

Quick Start Guide

*Congratulations on your
journey to better hearing*

NOW **iQ^R**



NUEAR

At NuEar, we believe that to hear better is to live better.



NOW iQ Rechargeable hearing aids help you stay connected to the people and things you love most. **NOW iQ R** offers NuEar's most advanced technology with supreme sound quality and features, customizable to fit your unique hearing needs.

Get the most out of your hearing aids

Please visit [NuEar.com/care](https://www.nuear.com/care) for additional tools and resources including:

- Instructional videos
- Operations manuals
- Product brochures



Charging Your Hearing Aids



- Place your hearing aids in the charger with the earbuds or earmolds resting inside the reservoir.
- Your hearing aids will turn off automatically and begin to charge, as long as your charger is powered; Standard Charger without on-board battery requires external power source (i.e., wall outlet)
- Your hearing aids will automatically power on when removed from the charger; Standard Charger without on-board battery requires external power source (i.e., wall outlet)
- Note: The LEDs corresponding to each hearing aid:
 - Glowing Green = Charging
 - Solid Green = Fully Charged*
 - Blinking Red = Fault State. To reset, remove the hearing aids from charger, wait until LED turns off and re-insert aids. If Fault State continues, call your hearing professional.

Ask your hearing professional about our pocket-sized Mini Turbo Charger that provides a 3.5-hour charge in just seven minutes.



**If you are charging the Premium Standard Charger without the cord, the LEDs will turn off when charged to preserve the on-board battery.*

- Charging occurs with the lid open or closed; hearing aids will be fully charged in under 3 1/2 hours*
- It is safe to store hearing aids in the charger after they are fully charged and any time that you are not wearing them
- If you will not be wearing your hearing aids for an extended period of time (i.e, weeks), remove both the plug from the charger and the hearing aids from the charging ports. You will need to manually power off the hearing aids by pressing the user control on each hearing aid for three seconds. You may store them in the reservoir.
- The desiccant puck provided will be effective for 3–6 months depending on moisture in the hearing aids and humidity. When the desiccant puck fades from blue to white, it should be replaced.

For Premium Standard Charger with on-board battery only:

- When charging without the charger cord the LEDs will turn off when the hearing aids are fully charged
- To refresh LEDs when the charger is not plugged in, remove a hearing aid from the charging port for three seconds and then replace it in the charger (refresh lasts 10 seconds only – then LEDs will turn off again)

**Model dependent; Standard Charger without on-board battery requires power cord to be plugged into an external power source (i.e. wall outlet).*

Power On & Off

- ON** - The hearing aids will power on automatically after removing them from the charger, as long as the charger is powered/plugged into an external power source (i.e., wall outlet). There is a delay that allows you time to insert your hearing aid into your ear.
- ON** - If the hearing aid is manually powered off, pressing the user control for three seconds will power it on. The delay still exists, to give you time to insert the hearing aid into your ear.
- OFF** - The hearing aids will power off automatically when placed in the charging port, as long as your charger is powered/plugged into an external power source (i.e., wall outlet). Charging will proceed.
- OFF** - The hearing aids can be powered off manually by pressing the user control for three seconds.

System Care

HEARING AID CARE

Keep your hearing aids clean. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the user control, microphone and battery compartment.
- Inspect the receiver, earbud or ear tip, and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aids.

CHARGER CARE

Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.

- Use the provided cleaning brush to keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Keep lid closed as much as possible to avoid dust and debris buildup.
- Store your charger in a clean and dry location i.e., a dresser or shelf rather than the bathroom or kitchen.

To ensure the longest life of your rechargeable hearing aid batteries and the batteries in the charger:

- Fully charge hearing aid batteries every night
- Do not expose to excess heat, i.e., on a window sill or in a hot car

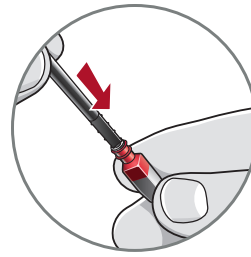
Helpful Hints

- Do not take apart your hearing aids or insert the cleaning tools inside them.
- When not in use, place your hearing aids in the storage container and store:
 - In a dry, safe place
 - Away from direct sunlight and heat to avoid extreme temperatures
 - Where you can easily find them
 - Safely out of reach from children and pets

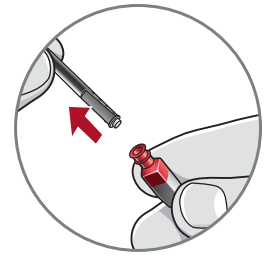
Hear Clear Receiver Wax Guards

RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

1. Insert yellow end of the application stick straight into used wax guard in hearing aid.
2. Pull **straight** out (do not twist) on stick to remove used wax guard.
3. Use opposite end of stick to firmly insert clean wax guard into hearing aid.
4. Pull **straight** out (do not twist) to remove stick and discard.



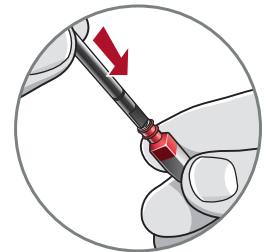
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Hearing Aid Information

Hearing Aid Serial #: L _____ R _____

Charger Serial #: _____

Warranty expiration date: _____

Memory settings, if applicable: _____

Memory #	Environment/ Listening Situation	Beep/Indicator

.....

Special instructions: _____

Hearing professional:
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Limited Warranty

This Limited Warranty provided by NuEar, to you, the original purchaser of a NuEar hearing aid, covers your new hearing aid when sold by a hearing professional authorized by NuEar. The duration of this Limited Warranty begins when you first take delivery of your hearing aid from an authorized hearing professional and thirty-six (36), twenty-four (24) or twelve (12) months later ("warranty period"):

36 months: NOW iQ i2400, Charger

24 months: NOW iQ i2000/i1600/i1200

12 months: NOW iQ i1000

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 NuEar beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. NuEar is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any hearing professional 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 hearing aid. “Defect” means the failure of the workmanship performed and/or materials used to conform the hearing aid to NuEar’s design and manufacturing specifications and tolerances.

Your hearing professional may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information.

NuEar will either replace the hearing aid or repair any covered defect in your hearing aid, provided that you deliver your hearing aid to one of NuEar’s authorized hearing professionals and notify the hearing professional of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for NuEar’s repair or replacement of the aid itself, but the hearing professional may charge a fee for services he or she provides. Performance of warranty repairs on your hearing aid shall not extend the duration of the warranty period. Any repairs performed on your hearing aid after the warranty period has expired shall be considered “good will” repairs, which shall not alter the terms of this Limited Warranty.

How to Obtain Warranty Service

Deliver your hearing aid (at your expense) to the NuEar

authorized hearing professional from whom you purchased it. If that professional is unavailable, visit www.NuEar.com or call the toll-free telephone number on the back of the Operations Manual to locate another authorized NuEar hearing professional.

What this Limited Warranty Does Not Cover

Earmolds, accessories, or damage to your hearing aid 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 NUEAR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING AID, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE HEARING AID TO AN AUTHORIZED HEARING PROFESSIONAL, 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.

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[NuEar.com](https://www.NuEar.com)

6700 Washington Avenue South
Eden Prairie, MN 55344
800.626.8327

