OTC

Open–fit Behind–the–Ear (BTE) Hearing Aid

User Manual

A–32

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1. Mandatory Safety Warnings

⚠ **WARNING:** Do not use if you are younger than 18. See a physician, preferably an ear, nose, and throat (ENT) specialist, because your condition may require specialized care. Over–the–counter (OTC) hearing aids are only for users age 18 and older.

⚠ **WARNING:** Red Flag Symptoms — See an ENT Doctor Immediately Stop use and visit an ear, nose and throat specialist right away if you have any of the following conditions:

- Visible ear deformity, ear trauma or ear bleeding
- Ear discharge within the past 90 days
- Sudden, rapid or fluctuating hearing loss
- Persistent vertigo / dizziness
- Single–sided hearing loss or unilateral tinnitus
- Severe impacted earwax blocking the ear canal
- Foreign objects inside the ear canal
- Acute otitis externa, tympanitis, middle ear effusion
- If you have a history of ear surgery, discontinue use and consult an ENT physician.

⚠ **WARNING:** This hearing aid should not cause pain. Remove the device if it causes pain or discomfort during insertion or wear. If pain persists, stop use and contact the manufacturer or a hearing healthcare professional.

⚠ **WARNING:** Prolonged Exposure To High Volume May Cause Permanent Hearing Loss. Use The Lowest Comfortable Volume.

⚠ **WARNING:** Choking hazard. Small parts may be swallowed. Keep away from children under 3 years.

⚠ **WARNING:** This Device Is Not For Severe Or Profound Hearing Loss.

⚠ **WARNING:** Not For Single–sided Deafness.

⚠ **WARNING:** If you have questions about your hearing aid or experience persistent discomfort, consult a hearing healthcare professional.

⚠ **WARNING:** Do Not Mix With Non–otc Hearing Aids.

NOTE: Allow 1—4 weeks for adaptation. Full adaptation may take 1—3 months. This device does not restore normal hearing and will not cure or prevent hearing loss.

Report Adverse Events: Contact FDA MedWatch at 1800FDA1088 or visit www.fda.gov/medwatch.

NOTE: This device may occasionally be affected by strong nearby electromagnetic fields. If this occurs, move away from the source.

Ear Canal Safety Reminder: Use included ear tips to keep a 10 mm minimum gap between the sound outlet and eardrum; direct contact may cause permanent hearing damage.

FCC Compliance Statement
This device is a Class B digital device without any wireless Bluetooth, radio transmission or RF streaming functions. It has been tested and complies with the limits for Class B digital devices pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates and uses radio frequency energy internally; if not installed and used in accordance with the instructions, it may cause harmful interference to radio reception. However, there is no guarantee that interference will not occur in a specifc installation. If this equipment causes harmful interference to radio or television reception, confirm by turning the device off and on; users may resolve interference via the following methods:

①. Reorient or relocate receiving antennas.
②. Increase separation distance between the hearing aid and receiving equipment.
③. Connect the device to a power outlet on a different circuit from the receiver.
④. Consult the manufacturer or a professional radio technician for assistance.

Operation of this device is subject to the following two conditions:
(1)This device shall not generate harmful radio interference;
(2)This device must accept any received interference, including interference that may trigger abnormal operation.

Caution: Any modifcations or alterations not explicitly approved by the responsible compliance party will void the user's legal authority to operate this equipment under FCC regulations.

Return Policy: If you are unsatisfied with this OTC hearing aid, please contact your retailer or the manufacturer within the local return period for return or exchange service.

2. Intended Use

①. This over–the–counter (OTC) Open–fit Behind–the–Ear (BTE) hearing aid is intended for adults (18 years and older) with mild to moderate permanent hearing loss. It is a self–fitting, self–operating device designed to amplify sound for better communication in daily environments. It is not intended for severe or profound hearing loss, single–sided deafness, or use by children.
②. This device is intended only for mild to moderate permanent hearing loss. You may be a candidate if you：

- Have trouble hearing speech in noisy places
- Struggle to follow conversations in groups
- Have difficulty hearing on the phone
- Feel tired when listening
- Need higher TV/radio volume than others

3. Product Specifications

Parameter	Specifcation
Type	OTC BTE Hearing Aid
Model	A–32
Max OSPL90	⩽117dB SPL
HFA OSPL90	110dB
FullOn Gain	35dB
Frequency Response	220Hz — 6500Hz
Total Harmonic Distortion	⩽5%
Equivalent Input Noise	⩽29dB
Continuous Amplifcation Runtime	8 hours
Charging cycle life	⩾500 cycles
Compliance Note	Dynamic compression equipped, compliant with FDA 117dB SPL OTC limit.

4. Manufacturer Information

- **Manufacturer:**SHENZHEN SHENRUI MEDICAL CO., LTD
- **Address:**Floor 4, Building C, Fuyongli Xinhu Funing High–Tech Industrial Park,Fuyong Street, Baoan District, Shenzhen 518103, CHINA
- **Tel:**+86 75523576042
- **Country of Origin:** Made in China
- **UDI Note:** UDI code printed inside charging case; full data available via FDA GUDID database

5. What's in the Box

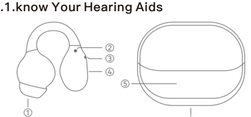
No.	Item	Quantity
1	Hearing Aids	2(Left & Right)
2	Charging Case	1
3	USB–C Charging Cable	1
4	Silicone Earplugs	3(S/M/L)
5	Cleaning Brush	1
6	Lanyard	1

6. Environmental Conditions

Condition Type	Parameters
Normal Operating Conditions	Ambient temperature: 10˚C to 40˚C Relative humidity: ⩽ 80% Atmospheric pressure: 80 kPa to 106 kPa
Transport and Storage Conditions	Ambient temperature: 0˚C to 38˚C Relative humidity: ⩽ 80% Note: Protect packaged devices from direct sunlight, rain, snow, and mechanical impact.

7.Getting Started

7.1.know Your Hearing Aids



① Receiver ② Indicator LED ③ Microphone
④ Touch key ⑤ Battery level display ⑥ Charging port



① Left hearing aid battery indicator
②Right hearing aid battery indicator
③Charging case battery indicator

7.2.Operation Instructions

Operation Category	Specifc Operation Steps	Indicato/Tone Feedback	Safety Note
Power On	1.Auto power on: Remove hearing aids from charging case 2.Manual power on: Long press touch button for 3s	Blue light flashes 1 sec + startup single "Di" tone	Do not wear at excessive volume for long periods
Power Off	1.Auto power off: Place hearing aids into charging case 2.Manual power off: Long press touch button for 3s	White light flashes 1 sec + shutdown single "Di" tone	Turn off device if abnormal noise occurs
Mode Switch	Long press touch button to switch circularly	Normal mode: Single "Di" Noise reduction mode: Double "DiDi" Outdoor mode: Triple "DiDiDi"	Select suitable mode based on ambient environment
Volume Adjustment	Short press touch button repeatedly to raise volume; cycle back to min after max volume	No extra light prompt, only volume change	Long–time maximum volume may cause permanent hearing loss

7.3.Wearing Instructions

- Distinguish L (Left) / R (Right) mark on each hearing aid.
- Hang the main body on the outside of auricle, place the sound outlet earplug lightly into the entrance of ear canal (open–fit design, no full occlusion of ear canal).
- Adjust the hanging arm to fit stable without shaking during daily movement.
- If pain or extrusion occurs, replace with smaller size silicone earplugs.

7.4.Charging Instructions

7.4.1 Charge Hearing Aids

- Open charging case lid, place left/right hearing aids into corresponding charging slots, close lid to start automatic charging.
- Full charging time for hearing aids: approx. 1 hour.
- Indicator rule: Blue breathing light = charging; blue light off = fully charged.

7.4.2 Charge Charging Case

- Insert the USB–C cable into the charging port of the charging case, and connect the other end to a certified 5V/1A power adapter.
- Indicator status for charging case self–charging: White breathing light on = charging in progress; white light off = fully charged (approx. 2 hours to full charge).
- Unplug the power supply right after full charging to avoid overcharging the battery.

7.4.3 Charging Case Display Screen Status Rules

- When placing or removing hearing aids from the charging case, the display screen automatically lights up and turns off after 5 seconds.
- When the charging case charges hearing aids, the corresponding left and right hearing aid battery indicators (① and ②) light up and flash.
- Low power reminder of charging case: When hearing aids are placed into the charging case, the display lights up for 3 seconds then shuts down; after all hearing aids are taken out, the display flashes three times and then turns off.
- While charging the charging case itself, the display lights up and flashes with gradually rising numerical values, and shows "100" once fully charged.

7.4.4 Lithium Battery Safety Precautions

- Fully charge the device before its first use.
- If the product will not be used for a long period, charge it once per month to prevent damage caused by lithium battery over–discharge.
- Immediately stop use if the battery bulges, leaks liquid or generates excessive heat.
- Keep the charging equipment away from high–temperature environments.
- Do not leave the charging case unattended during charging.
- Built–in lithium battery capacity will decline after repeatedcharge cycles, shorter runtime is normal aging, not device failure.
- Do not discard lithium batteries in household waste; deliver to official battery recycling stations.

8. Maintenance & Care

①. Daily cleaning: Wipe hearing aid surface with dry soft cloth; regularly clean sound outlet to block earwax accumulation.
②. Use matching cleaning brush to clear microphone and sound hole debris every day.
③. Store in charging case with desiccant overnight to keep dry.
④. Disinfection: Wipe surface with 70%—80% ethanol solution for 3 minutes, twice each time.
⑤. Do not immerse the whole machine in water or liquid.
⑥. Regularly inspect charging contacts, keep free of dust and earwax to avoid poor charging contact.

9. Troubleshooting Guide

When your device encounters problems in use, please refer to the methods in the table below for simple treatment:

Symptom	Possible Cause	Solution
Howling/loud feedback	Incorrect wearing position, loose earplug	Re–adjust wearing angle; replace matched size earplugs
No sound output	Power off/low battery/minimum volume	Take out and re–power; fully charge; increase volume properly

Symptom	Possible Cause	Solution
Weak sound volume	Low battery/earwax blocked sound outlet	Charge device; clean sound outlet with cleaning brush
Charging case light does not light up	Adapter no power/loose cable connection	Check power socket, re–plug charging cable3(S/M/L)
Hearing aid cannot charge after placed in case	Dirty charging contacts /misplaced	Clean metal contacts with dry cloth; re–place hearing aid correctly

This OTC open–fit BTE hearing aid carries a 12–month limited warranty starting from the original purchase date, covering manufacturing defects of the hearing aid main unit, charging case and original USB–C charging cable. This warranty does NOT cover damage caused by improper use, water immersion, earwax clogging, accidental drop, unauthorized disassembly/modifcation, or normal wear of silicone ear tips and disposable cleaning accessories.