



**SOUNDGEAR**

OPERATIONS MANUAL

## Your SoundGear

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 will greatly reduce but not eliminate the risk of damage to your hearing 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.

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## INSTANT FIT IN-THE-CANAL OVERVIEW

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

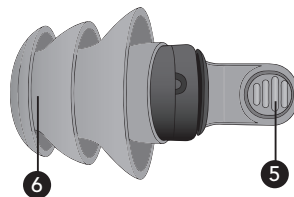
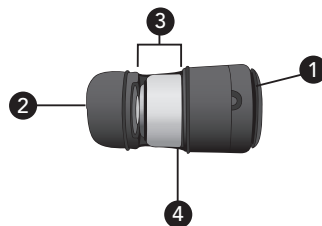
### Features, Controls and Identification

#### Your device controls include:

1. Microphone opening
2. Sound outlet (receiver)
3. Battery compartment
4. Location of serial number
5. Removal handle
6. Large orange sleeves (shown). Six additional sleeves (two small black, two large black and two small orange) also included in package

## INSTANT FIT IN-THE-CANAL OVERVIEW

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## IMPORTANT SAFETY INFORMATION

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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 damage, you may need to wear secondary hearing protection (earmuffs) over this product (e.g., when at the shooting range).

Some very loud sounds may damage hearing, even when wearing secondary hearing protection (e.g., high-caliber firearms). Review [soundgear.com/guide](https://www.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. 14).

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

Consult a physician if you experience severe swelling, discharge from ear, excessive wax or other unusual conditions. If you experience irritation, inflammation, or allergic reactions, contact SoundGear to learn about alternative materials.

## IMPORTANT SAFETY INFORMATION

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### **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 hearing aid or charging 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 hearing aid. There are no user-serviceable parts. Send to SoundGear for service.

## INSTANT FIT IN-THE-CANAL PREPARATION

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### Batteries

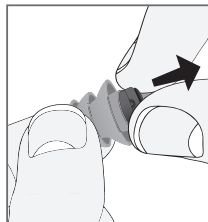
Your device uses a battery as its power source. This battery size can be identified by the yellow (10) color code on the packaging. **Your device powers on upon inserting the battery and powers off upon removing the battery.**

#### To insert or replace the battery:

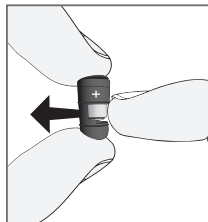
1. To remove the device from the sleeve, gently push the device out from the end opposite the removal handle.
2. Remove old battery by pushing it out from the side of the device with your fingers.
3. Remove the tab from the new battery.
4. Place battery in device by lining up the battery's "+" sign (flat side of the battery) with the "+" on the case. The "+" sign is on the wider end of the device, which is engraved with SoundGear.

## INSTANT FIT IN-THE-CANAL PREPARATION

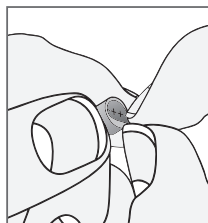
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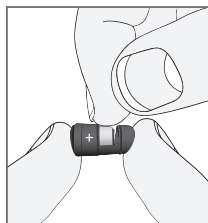
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## INSTANT FIT IN-THE-CANAL PREPARATION

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### Battery Indicator Tones

An indicator will sound when the battery voltage is low.  
You have approximately five minutes\* to replace the battery.  
An indicator will sound just before the battery stops working.

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

### Helpful Hints

- Because of their size, it's a good idea to change 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.

## INSTANT FIT IN-THE-CANAL PREPARATION

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### 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**

## INSTANT FIT IN-THE-CANAL PREPARATION

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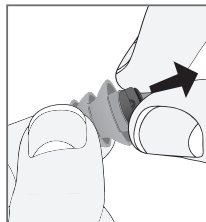
### Assembly

#### To assemble device:

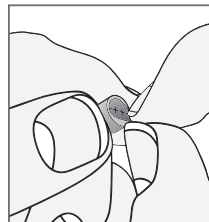
1. Remove the sleeve from the device by gently pushing the device out from the end opposite the removal handle.
2. Remove the tab from the new battery.
3. Place battery in device by lining up the battery's "+" sign (flat side of the battery) with the "+" on the case. The "+" sign is on the wider end of the device, which is engraved with SoundGear.
4. Insert device back into sleeve making sure the SoundGear label is visible. The narrow end of the device should rest against the tip of the sleeve.

## INSTANT FIT IN-THE-CANAL PREPARATION

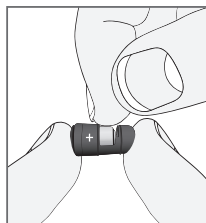
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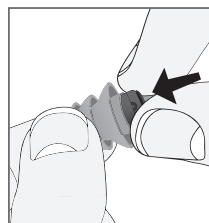
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## INSTANT FIT IN-THE-CANAL PREPARATION

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### Insertion and Removal

#### To insert the device:

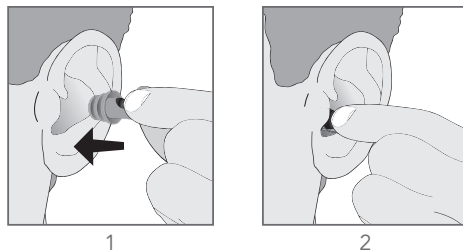
1. SoundGear should sit in the outermost part of the ear canal. Select the largest sleeve first and only use the smaller sleeve if the large sleeve is too large to seal the outer ear canal or causes discomfort in the outer ear canal.
  2. Gently insert the canal tip of the device into your ear canal. Softly press the device into place with your finger until the ear canal is completely sealed.
- Do not push device into your ear where the removal handle cannot be reached.
  - Fit should be snug to ensure product is properly sealing the ear canal and achieving listed NRR.

#### To remove the device:

Grasp the removal handle and gently remove from ear.

## INSTANT FIT IN-THE-CANAL PREPARATION

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### Helpful Hints

- If the device will not go into ear canal, change to the small sleeve provided in the package.
- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact a hearing care professional.
- If an actual 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.



## INSTANT FIT IN-THE-CANAL SYSTEM CARE

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### Device Care

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

- Clean daily over a soft cloth to prevent damage from a fall to a hard surface.
- Remove the sleeve, then use cleaning brush provided in the package to clean debris from around the microphone, receiver and battery compartment.
- Never use water, solvents, cleaning fluids or oil to clean your device.
- The plastic sleeve can be cleaned with soapy water.
- Allow the plastic sleeve to dry completely before inserting the device back into sleeve.

## INSTANT FIT IN-THE-CANAL SYSTEM CARE

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### Helpful Hints

- When not in use, remove the batteries completely; place your devices in the storage container 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 or insert the cleaning tool inside them.

## INSTANT FIT IN-THE-CANAL SYSTEM CARE

### 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 plastic sleeve.
	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: <a href="mailto:CustomerSupport@soundgearhearing.com">CustomerSupport@soundgearhearing.com</a> .
Dead	Low battery	Replace battery.
	Wax or debris in the microphone or receiver	Clean both microphone and receiver with brush. Remove and clean the plastic sleeve.

## INSTANT FIT IN-THE-CANAL TECHNICAL SPECIFICATIONS

**NRR = 25 dB**

<b>SoundGear</b>	Peak Output	93 dB
	Peak Gain	15 dB
<b>SoundGear Industrial</b>	Peak Output	80 dB
	Peak Gain	8 dB

IPIL (Impulse Peak Insertion Loss)			
dB Peak	132	150	168
	22.6	36	44.4

dB attenuation as measured according to ANSI S12.42-2010 on GRAS 45CB test fixture.

All measurements were made with the unit turned on.

INSTANT FIT IN-THE-CANAL

**TECHNICAL SPECIFICATIONS**

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**Attenuation Data**

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

Total Frequency (Hz)	Mean Attenuation (dB)	Standard Deviation (dB)
125	30.6	4.6
250	30.3	5.0
500	32.7	4.8
1000	32.8	4.4
2000	37.6	4.7
3150	41.8	3.5
4000	40.7	3.9
6300	43.4	5.5
8000	43.2	4.5

NOISE PROTECTION INFORMATION

**REQUIRED INFORMATION**

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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 is 25 dB.
3. The level of noise entering the ear is approximately equal to 67 dBA (92 dBA - 25 dB).

**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.

## LIMITED WARRANTY

### LIMITED WARRANTY INFORMATION

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This Limited Warranty provided by Starkey, to you, the original purchaser of a SoundGear device, covers your new electronic hearing protection device when sold by an authorized Starkey dealer or via the website, [www.soundgear.com](http://www.soundgear.com). The duration of this Limited Warranty begins when you first take delivery of your hearing protection device from an authorized dealer or via the above website and ends twelve (12) months later ("warranty period").

**In order to be eligible for service under this Limited Warranty you MUST register your device by emailing [SoundGear at CustomerSupport@soundgearhearing.com](mailto:CustomerSupport@soundgearhearing.com). Serial number(s) on the device(s) and a copy of your receipt are required to verify the date of purchase.**

#### 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 Starkey beyond this Limited Warranty. No person has authority to enlarge, amend or modify this Limited Warranty. Starkey is not responsible for any undertaking, representation, or warranty (written, express or implied) made by any Starkey 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.

## LIMITED WARRANTY

### LIMITED WARRANTY INFORMATION

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#### WHAT THIS LIMITED WARRANTY COVERS:

This Limited Warranty covers only a "defect" in the workmanship performed and/or materials used to manufacture your hearing protection device. "Defect" means the failure of the workmanship performed and/or materials used to conform the device to Starkey design and manufacturing specifications and tolerances.

Your authorized Starkey dealer 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.

Starkey will either replace the hearing protection device or repair any covered defect in your device, provided that you deliver your device to one of Starkey authorized dealers or directly to Starkey in the manner described below. In addition, you must notify the authorized dealer or Starkey of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Starkey repair or replacement of the device itself, but the dealer may charge a fee for services he or she provides. Performance of warranty repairs on your hearing protection device shall not extend the duration of the warranty period. Any repairs performed on your device after the warranty period has expired shall be considered "good will" repairs, which shall not alter the terms of this Limited Warranty.

## LIMITED WARRANTY

# LIMITED WARRANTY INFORMATION

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### 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).

### WHAT THIS LIMITED WARRANTY DOES NOT COVER:

Batteries; accessories; or damage to your hearing protection 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 STARKEY ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING PROTECTION DEVICE, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE DEVICE TO AN AUTHORIZED STARKEY DEALER OR TO STARKEY, 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.

## LIMITED WARRANTY

# LIMITED WARRANTY INFORMATION

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### 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 STARKEY BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING PROTECTION 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.

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# SOUNDGEAR

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