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Travel Charger RIC

User Guide

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Before you start

This device is intended to charge our specific hearing instruments with built-in power cells (lithium-ion rechargeable batteries). Your Hearing Care Professional will advise you on the compatible models.

The charger is only intended for indoor use. Observe and follow the operating conditions in section "Operating, transport, and storage conditions".

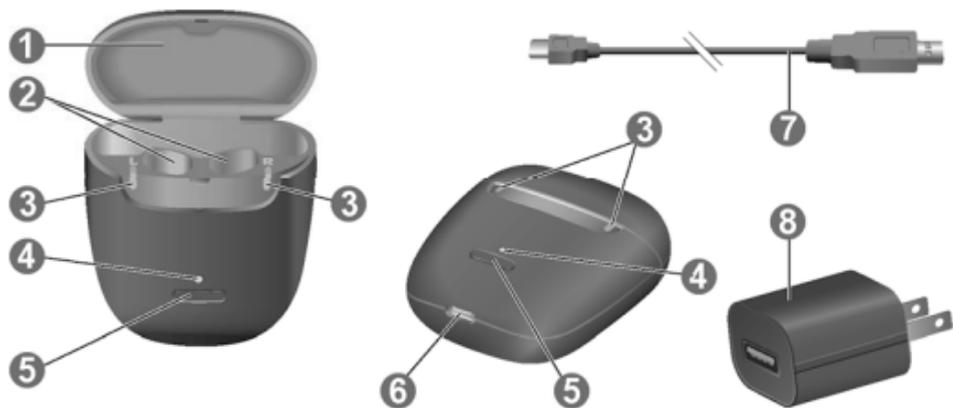
The charger is not intended as a means of storage for transportation of hearing instruments.



CAUTION

Read this user guide thoroughly and completely and follow the safety information in this document to avoid damage or injury.

Components



1 Removable silicone lining

2 Charging slots

3 Hearing instrument LEDs

4 Charger LED

5 Push button

6 Power port

7 USB power cable

8 Power adapter

i**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 close to the hinge area with your fingernail and pull it off carefully. To reinsert, press around the edges.

Connecting the USB power cable

- ▶ Connect your USB power cable to the provided power adapter.

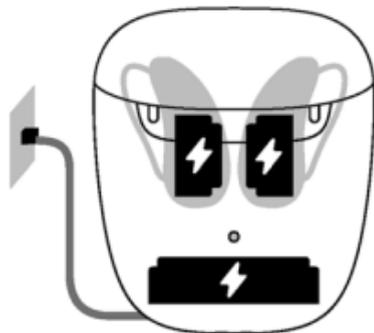


How you can use the charger

Charging via electrical outlet

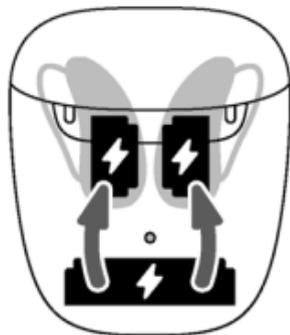
When the charger is plugged in, it charges the hearing instruments (if they are placed in the charger) and it charges the integrated battery at the same time.

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 instruments show the status of the hearing instruments.



Mobile charging

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



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

Safekeeping

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

In case you want to store the hearing instruments 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



NOTICE

Please make sure that the power adapter is easily accessible to remove it from power supply if necessary.

- Connect the charger to the power supply.
- Charging of the internal battery now starts. This is indicated by the pulsing green LED light of the charger.
- When hearing instruments are inserted, they start charging as well. This is indicated by the pulsing green LED light of the hearing instruments LED.
- The charging status is shown permanently.

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.

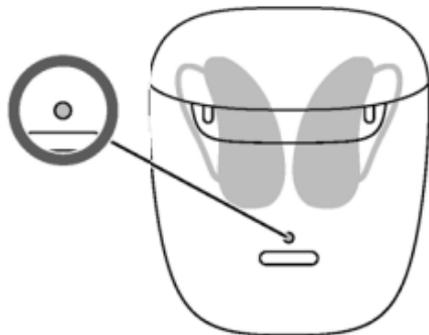
During mobile charging, press and hold the button for 5 seconds to turn the charger on or off.

- When the charger turns on, the status of the hearing instruments 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.

Charging the charger

The **charger 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.

Solid green

Charger is fully charged.

Blinking red

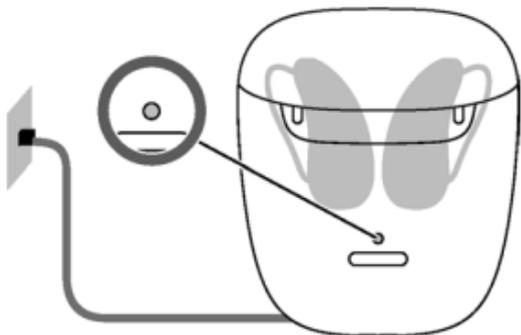
Charger error. Please refer to section "Troubleshooting".

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

Checking the battery capacity of your charger

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

- ▶ Disconnect the charger from the electrical outlet.
- ▶ Briefly press the push button.
- ▶ The **charger LED** indicates the status of the charger's internal battery for 7 seconds.



LED when you are mobile

Solid green

The internal battery has enough capacity to fully charge a pair of hearing instruments.

Solid orange

The internal battery does **not** have enough capacity to fully charge a pair of hearing instruments.

Blinking orange

The internal charger battery is empty. Charging of hearing instruments 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.

Charging hearing instruments

- ▶ As illustrated, place the right hearing instrument in the charging slot marked with an "R", and the left hearing instrument in the charging slot marked with an "L".



- ▶ Make sure the bottom of the hearing instruments are placed well into the charging slots.
- ▶ Correct placement will be indicated by the LED.
- ▶ Close the charger's lid.
- ▶ The hearing instruments are automatically turned off and start charging. The charging status is shown for 7 seconds.
- ▶ You can charge both hearing instruments at the same time.



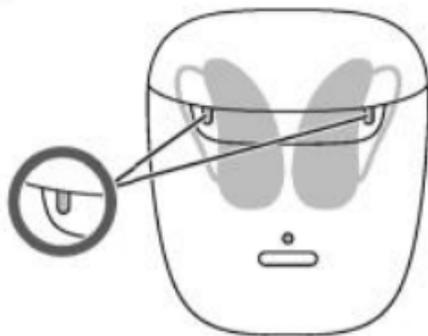
If the status LEDs do not light up when you insert the hearing instruments, check the following:

- The hearing instruments are not correctly placed. Push them slightly into their charging slots 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 instruments

The two LEDs next to the hearing instruments indicate the charging status of the hearing instruments.

Note that the status is only displayed immediately after putting the hearing instruments 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 instrument LED

Pulsing green

Hearing instrument is being charged.

Solid green

Hearing instrument is fully charged.

LED is off

No hearing instrument is in the charger, a hearing instrument is not placed correctly, or the charger is discharged.

Blinking red

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

Charging tips

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



How often do I need to charge the hearing instruments?

We recommend charging the hearing instruments daily, even if the power cell is not empty. Charge them overnight so you can be sure to start your day with fully-charged hearing instruments.



How long does charging take?

A full charging cycle takes approximately 4 hours (+/- 10 mins).

After 30 minutes, it is possible to use your hearing instruments for up to 6 hours.

Charging times may vary due to the use of the hearing instruments and the age of the power cell.



Can I leave the hearing instruments in the charger?

Even when fully charged, you can leave the hearing instruments in the charger with the lid closed. They automatically stop charging when they are fully charged.



What happens if I forgot to charge?

Your hearing instruments will automatically switch-off when the power cell is empty. Charge the hearing instruments as soon as possible.

Hearing instruments which have not been charged for over 6 months may be damaged due to an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and have to be replaced.



What if I intend not to use the hearing instruments for several days or longer?

- Short-term storage (up to several days): Turn off your hearing instruments via the push button or place them in the powered charger with the lid closed.

The charger must be connected to the power supply. If the charger is not connected to power supply and you place your hearing instruments in the charger, the hearing instruments are **not** turned off.

Note that when you turn off the hearing instruments via a remote control or smartphone app, the hearing instruments 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 instruments. Turn them off via the push button before storing them. We recommend to use drying products while storing the hearing instruments. At 6 month intervals you will have to charge the hearing instruments to avoid an unrecoverable deep-discharge

of the power cell. Deep-discharged power cells cannot be charged anymore and they have to be replaced. We recommend recharging more frequently than 6 months intervals.

Observe the storage conditions in hearing instruments' user guide.

Ask your Hearing Care Professional for recommended drying products.



What should I pay attention to when charging?

The hearing instruments and charger must be clean and dry. Observe the operation conditions in section "Operating, transport, and storage conditions". Avoid

charging at high ambient 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 and indicate error if the charger's temperature exceeds 45°C (113°F). Charging resumes automatically after the device has cooled down. Do not touch the hearing instruments, they may be hot.

Further information

Maintenance and care



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.

- ▶ After use and before placing in the charger, wipe the charging pins on the hearing aids with a soft, dry tissue to remove grease or moisture.

Troubleshooting

Problem and possible solutions

LED light is off:

- Check if the power supply is connected correctly.

LED light is blinking red 3 times: An error in the charger has occurred.

- Take the hearing instruments out of the charger and disconnect the charger from the power supply.

- Reconnect the charger to the power supply and re-insert the hearing instruments in the charging slots.
- Charger has reached the temperature limit and needs to cool down. Charging is resumed when the temperature decreases below 45°C (113°F).

If the LEDs are still blinking red:

- Take the hearing instruments 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.

Important safety information

General warnings



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.



WARNING

Risk of electric shock!

- ▶ Connect the charger only with a USB power supply which complies with IEC60950-1 and/or IEC62368-1.



WARNING

- ▶ Observe the operating 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 instruments only with an 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 reduces considerably. Return the device to your Hearing Care Professional.
- ▶ Do not dispose of the device in fire or water.



WARNING

- ▶ 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.

Personal safety



WARNING

Risk of burns!

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



WARNING

Risk of electrical shock!

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



WARNING

Choking hazard!

Your device contains small parts which can be swallowed.

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



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.



WARNING

Risk of explosion!

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



WARNING

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ In hospitals: The charger complies with CISPR 35 and CISPR 32. Therefore the 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).



WARNING

Interference with implantable devices

- ▶ The device can be used with all electronic implants that comply with the ANSI/AAMI/ISO 14117:2012 Electromagnetic compatibility standard for human implants.
- ▶ In case your implant does not comply with the ANSI/AAMI/ISO 14117:2012 standard, consult the manufacturer of your implantable device for information about the risk of disturbance.

Product safety



NOTICE

- ▶ Protect your devices from extreme heat. Do not expose them to 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.



NOTICE

- ▶ Do not disassemble the device.



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.

Important information

Explanation of symbols

Symbols used in this document



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.

Symbols on the device or packaging



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



Indicates the legal manufacturer of the device.



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



Read and follow the instructions in the user guide.



Medical device

Operating, transport, and storage conditions

Operating conditions

Temperature	10-35°C / 50-95°F
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Relative humidity	20-75%
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Atmospheric pressure	700-1060 hPa
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During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10-40°C / 50-104°F	-20-60°C / -4-140°F
Relative humidity	10-80%	5-90%
Atmospheric pressure	700-1060 hPa	700-1060 hPa

For other parts, such as hearing instruments, other conditions may apply.



WARNING

Risk of injury, fire or explosion during shipment.

- ▶ Ship lithium batteries according to local regulations.

Technical data of the power supply adapter

Input voltage:	100-240 V AC
Input current:	0.5 A
Input frequency:	50-60 Hz
Output voltage:	5 V DC
Output current:	1 A

Disposal information

To avoid environmental pollution, do not throw the device into household trash.

Recycle or dispose devices, accessories and packaging according to local regulations.

Conformance information

The CE mark indicates conformity with the following European directives:

- Council Regulation 2017/45 (MDR)
- 2011/65/EU RoHS concerning the restriction of hazardous substances



The CE mark indicates conformity with certain European directives. The full text of the declaration of conformity can be obtained from www.sivantos.com/doc.

This device complies with Part 15B of the FCC Rules and with CAN ICES-003 / NMB-003.

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.

Country-specific information

 **Legal Manufacturer**

WSAUD A/S

Nymoellevej 6

3540 Lynge

Denmark

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