



SOUNDGEAR

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# SHIELD

USER MANUAL

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## Your SoundGear Hearing Protection

This hearing protection device is a reusable level-dependent earplug, classified as Class II Personal Protective Device. It is intended for use in a wide variety of conditions and settings, and is designed to provide protection from loud, steady-state noise, and impulse sounds such as factory noise, farm machinery, gun shots, and more.

To ensure that you receive benefit from your device(s), please read this manual carefully, and follow all instructions provided here and/or by your hearing care professional.

It is vital that you wear your device(s) at all times when using or near firearms, power tools, or loud industrial machinery. Proper use may greatly reduce the risk of hearing loss and tinnitus as a result of exposure to noise that exceeds 85 dB.

Hearing loss can occur for a variety of reasons, including disease, certain medications, the natural aging process, and exposure to loud noise.

Periodic evaluations by a licensed hearing care professional are recommended to monitor any changes in your hearing, or any time you feel your hearing has been compromised.

**Read before using:**

The SoundGear Shield 93 dB is intended for use in environments with intermittent impulse noise only, such as infrequent firearm discharge, such as hunting. The SoundGear Shield 80 dB is intended for wear in environments with sustained, steady-state noise from sources such as heavy machinery in factories, engine noise, or power tools. If you believe you purchased a version of the SoundGear Shield that is inappropriate for your intended use, please call the customer service telephone number on the back of this manual to find out how to exchange your devices for the appropriate SoundGear Shield product.

Worn in the ear canal, these hearing protection devices are designed to overcome the sensation of wearing an earplug. Hassle-free operation allows you to plug and play — simply insert the devices deeply and securely into your ear canals and proceed with your activities.

If your noise environment will be greater than 103 dB for prolonged periods, go to **SoundGear.com** or call **888-617-1995** to find out how to purchase 32 dB NRR foam tips.

**Accessories and Replacement Parts**

Contact **SoundGear** or visit **SoundGear.com** for the accessories or replacement parts listed below.

SoundGear **Foam Bud**.....PN P00009810  
Assorted 6 Pack

SoundGear **Replacement**.....PN P00009811  
**Tri-Flange** Pack - Size 1

SoundGear **Replacement**.....PN P00009812  
**Tri-Flange** Pack - Size 2

SoundGear Shield **Lanyard**.....PN P00003008

SoundGear Shield.....PN P00003009  
**Carrying Case**

**WARNING: Successful insertion of this device is required to ensure hearing protection is achieved.**

Scan to visit our **Support Page** to learn about proper insertion. Or enter **Soundgear.com/support** in your web browser.



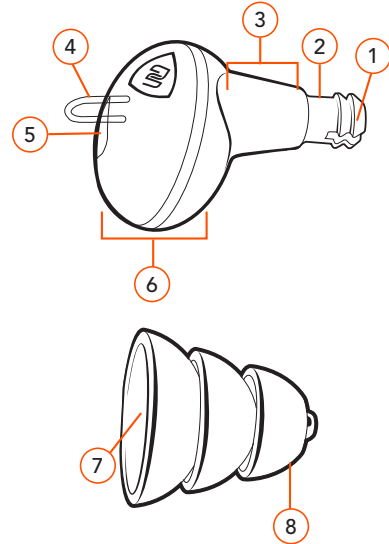
## Features, Controls and Identification

### Your device includes:

1. Sound Opening
2. Spout
3. Shoulder
4. Lanyard Pull Handle
5. Battery Door (location of serial number inside the door)
6. Bulb
7. Tri-Flange Bud Base
8. Tri-Flange Bud
  - Size 1: Small Size
  - Size 2: Large Size (pre-installed on device)

*NOTE: Either device can go in either ear.  
They are not side-specific.*

*NOTE: Foam buds are sold separately.*



## Important Safety Information

Improper use of the product can result in hearing damage and other injury.

### **Make sure this product provides adequate hearing protection for your activities.**

To prevent hearing loss and tinnitus, you may need to wear secondary hearing protection (earmuffs) over this product (e.g., when at the shooting range).

Some very loud sounds may cause hearing loss and tinnitus, even when wearing secondary hearing protection (e.g., high-caliber firearms). Review **SoundGear.com/Guide** for more information.

### **Ensure proper fit.**

Improper fit will reduce the effectiveness of hearing protection.

After some time, your device may not fit properly, due to changes in the shape of your ears or device. Before each use, make sure the device is secure in your ear and is blocking out sound (see insertion instructions on pg. 12).

### **Stop using if side effects occur.**

Consult a physician if you experience swelling, discharge from ear, excessive ear wax or other unusual conditions.

If you experience irritation, inflammation, or allergic reactions, contact SoundGear at **888-617-1995** to learn about alternative materials.

### **Keep out of reach of children.**

They could choke on or ingest parts of the product or cleaning supplies. Store SoundGear device in its case where children or pets cannot access it.

Avoid electric shock and fire hazard.

- Keep all components dry.
- Avoid areas where the air may have flammable chemicals, vapors, or particles (e.g., grain, dust, or metal powders). This device is not certified for hazardous atmospheres.

### **Do not use if damaged.**

Batteries can be damaged if the device or carrying case is dropped, burned, punctured, crushed, or exposed to liquid. Stop using if you suspect damage. Do not attempt to replace batteries. Follow battery disposal instructions.

### **Do not attempt service or repair.**

To avoid electric shock, do not open or insert anything inside the device. There are no user-serviceable parts. Send to SoundGear for service.

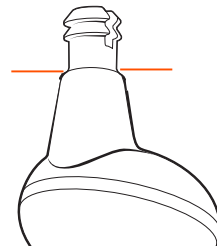
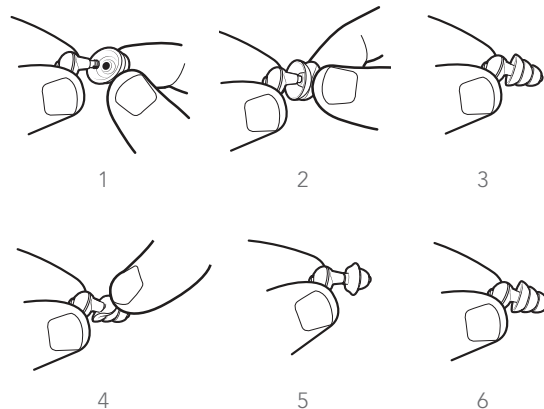
## Assembly Tri-Flange Bud

### Silicone tri-flange bud assembly instructions:

1. Place bud at an angle to the device spout.
2. Direct the device spout into the bud at the bud base.
3. Twist and push the device into the bud.
4. Push the silicone bud until it is fully seated against the shoulder of the device.  
See image to right for proper seating.
5. Lift the base flange up to confirm a correct seal at the base of the spout. Ensure the seal is consistent all the way around the device shoulder.
6. Bend the flange back to the original position before inserting the device into the ear.
7. To remove bud from device, get a firm grip on the bud and device with opposite hands and pull apart. Sometimes a little twisting helps.



**NOTE:** DO NOT use the tri-flange bud with ANY of the flanges bent backwards upon insertion. DO NOT use if tears or cracks are visible on the tri-flange bud.



**NOTE:** The tri-flange bud must adhere at the orange lines, forming a tight fit with the shoulder.

**Bud size selection:** Please try to insert the product with the largest available bud size first. Only if you are unable to get the device properly inserted with this size of bud should you then try a smaller size bud.

## Insertion and Removal - Tri-flange Bud

To insert the device with silicone tri-flange bud:

1. With one hand, firmly pull up and back on the ear as pictured.
2. With the other hand, insert the tri-flange bud into the ear canal firmly. The larger portion of the bulb, with the battery door bump, faces the back of the ear.
3. Push the bulb to be sure the device is fully inserted. It will sit very deep in the ear canal, deeper than a Bluetooth earbud.



**NOTE:** *The bud must be inserted entirely into the canal. This product will not be effective if the bud is visible in the ear. Use a phone camera or another person to confirm that the tri-flange is not visible after insertion.*

**WARNING: Successful insertion of this device is required to ensure hearing protection is achieved.**

Scan to visit our **Support Page** to learn about proper insertion. Or enter **Soundgear.com/support** in your web browser.

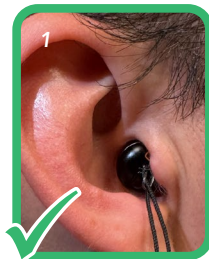


## Correct and Incorrect Insertion - Tri-Flange Bud

**Correct:**

Image 1, shows **correct insertion** of the device.

The bulb is facing towards the back of the head and the tri-flange bud is fully inserted into the canal.

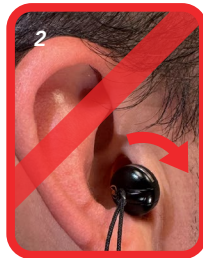


**Incorrect:**

Image 2 below shows a **backward insertion**.

Notice how the bulb is pointing towards the user's face and the device cannot fully rest in the canal.

**To Correct:** *The device in Image 2 should be rotated 180 degrees and pushed further into the canal.*



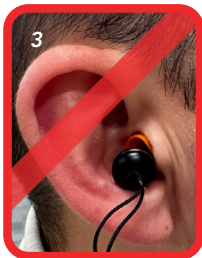
(Instructions continued on the next page)

## Correct and Incorrect Insertion - Tri-Flange Bud

### Incorrect:

Image 3 below shows an **incomplete insertion**. The sides of the tri-flange bud should not be visible. Use a phone camera or other person to confirm that the tri-flange bud is not visible after insertion.

**To Correct:** *The device in Image 3 should be pushed further into the canal. If this isn't possible, a smaller bud size may be required.*



NOTE: Visible tri-flange bud is incorrect.

**Note:** *If the base of the buds are visible, but the outside of the buds are touching skin at all points, then it is a safe fit. If the outside of the buds are visible, then there will likely be a reduction in protection provided by the buds.*

## Insertion and Removal - Tri-flange Bud

### To remove the device:

Grasp the lanyard pull handle, or bulb of the device and pull away from the side of your head.

**PLEASE NOTE:** *Sudden or rapid removal of the earbud out of the ear canal may cause damage to the ear drum. Remove slowly and carefully*

## Helpful Hints

- If the device will not go into the ear canal, change to the smaller size bud provided in the package.
- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; contact a hearing care professional.
- If an allergic reaction occurs, contact a hearing care professional.
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.
- Devices may work out of the ear during normal use, especially with frequent movement and/or perspiration
- Check the fit of the devices, by gently pushing them into the ear, to ensure a proper seal. This will reduce the risk of hearing loss or tinnitus from an improper fit.

**PLEASE NOTE:** *This device is intended to fit deep in the ear canal. If a deep fit and a full seal cannot be achieved, try another bud size.*



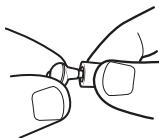
## Assembly Foam Bud

### Foam bud assembly instructions:

1. Place the foam bud at an angle to the device spout.
2. Direct the device spout into the foam bud at the foam bud base.
3. Twist and push the device into the foam bud.
4. Push the foam bud until it is fully seated against the shoulder of the device.
5. To remove bud from device, get a firm grip on the bud and device with opposite hands and pull apart. Sometimes a little twisting helps.



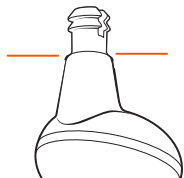
1



2



3



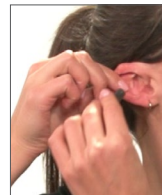
**NOTE:** The foam bud must adhere at the orange lines, forming a tight fit with the shoulder.

**NOTE:** Foam buds are sold separately.  
**Green:** Small **Red:** Medium **Blue:** Large

## Insertion and Removal - Foam Bud

### To insert the device with foam bud:

1. Roll the foam bud between your fingers to compress the foam. With one hand, firmly pull up and back on the ear as pictured.
2. With the other hand, insert the foam bud into the ear canal firmly. The larger portion of the bulb with the battery door bump, faces the back of the ear.
3. Push the bulb for 30 seconds to be sure that the device is fully inserted and that the foam has fully reexpanded. It will sit very deep in the ear canal, deeper than a bluetooth earbud.



**NOTE:** The bud must be inserted entirely into the canal. This product will not be effective if the bud is visible in the ear. You may use a phone camera or another person to confirm that the foam bud is fully inserted.

**Bud size selection:** Please try to insert the product with the largest available bud size first. Only if you are unable to get the device properly inserted with this size of bud should you then try a smaller size bud.

(Instructions continued on the next page)

## Correct and Incorrect Insertion - Foam Bud

### Correct:

Image 1, shows **correct insertion** of the device.

The bulb is facing towards the back of the head and the foam bud is fully inserted into the canal.

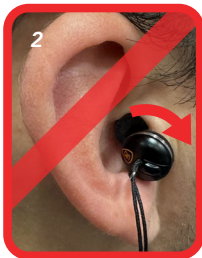


### Incorrect:

Image 2 below shows a **backward insertion**.

Notice how the bulb is pointing towards the user's face and the device cannot fully rest in the canal.

**To Correct:** *The device in Image 2 should be rotated 180 degrees and pushed further into the canal.*



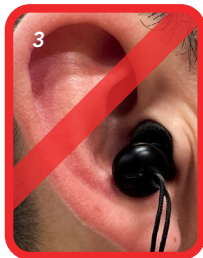
## Correct and Incorrect Insertion - Foam Bud

### Incorrect:

Image 3 below shows an **incomplete insertion**. The foam bud should not be visible. Use a phone camera or other person to confirm that the foam bud is not visible after insertion.

**To Correct:** *The device in Image 3 should be pushed further into the canal. If this isn't possible, a smaller bud size may be required.*

**NOTE:** *If the base of the buds are visible, but the outside of the buds are touching skin at all points, then it is a safe fit. If the outside of the buds are visible, then there will likely be a reduction in protection provided by the buds.*



**NOTE:** *Visible foam bud is incorrect.*

**WARNING: Successful insertion of this device is required to ensure hearing protection is achieved.**

Scan to visit our **Support Page** to learn about proper insertion. Or enter **Soundgear.com/support** in your web browser.



## Insertion and Removal - Foam Bud

### To remove the device:

Grasp the lanyard pull handle, or bulb of the device and pull away from the side of your head.

**PLEASE NOTE:** *Sudden or rapid removal of the earbud out of the ear canal may cause damage to the ear drum. Remove slowly and carefully.*

**WARNING: Successful insertion of this device is required to ensure hearing protection is achieved.**

Scan to visit our **Support Page** to learn about proper insertion.  
Or enter **Soundgear.com/support** in your web browser.



## Helpful Hints

- If the device will not go into the ear canal, change to the smaller size bud provided in the package.
- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; contact a hearing care professional.
- If an allergic reaction occurs, contact a hearing care professional.
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician.
- Devices may work out of the ear during normal use, especially with frequent movement and/or perspiration
- Check the fit of the devices, by gently pushing them into the ear, to ensure a proper seal. This will reduce the risk of hearing loss or tinnitus from an improper fit.

**PLEASE NOTE:** *This device is intended to fit deep in the ear canal. If a deep fit and a full seal cannot be achieved, try another bud size.*

## Lanyard Attachment

Your device comes with a SoundGear Shield lanyard attached. You may remove this at your discretion.

### Removal:

- To remove, push the lanyard string through the lanyard removal handle until you can fit the device through the loop in the lanyard string
- Pull the device through the loop in the lanyard string
- Pull the lanyard string through and out of the lanyard removal handle

### Attachment:

- To attach, push the lanyard string into the lanyard removal handle until there is enough of the string on the other side to fit the device through the loop.
- Push the device through the loop in the lanyard string.
- Pull gently on the device and the lanyard in opposite directions until the lanyard feels well secured to the lanyard removal handle.

**PLEASE NOTE:** *The lanyard should NOT be used in any environment or situation where there is a risk that it could get caught or tangled during use.*

## Device Care

Do your best to keep your devices clean at all times. Heat, moisture and foreign substances can result in poor performance.

### Recommended Storage Conditions:

Measurement	Minimum	Maximum
Temperature	0°C/32°F	40°C/104°F
Pressure	70kPa	106kPa

### Device:

- Clean the device daily while the battery door is closed with a cloth.
- Never use water, solvents, cleaning fluids, or oil to clean your device.
- Use a toothbrush or other cleaning brush (available by calling SoundGear) to clean the tip of the device after removing the bud.

### Tri-flange bud:

- The silicone tri-flange buds can be cleaned with soapy water.
- Allow the tri-flange bud to dry completely before inserting the device back into the sleeve.
- Look for tears or cracks on or under any of the flanges. Replace as needed.

**Foam bud:**

We recommend using a dry cloth such as a microfiber rag to wipe/sweep debris away from your foam bud. A damp cloth may also be used, but the bud must be allowed to dry thoroughly before next use.

*NOTE: Do not clean foam buds with alcohol, alcohol-based, or detergent based cleaners. Do not soak the bud in water.*

**Replacement recommendation:**

Below are the recommended replacement schedules for the foam buds to ensure attenuation. Replacement should occur immediately if there is any sign of degradation, such as tears, rips, or holes.

**Heavy user** - 5 days a week, 8 hours a day. Replace every 2 weeks

**Light user** - 1 day a week, 4 hours a day. Replace every 4-6 weeks.

**Helpful Hints**

- When not in use, remove the batteries completely; place your devices in the carrying case battery saver and store:
  - In a dry, safe place
  - Away from direct sunlight or heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach of pets and children
- Do not take apart your devices.

For instructional videos on battery insertion, device assembly, device use, and more, go to **SoundGear.com**

## Batteries

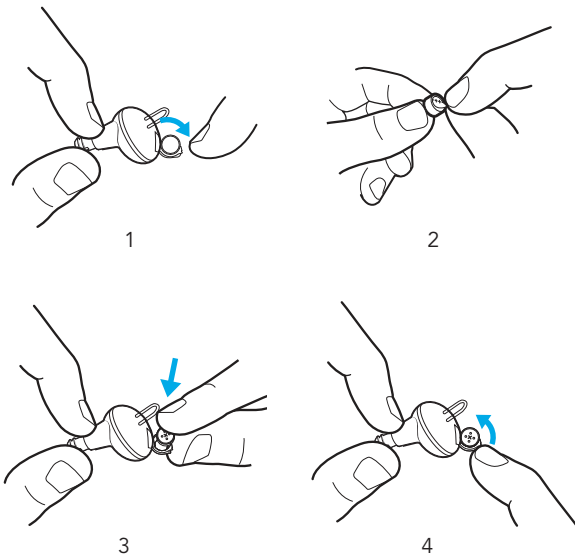
Your device uses a battery as its power source. This battery size can be identified by the yellow (10) color code on the packaging. **Your device powers on upon inserting the battery and powers off upon removing the battery.**

### To insert or replace the battery:

1. Using your finger, gently open the battery door.
2. Remove the old battery.
3. Remove the colored tab from the new battery. Wait 3–5 minutes.
4. Insert the battery into the battery door, ensuring the raised side of the battery is placed face down into the cavity of the battery door. The flat side that the sticker was removed from should be facing up.
5. Close the battery door.

### Helpful battery tips:

- To avoid damage, do not force the battery door shut or open the battery door past 90°. There will be a clear resistance point.
- If the battery door won't close securely, check that you've inserted the battery correctly.
- Discard used batteries right away in the proper waste or recycling container.
- Between uses, store your batteries safely in the battery saver slots inside the carrying case provided.



## Battery Indicator Tones

An indicator tone will sound when the battery is inserted and the device is first powered on to let you know it's working.

An indicator will sound when the battery voltage is low. You have approximately 30 minutes\* to replace the battery, before the device shuts down. An indicator will sound just before the battery stops working.

## Helpful Hints

- Because of their small size, it's a good idea to remove and replace batteries above a table or desk to reduce the risk of dropping the device or battery.
- Dispose of used batteries immediately in the proper waste or recycling container.
- Because batteries can vary in size and performance, a hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type.

\* Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and brand of battery used.

## Warnings

Batteries are dangerous if swallowed. To help prevent the accidental ingestion of batteries:



Keep out of reach of children and pets



Check your medications before taking them – batteries have been mistaken for pills



Never put batteries in your mouth, as they can easily be swallowed



**National Battery Ingestion Hotline: 800-498-8666**

**USA NATIONAL BATTERY INGESTION HOTLINE: 800-498-8666**

**EU EMERGENCY NUMBER: 112**

**AUSTRALIAN NATIONAL POISONS INFORMATION HOTLINE: 13 11 26**

## Troubleshooting Guide

Symptom	Possible Causes	Solutions
Not Loud Enough	Low battery	Replace battery
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush. Remove and clean the tri-flange bud
	Hearing change	Contact a hearing care professional
Inconsistent Performance	Low battery	Replace battery
Unclear, Distorted Performance	Low battery	Replace battery
	Defective device	Contact via email: CustomerSupport@soundgearhearing.com
Dead	Low battery	Replace battery
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush. Remove and clean the tri-flange bud

## Noise Protection Information

NRR = 26 dB (Silicone Tri-flange)

NRR = 32dB (Foam Buds)

### SoundGear Shield 93 dB - Infrequent Noise Environments

Peak Output 93 dB

### SoundGear Shield 80 dB- Steady State Noise Environments

Peak Output 80 dB

IPIL (Impulse Peak Insertion Loss)				
Device	Bud	132 dB Peak	150 dB Peak	168 dB Peak
80 dB	Tri-Flange	25.0	36.6	38.8
	Foam	24.8	35.3	55.3
93 dB	Tri-Flange	23.6	36.2	38.7
	Foam	21.9	34.8	54.4

dB attenuation as measured according to ANSI S12.42-2010 on GRAS 45CB test fixture. All measurements were made with the unit turned on.

*\*These measurements were taken in a laboratory setting. Real-world results may vary.*

*\*OSHA recommends devaluing NRR by 7 dB. Users should take this under advisement when evaluating use environments.*



## Attenuation Data

Measurements were made according to American National Standards Institute Specifications ANSI S3. 19-1974.

Tri-Flange		
Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	32.8	3.7
250	32.9	3.9
500	32.9	3.2
1000	33.4	2.9
2000	34.0	2.6
3150	34.3	3.4
4000	35.1	3.2
6300	41.4	3.5
8000	44.6	2.1

Foam Buds		
Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	41.7	4.4
250	41.5	2.5
500	44.2	3.9
1000	41.9	4.6
2000	38.8	3.2
3150	40.7	3.5
4000	42.4	2.4
6300	44.4	4.2
8000	45.2	3.5

The level of noise entering a person's ear, when hearing protector is worn as directed, is closely approximated by the difference between the A-weighted environmental noise level and the NRR.

### Example:

1. The environmental noise level as measured at the ear is 92 dBA.
2. The NRR for tri-flange is 26 dB.
3. The level of noise entering the ear under laboratory settings for tri-flange is approximately equal to 66 dBA (92 dBA – 26 dBA).
4. Note: Real-world results may vary. OSHA recommends devaluing NRR by 7 dB. Users should take this under advisement when evaluating use environments.

**Caution:** For noise environments dominated by frequencies below 500 Hertz (Hz), the C-weighted environmental noise levels should be used.

Improper fit of this device will reduce its effectiveness in attenuating noise. Consult the enclosed instructions for proper fit.

Although hearing protectors can be recommended for protection against the harmful effects of impulsive noise, the Noise Reduction Rating (NRR) is based on the attenuation of continuous noise and may not be an accurate indicator of the protection attainable against impulsive noise such as gunfire.

**HOW TO OBTAIN WARRANTY SERVICE:**

Deliver your hearing protection device (at your expense) to the Starkey authorized dealer from whom you purchased it, or to Starkey, Repair Dept., 6700 Washington Ave. S., Eden Prairie, MN 55344. For additional information you may visit [www.soundgear.com](http://www.soundgear.com) or email SoundGear at [CustomerSupport@soundgearhearing.com](mailto:CustomerSupport@soundgearhearing.com).

SoundGear warrants to the original purchaser that its hearing protection products will under normal use be free of deficits in materials and workmanship for a period of twelve (12) months from the date of original purchase (the "Warranty Period"). Any replacement products will be free from defects in materials and workmanship for the remainder of the original Warranty Period, or ninety (90) days, whichever is longer. This Limited Warranty gives the original purchaser specific legal rights and he/she may also have other rights which vary from state to state.

This Limited Warranty does not cover: (1) accessories, cleanings, or replaceable batteries; (2) damage due to normal wear and tear, accident, neglect, abuse, misuse, improper use or installation, mishandling, or failure to follow SoundGear's written instructions; (3) damage resulting from alteration modification, repair, or maintenance by any party other than SoundGear or its authorized service provider; (4) damage due to natural causes such as, but not limited to, wind, water, extreme weather, and environmental electrical current (lightning); or (5) defects not reported to SoundGear within the Warranty Period.

If the product fails due to a defect in material or workmanship during the Warranty Period, SoundGear will, at its sole discretion, repair or replace the defective product or part free of charge or refund the purchase price.

TO THE MAXIMUM EXTENT PERMITTED BY LAW SOUNDGEAR DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDED BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The remedies provided in this Limited Warranty are the purchaser's sole and exclusive remedies, and SoundGear's liability shall under no circumstances exceed the price paid for the defective product. SoundGear shall not be liable for any damages whatsoever including but not limited to direct, indirect, special, incidental, or consequential damages, or damages for personal injury, lost profits, business interruption, or any other pecuniary loss arising out of the use of or inability to use the defective product or parts.

Limitation on how long this Limited Warranty lasts and the exclusion of incidental or consequential damages may not apply in certain states.

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

This warranty is valid only in the United States.

**⚠ CAUTION:** For noise environments dominated by frequencies below 500 Hertz (Hz) the C-weighted environmental noise level should be used.

Proper insertion of earbud and device is essential to noise attenuation performance. Improper fit of this device will reduce its effectiveness in attenuating noise. Consult the instructions section for proper fit.

Although hearing protectors can be recommended for protection against the harmful effects of impulsive noise, the Noise Reduction Rating (NRR) is based on the attenuation of continuous noise and may not be an accurate indicator of the protection attainable against impulsive noise such as gunfire.

### LIMITATION ON DURATION OF IMPLIED WARRANTIES:

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by SoundGear beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. SoundGear is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any SoundGear dealer or other person beyond those expressly set forth in this Limited Warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### WHAT THIS LIMITED WARRANTY COVERS:

This Limited Warranty covers only a "defect" in the workmanship performed and/or materials used to manufacture your Device. "Defect" means the failure of the workmanship performed and/or materials used to conform the product to SoundGear's design and manufacturing specifications and tolerances.

This Limited Warranty provided by SoundGear to you, the original purchaser of a SoundGear Device, covers your new Device when sold by an authorized SoundGear dealer. The duration of this Limited Warranty begins when you first take delivery of your Device from an authorized dealer and ends ninety (90) days later ("warranty period").

### HOW TO OBTAIN WARRANTY SERVICE:

Deliver your Device (at your expense) to the SoundGear authorized dealer from whom you purchased it, or to SoundGear, Repair Dept., 6700 Washington Ave. S., Eden Prairie, MN 55344.

### WHAT THIS LIMITED WARRANTY DOES NOT COVER:

Accessories; or damage to your Device caused by misuse or neglect, accident, unauthorized alteration, or failure to provide reasonable and necessary maintenance and cleaning.

#### DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES:

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM SOUNDGEAR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE DEVICE, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE PRODUCT TO AN AUTHORIZED SOUNDGEAR DEALER OR TO SOUNDGEAR, HOTEL ROOMS, OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

### YOUR LEGAL REMEDIES:

THIS LIMITED WARRANTY DOES NOT "EXTEND TO FUTURE PERFORMANCE. ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIES MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL SOUNDGEAR BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE DEVICE. Some States do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This warranty is valid only in the United States.

## Regulatory Information

For service or repair, please contact your hearing care professional first. If necessary, you can send your device to:



**Starkey Laboratories, Inc.**  
6700 Washington Ave. South  
Eden Prairie, MN 55344 USA  
www.starkey.com



Waste from electronic equipment must be handled according to local regulations

This device complies with Part 15 of the FCC Rules. 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 undesired operation

This Class B digital apparatus complies with Canadian ICES-003(b)

Cet appareil numérique de la classe B est conforme à la norme NMB-003(b) du Canada.

Symbol	Symbol Meaning	Applicable Standard	Symbol Number
	Manufacturer	BS EN ISO 15223-1:2021	5.1.1
	Importer	BS EN ISO 15223-1:2021	5.1.8
	Country of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Date of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Catalogue Number	BS EN ISO 15223-1:2021	5.1.6
	Serial Number	BS EN ISO 15223-1:2021	5.1.7
	Keep Dry	BS EN ISO 15223-1:2021	5.3.4
	Temperature Limit	BS EN ISO 15223-1:2021	5.3.7
	Humidity Limitation	BS EN ISO 15223-1:2021	5.3.8
	Caution	BS EN ISO 15223-1:2021	5.4.4
	General warning sign	EC 60601-1, Reference no. Table D.2, Safety sign 2	ISO 7010-W001
	Refer to instruction manual/ booklet	EC 60601-1, Reference no. Table D.2, Safety sign 10	ISO 7010-M002
	Collect Separately	DIRECTIVE 2012/19/EU (WEEE)	Annex IX
	Class II equipment	IEC 60417 Reference no. Table D.1	Symbol 9 (IEC 60417-5172)
	Giteki Mark	Japanese Radio Law	N/A
	Direct current	IEC 60601-1 Reference no. Table D.1	IEC 60417-5031
	NOM Certification symbol	IEC 60601-1 (IEC 60529) Table D.3	Code 2
	Degree of protection	IEC 60601-1 (IEC 60529) Table D.3	Code 2



SoundGear Hearing  
6700 Washington Avenue S. • Eden Prairie, MN 55344  
[www.soundgear.com](http://www.soundgear.com)  
888-617-1995

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Patent: [www.starkey.com/patents](http://www.starkey.com/patents)