sure the charger is turned off.

Observe the storage conditions in section "Operating, transport and storage conditions".

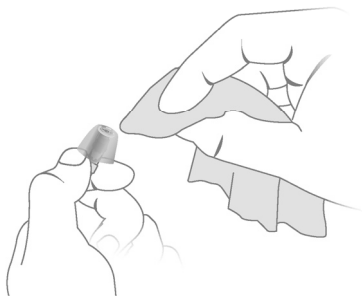
## Ear pieces

### Cleaning

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

- Clean the ear piece right after removal with a soft and dry tissue.

This prevents that cerumen becomes dry and hard.

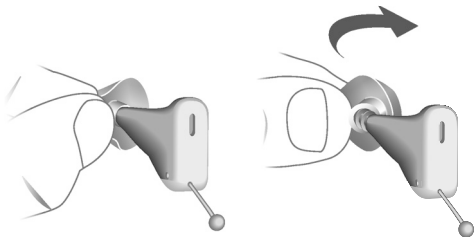




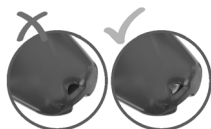
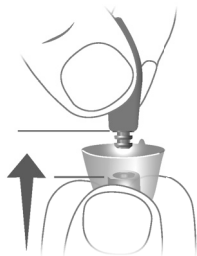
## Exchanging

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

- To remove the old Eartip or Sleeve, follow the illustration below.



- ▶ Take particular care that the new Eartip or Sleeve covers the retention rings of the receiver fully.
- ▶ Check the firm fit of the new Eartip or Sleeve. The Eartip or Sleeve fits correct when the wax guard is visible.



- ▶ When installing the new Eartip or Sleeve, take care that the flap of the Eartip or Sleeve matches the line printed on the device.

correct



incorrect



## Charger

### Cleaning



#### **NOTICE**

Risk of injuries caused by electric shock!

- ▶ If cleaning is required, disconnect the charger from the power supply.

- ▶ Clean the charger with a soft, dry tissue.
- ▶ Never use running water or immerse the charger in water.
- ▶ Do not sterilize or disinfect the charger.

### **Professional maintenance**

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

# Important safety information for hearing aids and charger

## Safety information on lithium-ion rechargeable batteries



### **WARNING**

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

Risk of injury, fire or explosion!

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

- Observe the operating conditions. Refer to the section "Operating, transport, and storage conditions".
- Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.
- Charge your hearing aids only with the approved charger. Ask your Hearing Care Professional for support.
- Do not disassemble the device.
- Do not use the device in explosive atmospheres.
- Do not use devices that are deformed or obviously damaged.

- Do not use the device when its performance after charging decreases considerably. Return the device to your Hearing Care Professional.
- Do not dispose of the device in fire or water.

Replacement and repair have to be performed by a professional. Therefore:

- Do not repair or replace the lithium-ion rechargeable battery yourself.
- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

In any of the above cases, return your device to the Hearing Care Professional.

## **Safety information for hearing aids**

For more safety information, refer to the safety manual supplied with the device.

## Safety information for charger

### Personal safety for charger



#### **WARNING**

Risk of electrical shock!

- ▶ Do not use obviously damaged devices and return them to point of sale.



#### **WARNING**

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.
- ▶ Do not modify this product without authorization from the manufacturer.
- ▶ If this product is modified, appropriate inspection and testing must be conducted to ensure safe use of the product.



#### **WARNING**

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e.g. in mining areas).



## **WARNING**

Risk of burns!

- ▶ Do not place anything other than your hearing aids in the charger.



## **WARNING**

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing aids, batteries and accessories out of reach of children and mentally disabled persons.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



## **NOTICE**

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ In hospitals: The charger complies with applicable standards. Therefore use of the charger in hospitals should be permissible. Nevertheless the charger may interfere with highly sensitive devices. In those cases appropriate steps shall be taken (increase distance from sensitive devices or disconnect the charger from power supply).

## Product safety for charger



### NOTICE

- Protect your device from extreme heat. Do not store it in direct sunlight.



### NOTICE

- Protect your devices from high humidity.



### NOTICE

- Do not dry your devices in the microwave oven.



### NOTICE

Do not drop. Internal components may get damaged.

## Requirements for the electrical plug

Use an electrical plug with an output voltage of 5 V and a minimum output current of 500 mA.



### WARNING

Risk of electric shock!

- Connect the charger only with a USB power supply which complies with IEC 60950-1 and/or IEC 62368-1.



## Further information

### Accessories

The type of available accessories depends on the aid type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Consult your Hearing Care Professional for further information.

### Operating, transport and storage conditions

Note that you have to charge the hearing aids at least every 6 months. For details refer to section "Maintenance and care".

#### Hearing aids:

| <b>Operating conditions</b> | <b>Discharging</b>           | <b>Charging</b>              |
|-----------------------------|------------------------------|------------------------------|
| Temperature                 | 0 to 50 °C<br>(32 to 122 °F) | 10 to 35 °C<br>(50 to 95 °F) |
| Relative humidity           | 5 to 93 %                    | 5 to 93 %                    |
| Atmospheric pressure        | 700 to 1060 hPa              | 700 to 1060 hPa              |

## Charger:

| Operating conditions | USB-Charging                 | Qi Charging                  |
|----------------------|------------------------------|------------------------------|
| Temperature          | 10 to 35 °C<br>(50 to 95 °F) | 10 to 30 °C<br>(50 to 86 °F) |
| Relative humidity    | 20 to 75 %                   | 20 to 75 %                   |

During extended periods of transport and storage, please observe the conditions below.

## Hearing aids:

|                                      | Storage                       | Transport                      |
|--------------------------------------|-------------------------------|--------------------------------|
| Temperature<br>(recommended)         | 10 to 25 °C<br>(50 to 77 °F)  | -20 to 60 °C<br>(-4 to 140 °F) |
| Temperature<br>(maximum range)       | 10 to 40 °C<br>(50 to 104 °F) | -20 to 60 °C<br>(-4 to 140 °F) |
| Relative humidity<br>(recommended)   | 20 to 80 %                    | 5 to 90 %                      |
| Relative humidity<br>(maximum range) | 10 to 80 %                    | 5 to 90 %                      |
| Atmospheric<br>pressure              | 700 to 1060 hPa               | 700 to 1060 hPa                |

## Charger:

|                   | Storage                       | Transport                      |
|-------------------|-------------------------------|--------------------------------|
| Temperature       | 10 to 40 °C<br>(50 to 104 °F) | -20 to 60 °C<br>(-4 to 140 °F) |
| Relative humidity | 10 to 80 %                    | 5 to 90 %                      |



### WARNING

Risk of injury, fire or explosion during shipment.

- ▶ Ship power cells, hearing aids and/or charger according to local regulations.

## Disposal information



### NOTICE

- ▶ To avoid environmental pollution, do not throw power cells, hearing aids or charger into household trash.
- ▶ Recycle or dispose of power cells, hearing aids or charger according to local regulations.

## Symbols

### Symbols used in this document

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Points out a situation that could lead to serious, moderate, or minor injuries.

---



Indicates possible property damage.

---



Advice and tips on how to handle your device better.

---



Frequently asked question.

---

### Symbols on the device or packaging

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CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".

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EMC and radio communications compliance label Australia, refer to section "Conformance information".

---



Indicates the legal manufacturer of the device.

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Do not dispose of the device with general domestic waste. Read more in section "Disposal information".

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Read and follow the instructions in the user guide.

---

## Symbols on the device or packaging

---



According to IEC 60601-1, the applied parts of this device are classified as type B.

---



Keep dry during transportation.

---



Temperature during transportation.

Read more in section

"Operating, transport and storage conditions".

---



Relative humidity during

transportation. Read more in section

"Operating, transport and storage conditions".

---



Atmospheric pressure during

transportation. Read more in section

"Operating, transport and storage conditions".

---



Medical device.

---



Compatible with Qi-certified wireless chargers.

---



### Charger data

Under the removable silicone lining in the lid of the charger is a label with symbols, serial number, CE mark and legal manufacturer of the charger. Lift the lining from the lid with your fingernail and pull it off. To reinsert, press around the edges.

## Troubleshooting for hearing aids

### Problem and possible solutions

---

Sound is weak.

---

- Increase the volume.
  - Charge the hearing aid.
  - Clean or exchange the ear piece.
- 

Hearing aid emits whistling sounds.

---

- Reinsert the ear piece until it fits securely.
  - Decrease the volume.
  - Clean or exchange the ear piece.
- 

Sound is distorted.

---

- Decrease the volume.
  - Charge the hearing aid.
  - Clean or exchange the ear piece.
- 

Hearing aid emits signal tones.

---

- Charge the hearing aid.
- 

Hearing aid does not work.

---

- Turn the hearing aid on.
  - Charge the hearing aid. Observe also the status LEDs on the charger.
- 

Consult your Hearing Care Professional if you encounter further problems.

## Troubleshooting for the charger

### Problem and possible solutions

---

No LED lights are on.

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- Check if the power supply is connected correctly.
- 

LEDs are pulsing orange.

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Charger has reached the temperature limit and is now in a cooling phase. Charging is resumed after cooling down (about 15 minutes).

- Do not touch the hearing aids while the LEDs are pulsing orange. The hearing aids may be hot.
  - In case the charger enters cooling phase multiple times during charging, please make sure to place the charger in an environment that complies with the recommended operating conditions.
- 

Charger LED is blinking red.

---

An error in the charger has occurred.

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
- Reconnect the charger to the power supply and re-insert the hearing aids in the charging cups.

If the LEDs are still blinking red:

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
  - Contact your Hearing Care Professional for support.
-

## **Problem and possible solutions**

---

Hearing aid's LED is blinking red.

---

An error in the hearing aid has occurred.

- Take the respective hearing aid out of the charger and disconnect the charger from the power supply.
  - Contact your Hearing Care Professional for support.
- 

Consult your Hearing Care Professional if you encounter further problems.



## **Country-specific information**

### **USA and Canada**

Certification information for hearing aids with wireless functionality:

Signia Silk C&G IX

Model: MIM003

- Contains FCC ID: 2AXDT-MIM003
- Contains IC: 26428-MIM003

# Important information

## Conformance information for charger

The CE mark indicates conformity with the following European directives and regulations:

- 2017/745 concerning medical devices.
- 2011/65/EU RoHS concerning the restriction of hazardous substances

The CE mark indicates conformity with certain European directives and regulations. The full text of the declaration of conformity can be obtained from [www.wsaud.com/signia](http://www.wsaud.com/signia).

This device complies with Part 18 of the FCC Rules and with CAN RSS-216 / CNR-216.

Operation is subject to the following conditions:

- This device may not cause harmful interference,
- this device must accept any interference received, including interference that may cause undesired operation, and
- the user shall keep a minimal distance of 20 cm (8 in) during the charging process.

For conformance information for hearing aids, refer to the safety manual supplied with the device.

## **Service and warranty**

### **Serial numbers**

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Left hearing aid:

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Right hearing aid:

---

Charger:

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### **Service dates**

---

1:

4:

---

2:

5:

---

3:

6:

---

### **Warranty**

---

Date of purchase:

---

Warranty period in months:

---


---

**Your Hearing Care Professional**

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 **Legal Manufacturer,**  
**hearing aid**  
WSAUD A/S  
Nymøllevej 6  
3540 Lyngø  
Denmark



 **Legal Manufacturer,**  
**charger**  
WSAUD A/S  
Nymøllevej 6  
3540 Lyngø  
Denmark



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Order/Item No. 210 277 27

Master Rev01, 05.2023

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