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Preface

Welcome to our Hearing Assist family, and thank you for entrusting us with your hearing enhancement needs. Enclosed is our most innovative hearing aid to date, designed to enhance the quality of sounds in your everyday life!

This user manual only applies to the 2018+ model HA-302 behind-the-ear (BTE) rechargeable hearing aid.

Intended use
This BTE Hearing Aid is an electronic device which amplifies sounds from the surrounding environment. It will help people with mild to moderate hearing loss or those who just want to enhance their ability to hear conversations in a noisy environment.

Precautions
Please consult with your hearing healthcare professional first if you have any questions about your hearing or your hearing instrument.

THE MANUFACTURER RESERVES THE RIGHT TO MODIFY THE TECHNICAL SPECIFICATIONS OF THE PRODUCT WITHOUT ANY PRIOR NOTICE.

Hazard Warnings and Product Safety
– Please read before using your hearing instrument the first time.

<table>
<thead>
<tr>
<th>Hazard Warnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>▶ Remove your hearing aid when exposure to moisture is possible (showering, washing your face, etc.)</td>
</tr>
<tr>
<td>▶ Remove your hearing aid prior to vigorous exercise to avoid injury or damage to yourself or to the hearing aid.</td>
</tr>
<tr>
<td>▶ Keep this product away from children, infants and pets.</td>
</tr>
<tr>
<td>▶ If pain, discomfort, skin irritation in the ear or excessive accelerated earwax occurs, please discontinue use and consult a physician.</td>
</tr>
<tr>
<td>▶ In the unlikely case of the dome being stuck in your ear canal, it is highly recommended that you see a physician for safe removal of the dome.</td>
</tr>
</tbody>
</table>


### Hazard Warnings (continued)

* Hearing Aids are not designed to restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

* Do not attempt to use the hearing aid in a method not instructed within this manual.

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**NOT SUITABLE FOR USE BY ANYONE UNDER 18.**

**FOR MILD TO MODERATE HEARING LOSS.**

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Proper disposal of electronic products protects our environment. At the end of its useful life, rather than dispose of the hearing aid, please contact Hearing Assist and return it to us so we can recycle the product contents.

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### Features

1. **Dome**
2. **Retention lock**
3. **Sound tube**
4. **Volume control**
5. **Program Button**
6. **Charging LED indicator light**
7. **ON/OFF switch**
8. **Charging contact**

---

FOR MILD TO MODERATE HEARING LOSS.
Preparation

Kit includes:
HA-302 hearing aid  1 x Charging base  
  1 x AC adapter  
  1 x Left tube 
  1 x Right tube  
  1 x User manual  
  1 x Cleaning tool  
  1 x USB cable 
  1 x Package of domes

Battery helpful tips
1. A full charge takes about 3 to 3.5 hours, and will allow up to 20 hours of use.

2. Recharging process will automatically shut off when battery is fully charged. Leaving the unit in the charging case will not damage the battery.

3. To maximize the extended life of the battery, keep the hearing aid in the charging base when not in use for an extended period of time.

WARNING: Power is supplied by a custom lithium polymer battery that is built-in and should not be removed EXCEPT by an authorized service center. Removing or attempting to remove the battery will void your warranty. Contact Hearing Assist for battery replacement service.

Operation

Charging System
1. Place your hearing aid into the charging base.

2. Use the provided micro USB cable to attach the charging base to a USB power source or a wall jack using the provided AC Adaptor.

3. We recommend charging your hearing aid completely prior to its initial use.

4. When your hearing aid is placed correctly in the charging base the LED indicator on the Program Button will glow blue to indicate that the unit is charging properly. The indicator turns green when the battery is fully charged and ready to use. When not in use, you may leave your hearing aid in the charging base.

NOTICE: The charging base has a green indicator light that indicates it is functioning normally. If this light turns red, do not attempt to charge your hearing aid. Contact Hearing Assist for a replacement charging base.
Full charging time: 3-3.5 hours
Duration of use: Up to 20 hours of normal use.

For best performance, allow your hearing aid to charge completely prior to each use. The LED indicator light will glow green when completely charged.

Instrument, sound tube and dome assembly:
Your hearing aid consists of three basic parts: the hearing aid housing, sound tube and dome. Your hearing aid should arrive fully assembled, but if you choose to select another dome, follow these instructions.

1. Align dome opening over the grooves of the sound tube and press to secure proper fitting.
2. Align the sound tube opening with the threaded connector on the hearing aid and twist in a clockwise direction until snug.

Note: Replacement sound tubes and domes are available from Hearing Assist

RED lettering on sound tube is for the right ear
BLUE lettering on sound tube is for the left ear
Turning ON and OFF

**Turn ON/OFF** – Press and HOLD the Program Button for about 3 seconds. There will be a 3 second delay after turning the hearing aid on until amplification begins. This allows you some time to set it in your ear without feedback issues.

**Volume Control**

Adjust your volume level by simply rotating the volume dial up or down.

To increase the volume, turn the volume control up (+).
To decrease the volume, turn the volume control down (-).

**NOTE:** Before wearing the hearing aid, we recommend turning your hearing aid ON and setting the volume at a low or comfortable (not loud) setting to reduce or limit feedback during placement.

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How to Wear your Hearing Aid

1. Place your hearing aid over the top of your ear.

2. Hold the tube close to the dome with your thumb and forefinger. With gentle pressure, insert the dome into your ear canal until the tube sits flush against the side of your head. The dome should fit in your ear canal snugly, but not tight.

3. Using your index finger, tuck the retention lock into the edge of the bowl of your ear just above the area of the ear lobe. If your hearing aid fits well without use of the retention lock, you may elect to remove it with a pair of scissors.
Alternating Between Programs

Your hearing aid is pre-programmed with 4 different listening programs. When the hearing aid is turned ON, it will automatically be in program 1. Pressing the program button will change the program according to the preset sequence: 1, 2, 3 and 4. An audible beep will help you identify the preset programs. Example: program 1 will emit 1 beep, program 2 will emit 2 beeps, etc.

Standard program setting and recommended use environment:

<table>
<thead>
<tr>
<th>Program 1</th>
<th>Program 2</th>
<th>Program 3</th>
<th>Program 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quiet environments, such as home and office use. High fidelity and low noise reduction.</td>
<td>Noisy environments, such as restaurants. Higher noise reduction.</td>
<td>TV mode. Reduces low and high frequency sounds to focus on TV sound.</td>
<td>Outdoors. Noise reduction focused for wind.</td>
</tr>
</tbody>
</table>

Troubleshooting

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>POSSIBLE CAUSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No/low sound amplification</td>
<td>Low battery</td>
<td>Recharge the hearing aid</td>
</tr>
<tr>
<td></td>
<td>Built-up wax in the dome</td>
<td>Clean the dome or replace the old dome</td>
</tr>
<tr>
<td></td>
<td>Excessive ear wax</td>
<td>Consult your physician</td>
</tr>
<tr>
<td></td>
<td>Volume set too low</td>
<td>Turn up the volume</td>
</tr>
<tr>
<td></td>
<td>Improper dome insertion</td>
<td>Re-insert the dome</td>
</tr>
<tr>
<td></td>
<td>Hearing aid damaged</td>
<td>Contact Hearing Assist</td>
</tr>
<tr>
<td></td>
<td>Hearing change</td>
<td>Contact your hearing care professional</td>
</tr>
<tr>
<td>Whistling or feedback</td>
<td>Dome is wrong size or damaged</td>
<td>Replace with new or better fitting dome</td>
</tr>
<tr>
<td></td>
<td>Improper dome insertion</td>
<td>Re-insert the dome into your ear so that it is flush with the walls of the ear canal</td>
</tr>
</tbody>
</table>

Maintenance

**Dome** is wrong size or damaged

Noisy environments, such as restaurants. Higher noise reduction.

Higher noise reduction focused for wind.

Output. Noise reduction focused for wind.

Quiet environments, such as home and office use. High fidelity and low noise reduction.

Noisy environments, such as restaurants. Higher noise reduction.

TV mode. Reduces low and high frequency sounds to focus on TV sound.

Higher noise reduction focused for wind.
5. Do I have to turn off my hearing aid before I put it in the charger?
No. When you place your hearing aid into the charging base, it will turn OFF automatically to allow for a faster charging cycle. We recommend that you turn hearing aid OFF when not in use to prevent unwanted battery drain and/or feedback noise.

6. How do I best preserve product and battery performance?
To best preserve your hearing aid and battery, we recommend that you always let it charge overnight and turn it off or leave it in the charging base when not in use. Because a sensor stops the charging process once the battery is full, there is no risk of battery degradation if the hearing aid is kept in the charging base.

7. Can I replace the built-in battery?
No, this is a custom battery that can only be replaced by the manufacturer. For battery replacement service, contact Hearing Assist.

8. How do I know when the battery is going to run out?
There is a light audible beep that will indicate low battery function. Performance of the Hearing Aid will also be affected until recharged.
Sound tube cleaning and care

Care of the sound tube
Use a soft cloth to remove any dirt and moisture after each use. The provided GREEN cleaning line and brush is for removing debris / wax built-up inside the sound tube and dome.

Replacement and cleaning of sound tube
1. To replace - rotate the sound tube counter-clockwise from the hearing instrument case until loosened for removal. Replacement tubes and domes are available from Hearing Assist.
2. To clean - insert the GREEN cleaning line through the threaded end of the tube, push the cleaning line all the way through the tubing until the tip of the GREEN cleaning line comes through the end of the dome.

Whistling/Feedback noise helpful tips

Whistling is common in hearing aids and is also known as ‘feedback’. This phenomenon is caused by amplified sound leaving the ear, being received back into the microphone and being re-amplified. The following tips will help reduce the effect of whistling/feedback noise:

1. Lower the volume.
   Keep volume at a lower setting before inserting the instrument in your ear.

2. Secure the positioning of the dome within the ear.
   Feedback/whistling noise will stop when the hearing aid is securely fitted/ sealed in the ear with the best fitting dome size.

3. Clear the ear canal of wax or debris.
   Seek guidance from your physician for excessive wax built-up.

4. Replace the dome or tube.
   Change to a new dome with a better fitting size.
   Make sure the ear tube is not broken or torn.
Cleaning care and precautions

Keep your hearing aid clean and dry. Use a soft cloth to remove any body oil or moisture from the hearing aid housing. Use the provided cleaning tools to clean wax build-up. If the hearing aid is subject to a lot of perspiration, we recommend turning it OFF and putting it into a dry box at least once a week to reduce moisture-build up. These particular hearing aid boxes can be bought online or at any local pharmacy.

**DO NOT** use water, harsh chemicals, strong cleaners or other fluids to clean your hearing aid.

**DO NOT** leave your hearing aid in the direct sun or in areas where the temperature can rise over 60°C / 140°F for extended periods of time.

**ALWAYS** handle your hearing aid with care; it’s important to prevent your hearing aid from dropping on hard surfaces such as counter tops, tables or floors.

3. To reassemble the sound tube, simply reverse the removal process by tightening the tube and the hearing aid connector with a clockwise motion until the two flat surfaces are flush together.
Appendix

Working condition

Temperature: –20°~60° C, -4°F~140°F
Air humidity: ≤ 85%
Air pressure: 500~ 1100 KPa

Technical Specifications

Max Output (OSPL 90dB).................................121±3
HFA Avg Output (OSPL 90dB)..............................110±4
HFA Avg Gain (input 60/50dB)..............................38±5
EQ Input Noise (dB)...............................................≤30
Total Harmonic Distortion % (500Hz).....................≤3
Total Harmonic Distortion % (800Hz).....................≤3
Total Harmonic Distortion % (1600Hz)...................≤2
Frequency (Hz) F1.................................................≤300
Frequency (Hz) F2.................................................≥5000
Size (hearing aid housing)...............................3.5x1.4x0.8 (cm)
Weight (hearing aid housing).............................3g

FDA information

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 a Hearing Healthcare Professional 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 healthcare provider 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 Healthcare Professionals 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.

**Notice to Hearing Healthcare Providers**

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, then consult a physician.

* Visible congenital or traumatic deformity of the ear.
* Unilateral hearing loss of sudden or recent onset within the previous 90 days.
* History of active drainage from the ear within the previous 90 days.
* Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000Hz, and 2000 Hz.
* History of sudden or rapidly progressive hearing loss within the previous 90 days.
* Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
* Acute or chronic dizziness.
* Pain or discomfort in the ear.

**Stop Using Hearing Aids and Consult a Physician if:**

* Hearing in one or both ears worsened.
* Your ear becomes occluded with excessive ear wax.
* Hearing does not improve while using the provided hearing aid.
* You develop an infection in your ear or ear canal.
* Skin irritation develops in or around your ear canal.
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. Hearing loss may cause problems in language development, educational growth, and social growth of a child. Training and experience qualify an audiologist to assist in the evaluation and rehabilitation of a child with a hearing loss. This hearing aid is not suitable for use by anyone under the age of 18.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

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 hearing aid(s) is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Service and Warranty

Hearing Assist provides a one year warranty against defects from manufacture. We also offer product protection plans that cover all forms of damage except for loss. Please contact us at 800-640-9785 or cs@hearingassist.com to learn about our protection plan options or for any other service, warranty, or product inquiries.

NOT FOR USE BY ANYONE UNDER AGE 18. KEEP HEARING AID OUT OF REACH OF INFANTS, CHILDREN AND PETS AS IT MAY CAUSE A CHOKING OR INGESTION HAZARD

Hearing Assist II, LLC
PO Box 2259
Virginia Beach, VA, 23450
FDA Registration #: 300736887
FDA Owner/Operator #: 10028285

This is a Class 1 Hearing Aid device under FDA Regulations per 21 C.F.R. Sec 874.3300

Made in China