

User Manual

VOLT MAX Hearing Aids • Series E





“

Superior in quality
of sound, ease of
use, and best value.
Thank you for
restoring my
confidence.

— Loren B.



Congratulations

With the *VOLT MAX*, you are back in control of the sounds around you, thanks to smart, rechargeable technology, paired with user-adjustable controls.

Please read this User Manual in its entirety and visit **<https://start.MDHearing.com>** for the App Manual and personalization instructions.

Practice and patience are important as your brain relearns how to hear. Your results, and improved quality of life, will depend on the type and degree of your hearing loss, your expectations, and frequency of use.

We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have. Take advantage of our free one-on-one consultations.

800-918-3914

Monday-Friday (Visit MDHearingAid.com/contact for current hours of operation)

support@MDHearingAid.com

24 hours a day, 7 days a week

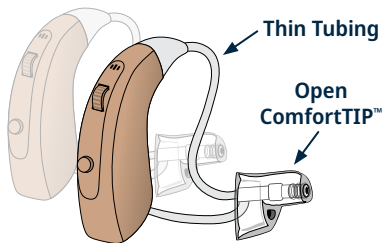
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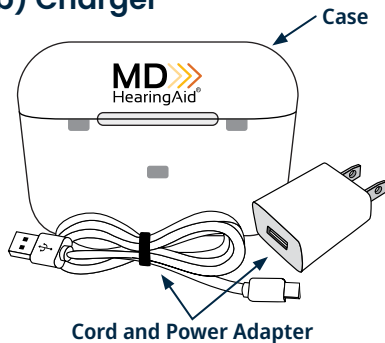
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Package Contents*

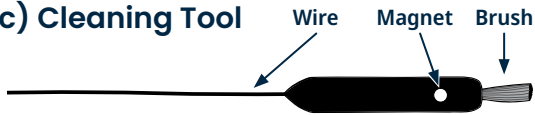
a) Hearing Aid(s)



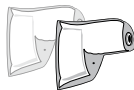
b) Charger



c) Cleaning Tool

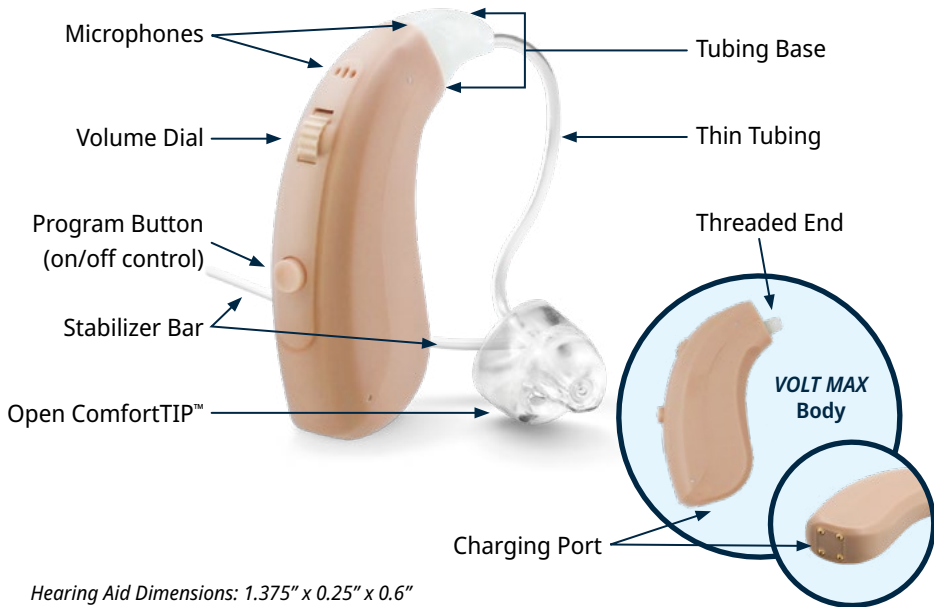


d) Closed Tip(s)



**Contents will vary depending on quantity ordered.*

VOLT MAX Diagram



Hearing Aid Dimensions: 1.375" x 0.25" x 0.6"

VOLT MAX comes assembled for your convenience.

Quick Start Guide

If you have a pair, first identify the left and right hearing aid.

Step 1: Charge the hearing aids.

Step 2: Place the hearing aids on your ears.

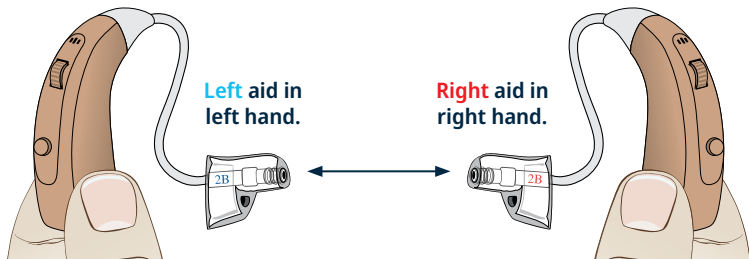
Step 3: Adjust the settings.

Please note: The VOLT MAX may be used without the MDHearing app, but the app is required for personalizing your hearing aids. Visit [**https://start.MDHearing.com**](https://start.MDHearing.com) for the app manual and personalization instructions.

Identifying Your Left and Right Hearing Aids

If you have two hearing aids, they may be tuned differently for each ear and should not be swapped.

To identify the left and right hearing aid, hold them upright in each hand with the controls facing you. The tubing/tips point toward each other when in the correct hand.



Please note: Tubing and tips are left and right ear specific (see page 21). The hearing aids become specific once they're personalized with the app.

Step 1: Charge

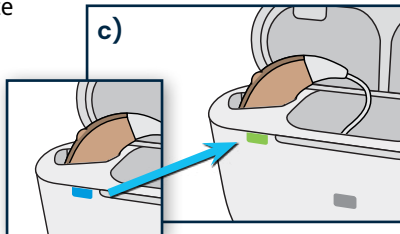
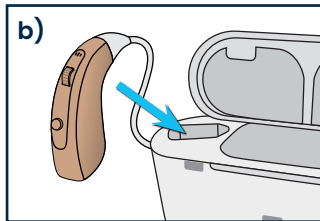
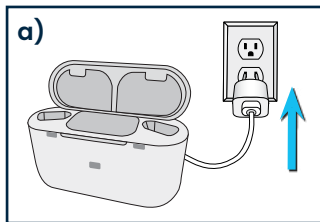
Fully charge the hearing aids prior to first use.

a) Plug the charging case and USB cord into a standard outlet. LED2 will turn blue to indicate *charging*, and green to indicate *fully charged*.

b) Place the hearing aid(s) in the charger. The left hearing aid should be placed in the left side of the charger, and the right hearing aid in the right side.

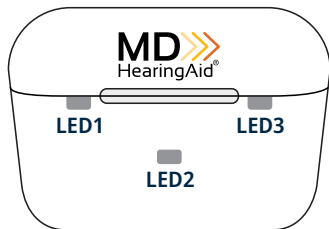
c) LED1 and/or LED3 will turn blue to indicate the hearing aid is *charging*, and green to indicate *fully charged* and ready to use.*

*It takes about 90 minutes to fully charge.
On average, a full charge lasts 15 hours.



Charging Case LEDs

The charging case has three LED lights indicating the charging status of the hearing aids and charging case.



	LED1 Left aid	LED2 Charger	LED3 Right aid
Charging	Solid blue	Solid blue	Solid blue
Fully charged	Solid green	Solid green	Solid green
Low (<20%) battery	—	Flashing red	—
Bad connection	Flashing red	—	Flashing red
Not charging	Off	Off	Off

Charging Case Information

The charging case can fully charge the hearing aids up to 3 times without being plugged in. It takes about 2 hours to fully charge the case.

Once the hearing aid is fully charged, a sensor stops the charging process. There is no risk of battery degeneration if left on the charger. The charger can also remain plugged in while not in use.

Low Battery Warnings

Two beeps indicate low hearing aid battery. This will repeat every 30 seconds until the battery fully runs out.

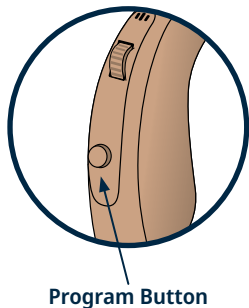
When the case has less than 20% power, LED2 will flash red.

On/Off Control

The hearing aid will automatically turn off when placed in the charger for 5 seconds. It will turn on when removed from the charger.

You may also manually turn the hearing aid on/off with the program button:

- **On:** Press and hold the button for 5 seconds. A melody of 3 beeps will indicate when the hearing aid powers up.
- **Off:** Press and hold the button for 5 seconds. Release when you hear 2 beeps, and then a melody of 3 beeps will indicate the hearing aid is powering down.



Step 2: Place On Ear

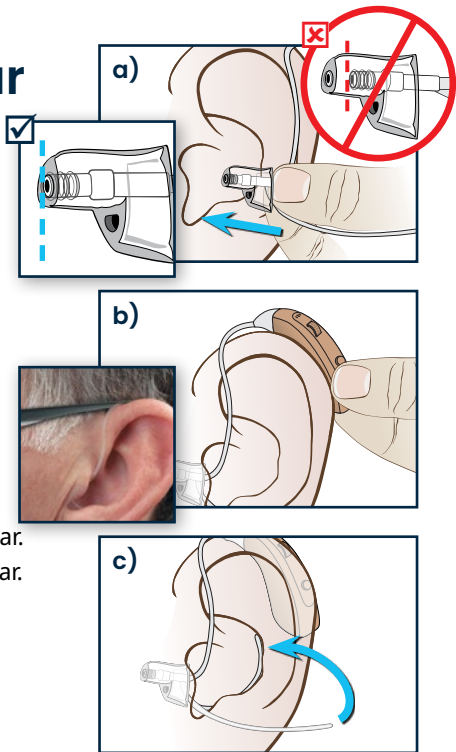
Prevent ComfortTIP™ from coming off in ear—always verify the tip is pushed all the way on tubing before inserting.

a) Hold thin tubing at the stabilizer bar junction. Insert ComfortTIP with gentle pressure into the ear canal.

b) Place the hearing aid body behind ear. Thin tubing should rest on top of your ear comfortably (next to glasses).

c) Tuck stabilizer bar in the outer bowl of ear. It may be trimmed to suit the size of your ear.

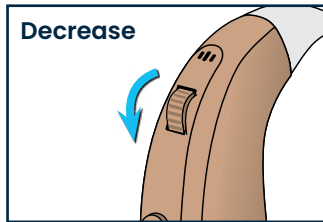
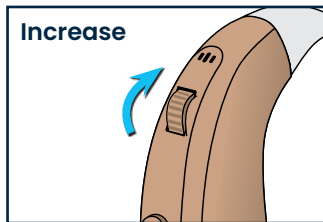
Please note: Whistling may occur if the tip is not properly inserted in your ear.



Step 3: Volume

The *VOLT MAX* uses a volume dial or the MDHearing app (for app instructions, visit <https://start.MDHearing.com>). A beep indicates a volume level change.

- **Increase:** Rotate volume dial up.
3 high-pitched beeps indicate maximum volume.
- **Decrease:** Rotate volume dial down.
3 low-pitched beeps indicate minimum volume.



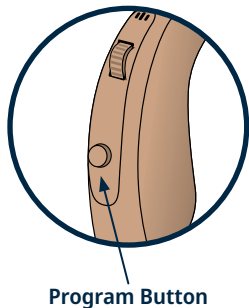
Caution! To avoid a sudden increase in volume, please rotate the volume dial slowly.

Program Selection

To change programs, press the program button or use the MDHearing app (for app instructions, visit <https://start.MDHearing.com>). Beeps indicate a program change.

When the hearing aid is turned off, it will return to the same program setting when turned back on.

Experiment with the different programs at various volumes to find what combinations work best for you. If you need help determining the proper settings, please contact us for a free consultation with one of our licensed hearing professionals at **800-918-3914** or **support@MDHearingAid.com**.



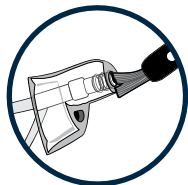
Program	Beeps	Best For
1. Adaptive	1 beep	Everyday use—this program automatically adjusts as your environment changes.
2. Quiet	2 beeps	Watching TV, time with family at home, or hearing loss in the high and low pitches.
3. Social	3 beeps	Time with friends/small groups, more speech clarity, or high-frequency hearing loss.
4. Restaurant	4 beeps	Any loud environment where you need to hear directly in front of you.

Care and Cleaning

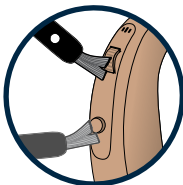
Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the ComfortTIP™, buttons, and microphones (found on top and front of the *VOLT MAX*).

The hearing aid body can be cleaned with a tissue or soft cloth. Do not use water, alcohol, or other liquid agent to clean the hearing aid as it may damage it.



ComfortTIP



Buttons



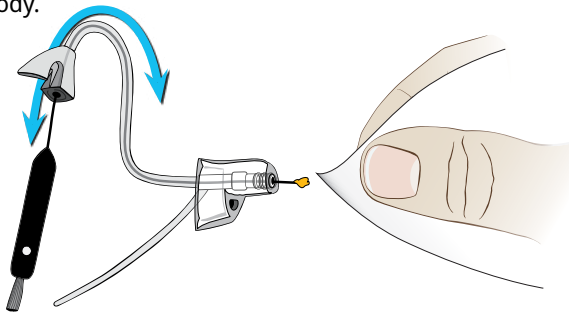
Microphones



Regular Cleaning:

Use the cleaning tool **wire** to remove debris from tubing.

- a) Remove tubing (see page 22).
- b) Thread the wire through the tubing base and out of the tip.
- c) Wipe the end of wire clean and repeat as necessary.
- d) Reattach tubing to hearing aid body.



Tips for Optimal Performance

- Avoid physical shock, such as dropping it on the floor.
- Store in a cool dry place, such as a hearing aid dehumidifier.
- For maximum battery life, charge the hearing aid until the blue light turns green with each charge.
- To extend the overall life of your battery, do not store the hearing aid or charging case for over a month without charging.
- Do not use hair spray or a hair dryer while wearing the hearing aid.
- Do not expose the hearing aids to excess moisture or heat.



Ordering Parts and Protection

For optimal performance, proper care and maintenance are imperative.

In addition to regularly cleaning your tubing and tips, you should also replace them every 3 months. Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your hearing aids sounding and feeling like new.

If you'd like to protect your hearing aids beyond the 90-day warranty, MDHearingAid offers the **MDShield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

Visit **www.MDHearingAid.com** or call **800-918-3914** to order tubing, tips, protection, and other accessories.

Replacing Parts

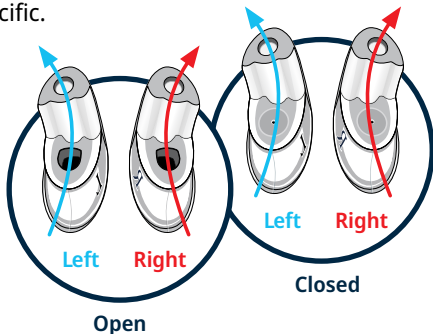
Tips and tubing are left and right ear specific.

ComfortTIPS™:

Left ear tips curve to the left.

Right ear tips curve to the right.

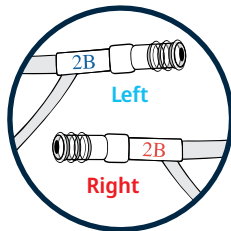
The hearing aids come assembled with the open tip. If you experience whistling at higher volumes, replace the open tip with the closed tip.



Thin Tubing:

The blue label indicates left ear.

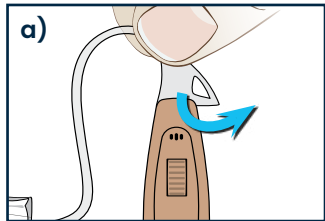
The red label indicates right ear.



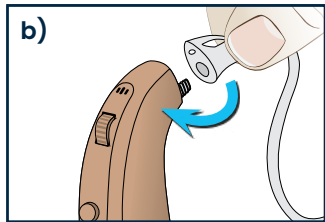
If you require a different size, please call
800-918-3914 for alternative options.

Replacing Tubing

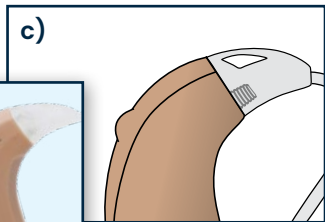
a) Remove tubing: Turn tubing base counterclockwise, like a bottle cap (or hold tubing base firm and twist the hearing aid body clockwise to detach).



b) Attach tubing: Gently turn tubing base clockwise onto the hearing aid (or twist hearing aid body counterclockwise into tubing base).



c) Make sure tubing base is flush with sides of the hearing aid body when you are finished.



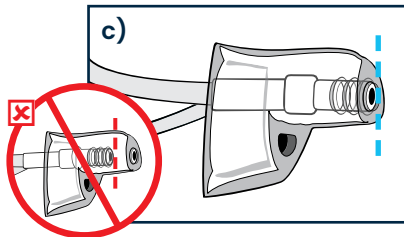
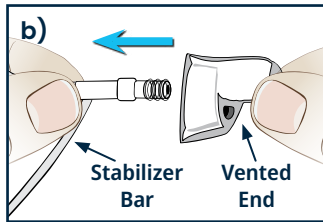
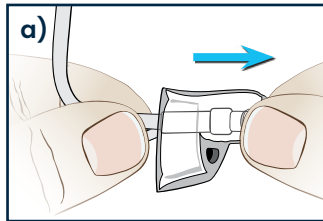
Please note: Thin tubing is left and right ear specific.

Replacing Tips

a) Remove tip: Hold tubing with one hand and pull ComfortTIP™ off with other hand.

b) Attach tip: Align new ComfortTIP so the vented end is lined up with the stabilizer bar. Push tip over the ridges on the end of tubing.

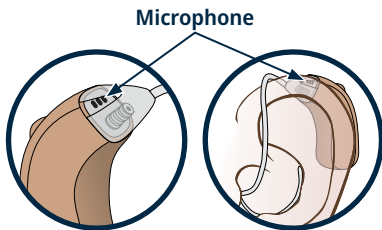
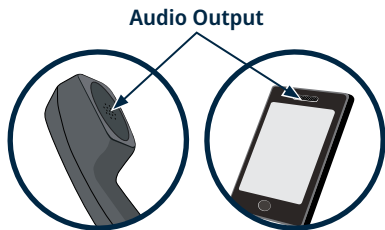
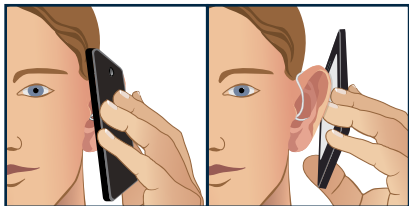
c) IMPORTANT: The tubing end should be visible through the opening of the ComfortTIP. Otherwise, tubing may detach from tip when removing from your ear.



Please note: ComfortTIPs are left and right ear specific.

Using the Telephone

Use program 2 when using the phone. If whistling occurs, make slight adjustments to the volume or try various positions with the phone's **audio output** and the hearing aid's **top microphone** until you find what works best for you.



Troubleshooting

Action Steps:	Issue:			
		Intermittent or distorted sound	Feedback/ whistling	Weak or no sound
	Turn <i>VOLT MAX</i> on			✓
	Adjust volume	✓	✓	✓
	Charge <i>VOLT MAX</i>	✓		✓
	Use dehumidifier	✓		✓
	Clean ear canal	✓	✓	✓
	Clean tubing/tip	✓	✓	✓
	Change tubing/tip	✓	✓	✓

Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Turn the hearing aid off. Charge until blue light turns green and turn the hearing aid back on.
- Remove tubing from the hearing aid body (see page 22) and turn the volume up to maximum. If it whistles, your hearing aid is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 17) and ear canal. Replace tubing/tip if they appear worn.

For optimal performance, tubing and tips should be **replaced every 3 months**. To order replacements and additional cleaning accessories, visit **www.MDHearingAid.com** or call **800-918-3914**.

Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified.
- Most hearing aids whistle when not inserted properly. Try reinserting the ComfortTIP™ into your ear canal so it fits better.
- Lower the volume.
- If whistling occurs when raising the volume, you might need more gain and should try the closed ComfortTIP (see page 21).
- Wax or debris can cause whistling. Clean tubing/tip and ear canal, and replace tubing/tip if they appear worn. You may also consider an ear canal wax removal solution.

Please note: When an object (hand, hood, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

Device has weak or no sound.

- Trapped moisture may be distorting the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the hearing aid is on (see page 12).
- Make sure the hearing aid is charged. If unsure, charge until blue light turns green and turn back on.
- Remove tubing from the hearing aid body (see page 22) and turn the volume up to maximum. If it whistles, your hearing aid is working and wax or debris may be blocking the sound.
- Clean tubing/tip (see page 17) and ear canal. Replace tubing/tip if they appear worn.

If you are still having difficulty, please contact us at **800-918-3914** or **support@MDHearingAid.com**.

Warranty and Replacements

The MDHearingAid® *VOLT MAX* is covered against defects in materials and workmanship for 90 days from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your hearing aids, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty. (For added coverage, see page 20 for the MDShield™ Protection Plan.)

If you require **Warranty or Replacement Service**, please contact us for a Return Merchandise Authorization (RMA) number, instructions, and replacement costs (if applicable).

For fastest service, email: **support@MDHearingAid.com**
Or, call: **800-918-3914**

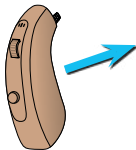
Mailing Guidelines

Do:

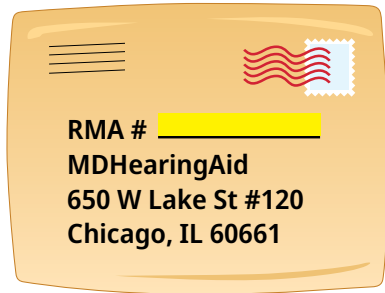
- Send **ONLY** the **hearing aid body**
- Use a **small padded envelope**
- Write **RMA number** on the **OUTSIDE** of envelope

DON'T send:

- Carrying case
- Packing materials
- Charger or other accessories (unless otherwise instructed)



Replacement Facility:



***Do not mail to this address
without an RMA number.***

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearingAid® *VOLT MAX*, you have 45 days to return it for a full refund. We are unable to honor return requests after 45 days from the date of delivery as reported by shipment tracking.

All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee.

For an RMA number and specific return instructions, please call **Customer Service: 800-918-3914.**

Days From Delivery	Amount Refunded	
	with RMA	without RMA
1-45	100%	80%
46+	No refund	No refund

Return Facility:

RMA #

MDHearingAid
650 W Lake St #120
Chicago, IL 60661

You must contact customer service for an RMA number before mailing to this address.

General Warnings

This product may help you hear better if you:

- Strain to follow conversations when others don't, especially in noisy places.
- Have trouble understanding the TV or telephone calls.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the earbuds when you turn up the volume to a level that is comfortable for you, even after you have followed the instructions for fitting your ear tips properly.
- Feel the hearing aid is not providing

enough amplification even at the highest volume setting.

To prevent hearing damage:

- Use appropriate hearing protection in loud environments. The hearing aids are NOT hearing protection devices.
- Remove the hearing aids if you encounter any overly loud sounds.

Hazard Warnings

- Prevent other people from using your hearing aids as these were individually adjusted to your hearing and may result in permanent hearing damage in the event of misuse by another person.

- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Not doing so could lead to infection.
- Communication devices such as digital cell phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction, or locate the cell phone and move away from it.
- Hearing aids may fail suddenly without prior warning (e.g. in case of a defect

or an empty battery)), particularly in situations where you're required to hear acoustic warning signals, e.g. in traffic.

- Be aware that some sounds may sound different when you're using the hearing aids. Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.

X-ray, MRI, CT, PET Scanning, Electrotherapy

- Hearing aids must NOT be exposed to strong electrical fields that may be generated during X-rays, CT scans, PET scans or MRIs, during electrotherapy or during surgeries. Please remove your hearing aids in these types of situations to prevent any damage to them.

Batteries

- Do not attempt to open the product or replace the battery; that will terminate the warranty.
- The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn.
- Dispose of rechargeable product according to local regulations. Please recycle when possible. Do not dispose the rechargeable product as household waste or attempt to burn it as it may explode.
- For safety reasons, use only the charger and AC adapter supplied with your

hearing aids. Use of any other types may invalidate any approval or warranty, as well as damage or destroy the product and could be dangerous.

Explosion Hazard

- Do not use your hearing aids in explosion hazard areas.

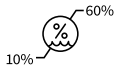
Microphone Mode

- Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning sounds coming from behind, e.g. cars, are partially or entirely suppressed.

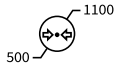
Transport and Storage Conditions



During transport or storage for a long period of time, the temperature should not exceed the limit values of 14° to 158° Fahrenheit (-10° to 70° Celsius).



During transport or storage for a long period of time, the relative humidity should not exceed the limit values of 10% to 60%.



The air pressure range between 500 and 1100 hPa is appropriate or the hearing aid performance could be affected.

Warning to Hearing Aid Dispensers

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:

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

Stop using the MDHearingAid® *VOLT MAX* and consult a physician if:

- Hearing in one or both ears worsens.
- Hearing does not improve.
- Skin irritation develops in or around your ear canal.
- Your ear becomes occluded with excessive ear wax.
- You develop an infection of your ear or ear canal.

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

Important Notice For Users

Good health practice requires that a person with hearing loss has 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 a 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 an audiologist or a hearing aid dispenser, as appropriate, 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 audiologist or dispenser 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 aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver (without prior consultation by an ear specialist) is not in your best health interest and its use is strongly discouraged.

Children with hearing loss

This product is not for use by anyone under 18 years of age. 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. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

FCC Regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.

Per FCC 15.19(a)(3) and (a)(4), this device complies with part 15 of the FCC Rules. Operation is subject to the following 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.

Manufactured for MDHearingAid® by SC Industries.

FCC ID: 2AZO9-GRANITE16

Radio Equipment Directive Information

The equipment operates in the ISM 2.4 GHz band (2.40 – 2.4835 GHz), using the Bluetooth™ SMART protocol, and the maximum RF Power transmitted in that band is -10.1 dBm EIRP.

This device complies with FCC radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radio Technology: Bluetooth Low Energy (BLE) and proprietary technologies.

Radio Transceiver Frequency Range: 2.402 to 2.480 GHz

Radio Receiver Bandwidth: 2 MHz

Modulation Type: 1 Mb/s and 2 Mb/s GFSK

Peak Effective Isotropic Radiated Power: 0 dBm

This equipment has been tested and found to comply with the limits per CISPR 11 class B.

Technical Specifications

MAX OSPL90 120 dB SPL

HF Average OSPL90 . . . 110 dB SPL

HFA Full-on-gain 35 dB SPL

Reference test gain 35 dB SPL

Frequency range 200-7000 Hz

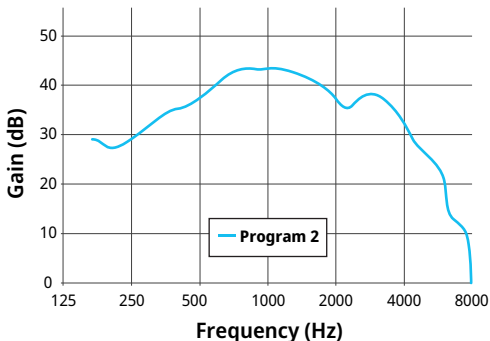
THD@ 500 Hz 1%

. 800 Hz 0%

. 1600 Hz 1%

EQUIV INPUT NOISE. 26 dB

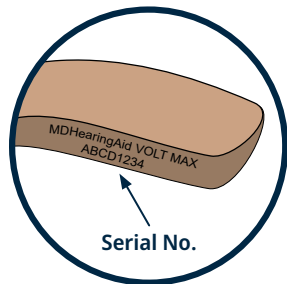
Frequency Response Curve



Your Serial Number

Please retain your hearing aid serial numbers for your records. Your *VOLT MAX* serial number can be found on the spine of the hearing aid.

Serial Number(s):



Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARINGAID, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(Date)

MDHearingAid.com
800-918-3914

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