

Electone[®] INC.



**Operating Instructions
for Hearing Instruments**

Your hearing care provider has carefully prescribed an Electone hearing instrument designed to meet your individual hearing requirements.

This booklet contains operating instructions for your specific hearing instrument as well as operating instructions for other hearing instrument models. Refer to the Table of Contents for instructions on using your particular instrument.

Electone hearing instruments are manufactured and tested to stringent quality control standards, ensuring excellent performance. Your decision to purchase Electone hearing instruments reflects the importance you place on quality and reliability.

Welcome to Better Hearing!

Congratulations! You are about to enter a new world of better hearing.

As you become familiar with your hearing instruments, you will be able to live a fuller life enjoying the sounds of your environment, your family and your friends.

Please keep in mind that learning to use your hearing instruments requires a period of adjustment and patience. The adjustment period varies for each individual depending on your dedication and motivation.

Remember that just as hearing loss generally occurs gradually over time, it may take time to get used to the sounds hearing instruments bring back. Take time to familiarize your family with your new instruments and ask them to work with you and to be patient as you rediscover sounds you haven't heard for awhile.

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Getting The Most From Your Hearing Instruments

From the first fitting of your hearing instruments there are things that you can do to increase your listening satisfaction. Remember that there may be sounds, both wanted and unwanted, you may not have heard for a long time. Practice identifying and then ignoring sounds which at first may be disturbing to you.

Below are suggested guidelines for adjusting to your new hearing instruments. Your hearing care professional may provide additional or modified guidelines to meet your individual needs.

- For the first few days wear your hearing aids in surroundings in which you are most comfortable. For instance, you might only wear them for a few hours a day at home.
- Increase your wearing time gradually as the hearing aids become more familiar to you.
- If at any time you feel nervous or tired, turn your hearing aids off and rest awhile. Remember, your ultimate goal is daily all - day use.

- Converse with only one person at a time initially until you feel comfortable using your instruments. Then move on to group listening situations.
- When engaging in group conversations, request that one person speak at a time.
- When in a church or theater, experiment with finding a place to sit where you can hear best. Don't be discouraged. It may simply be a matter of finding the proper spot in order to hear more clearly.

Binaural Amplification

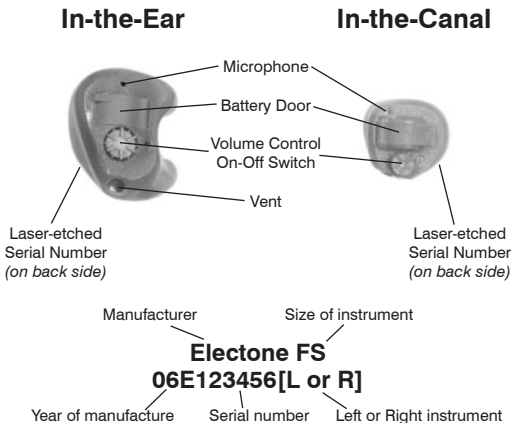
Nature gives us two ears for a reason. Binaural amplification (the wearing of two hearing instruments) is recommended to receive the full benefits of amplification. By wearing two hearing instruments, both ears receive sound signals allowing for improved clarity, a sense of direction, more balanced sound, and more relaxed listening.

Binaural amplification may provide improved understanding along with better hearing.

Custom In-the-Ear Hearing Instruments

Getting Familiar With Your Custom In-the-Ear Hearing Instruments

Your in-the-ear hearing instruments are custom-fit to the contours of your ear. Red or blue laser-etched numbers on the instruments' shells denote the manufacturer, size, year of manufacture, and the serial number. Red numbers indicate the instrument is for the right ear, blue is for the left.

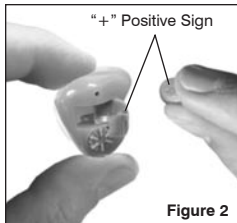
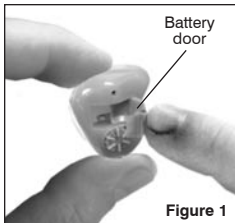


Inserting the Battery

To insert the battery, pull the tab on the battery door outward until the door swings all the way open (see figure 1). Remove the paper tab from the back of a proper size battery. Place the battery into the battery door (see figure 2). Observe the correct polarity. The “+” sign on the battery must match the “+” sign stamped on the battery door.

Gently close the battery door. Avoid forcing the battery door shut. If the door doesn't close, check to see the correct size battery was inserted and that the “+” signs are aligned.

If your instrument's battery door does not have a “+” sign, insert the proper size battery and gently close the battery door. If it doesn't close easily, remove the battery, turn it over and reinsert it. The battery door should now close easily.



Inserting and Removing the Instruments

Hold the instrument between your thumb and index finger (see figure 3). Turn down the volume (if applicable) to reduce feedback (a whistling sound). (See note on page 6.) With the face of the instrument facing away from the ear, place the canal portion into your ear canal. Gently work the instrument into its proper position by slightly twisting until it is firmly seated in your ear. Lightly press inward for a secure and comfortable fit (see figure 4).

When removing the instrument, reverse the insertion process. It often helps to push on the back of the ear to help release the hearing instrument.

Inserting and Removing the CIC Hearing Instrument

With the removal cord on the bottom, guide the CIC into your ear canal (see figure A). Once it's in the ear canal, lightly pull on your earlobe and



Figure 3



Figure 4

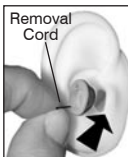


Figure A

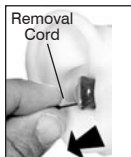


Figure B

press the CIC in place. If you experience irritation, inflammation, or pain when inserting your CIC hearing instrument, immediately contact your hearing care provider.

To remove the CIC, simply grasp the removal cord with your thumb and index finger and gently pull the CIC out of your ear canal (see figure B).

CAUTION! Do not pull on the volume control or battery door as this may cause damage to the hearing instrument.

NOTE: Your hearing instrument may include a feature which delays “power-on” of the instrument for a few seconds to allow insertion without feedback. Your hearing instrument provider will inform you if this feature is present.

Volume Controls

Your hearing instruments may be equipped with one of many different types of volume controls. Most volume control options available today also control the on/off function of the hearing instrument.

If your instruments do not have this feature, the battery door must be opened or the battery removed to turn off the instruments and prevent battery drain. If you are not certain about which

type of volume controls your custom hearing instruments use, be sure to ask your hearing care provider.

Manual Volume Controls

The wheel shaped controls are rotated to select the most desirable listening position (louder or softer). Be sure volume controls are set at minimum before placing instruments in your ears.

To turn the instrument on and increase volume, place the forefinger gently against the wheel and turn, rotating the wheel in a forward direction (towards your nose). When the wheel stops, the instrument is at full volume (see figure 6).

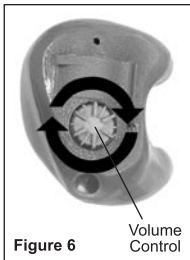


Figure 6

Volume Control

To reduce volume, rotate the wheel backward (toward the back of your head or away from your nose). When the wheel will not turn any further, the instrument is off.

Do not force the volume control past the stops in either direction.

Screw Set Volume Controls

Your hearing care provider will adjust screw set volume controls. There is no on/off switch built into the screw set volume control. To turn off your instruments, you must leave the battery door open or remove the battery. An optional on/off toggle switch may be used if space is available.

Directional Microphone System

Your hearing instrument may be equipped with a Directional Microphone System. For listening in noisy situations (directional mode), simply move the microphone switch forward. For listening in a quiet environment (omni-directional mode), move the switch backward (see figure 7).

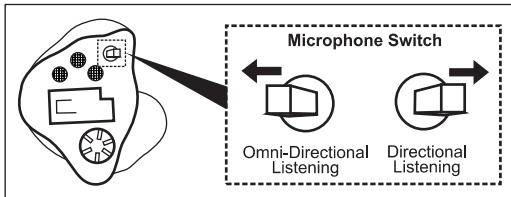


Figure 7

Using the Telephone

You may use the telephone in a normal manner. If you experience a whistling sound (feedback), tilt the phone receiver away from your ear and/or reduce the volume until the whistling stops.

By trying various positions of the telephone receiver, you will discover what works best for you.

Telecoil Switches

Some custom hearing instrument models may be equipped with a toggle telephone switch that changes your hearing instruments from microphone position to telecoil position. In the telecoil position, your hearing instruments are compatible with the telephone so you will be able to hear without a whistling sound (feedback).

Your hearing care professional may have chosen a “switchless” telecoil rather than a telecoil switch. This type of telecoil automatically switches between microphone and telecoil position when your hearing instrument compatible telephone is moved close to the instrument.

For Digitally Programmable Instrument Users

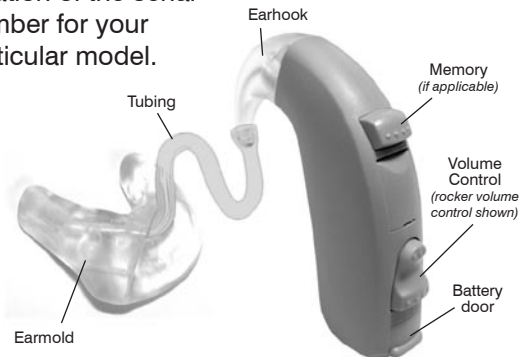
If your custom in-the-ear hearing instruments are digitally programmable, refer to page 18 for additional information.

Behind-The-Ear Hearing Instruments

Getting Familiar With Your Behind-the-Ear Instruments

Your behind-the-ear instrument is designed for comfort, performance and durability. The instrument fits comfortably behind your ear and is attached to a custom-made earmold.

Your hearing care provider will advise the location of the serial number for your particular model.



Inserting the Battery

To insert the battery, pull the tab on the battery door outward until the door swings all the way open. Remove the paper tab from the back of a proper size battery. Place the battery into the battery door. Observe the correct polarity. The “+” sign on the battery must match the “+” sign stamped on the battery door (see figure 8).

Gently close the battery door. Avoid forcing the battery door shut. If the door doesn't close, check to see the correct size battery was inserted and that “+” signs are aligned.

If your instrument's battery door does not have a “+” sign, insert the proper size battery and gently close the battery door. If it doesn't close easily, remove the battery, turn it over and reinsert it. The battery door should now close easily.

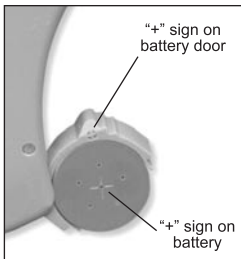


Figure 8

How To Put On the Instruments

Hold the earmold between your thumb and index finger (see figure 9). Turn down the volume (if applicable) to reduce feedback. Place the earmold into your ear canal. Gently work the earmold into its proper position by slightly twisting until it is firmly seated in your ear. Lightly press inward for a secure and comfortable fit (see figure 10). Slip the hearing instrument behind your ear.

When removing the instrument, reverse the insertion process. It often helps to push on the back of the ear to help release the earmold.

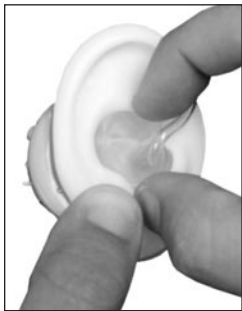


Figure 9



Figure 10

BTE Volume Controls

Behind-the-ear hearing instruments are equipped with either a wheel or rocker volume control.

A wheel volume control has four levels of volume, with 1 (I) being the lowest sound level and 4 (IV) being the highest sound level (see figure 11). (Some wheel volume controls are not numbered.)



Figure 11

A rocker volume control incrementally adjusts the volume. To decrease volume, press the bottom (wide) portion of the control. To increase volume, press the top (narrow) portion of the control (see figure 11A). Some instruments with a rocker control may “beep” when the instrument reaches minimum and maximum volume.



Figure 11A

For both types of volume controls, adjust the volume to a comfortable listening level for each ear. Initially, you may wish to do this in a quiet room while another individual speaks at a normal conversational level.

Using the Telephone

To use the telephone, place the receiver of the telephone above your ear and on the hearing instrument, then try tilting the phone receiver. You will discover what works best for you.

Microphone-Telecoil Controls

Your behind the ear instruments may be equipped with either a Microphone-Telecoil push button or a Microphone-Telecoil-Off switch.

The Microphone-Telephone push button toggles between microphone and telecoil programs (see figure 12). The microphone program is for use during normal listening situations. Pressing the button changes the program to telecoil.



Figure 12

The Microphone-Telecoil-Off switch features three program positions (see figure 12A). During normal use the M-T-O switch is worn in the microphone (M) position. Moving the switch to the telecoil (T) position changes the program to telecoil.



Figure 12A

In the telecoil position for both the Microphone-Telecoil push button and Microphone-Telecoil-Off switch, your instruments are compatible with the electro-magnetic field of the telephone and you will be able to hear without a whistling sound (feedback).

Audio Input

Your hearing instruments may be equipped with an audio input device. This allows the output signal from a Radio Microphone (FM) System or another auxiliary product to be fed directly into the hearing instrument amplifier using a standard Europlug lead or MicroLink MLX receiver and an adaptive shoe that fits onto the base of the instrument (see figure 13).

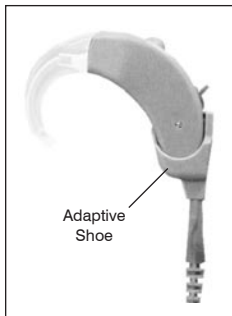


Figure 13

For Digitally Programmable Instrument Users

If your behind-the-ear hearing instruments are digitally programmable, refer to page 18 for additional information.

Battery Compartment Safety Lock for BTE Hearing Instruments

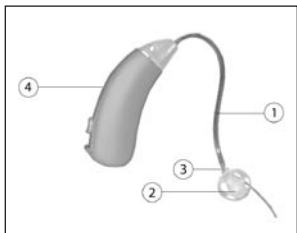
Your hearing instrument may be equipped with a battery door lock. This feature will prevent access to the battery when there are safety concerns. Your hearing instrument provider will inform you if this feature is present and provide instruction regarding its use.

Open Fit Behind-the-Ear (BTE) Hearing Instruments

Open Fit behind-the-ear hearing instruments are designed with miniature size components and high precision tubing to deliver natural sound clarity for those with high-frequency hearing losses. Using the unique Open Tube and Tip features, Open Fit BTE instruments are virtually invisible and offer added comfort.

Features:

1. Open Tube
2. Open Tip
3. Red or blue number
4. Open Fit BTE instrument
5. Cleaning Wire



See page 24 for the care and maintenance of Open Fit instruments.

Digitally Programmable Hearing Instruments

Your hearing care provider has programmed certain sound features in your instruments using a micro-processor-controlled programmer or computer. These sound features are designed to more accurately fit your individual hearing needs and give you distinct, high-quality amplification. They can be adjusted or reprogrammed by your hearing care provider if needed.

Only your hearing care provider can reprogram your hearing instruments. There are no controls that can be adjusted by you other than the following optional controls:

- Manual volume control
- Telecoil switch
- Memory selection switch

Depending on your individual fitting requirements, your hearing care provider will determine whether to include any of these controls.

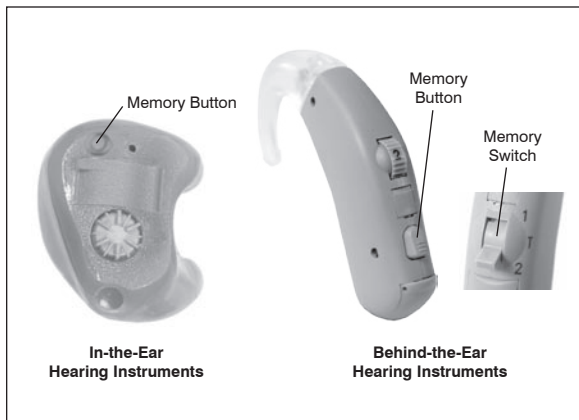
Using the Optional Memory Selection Switch

If fitted with a memory selection switch, Electone programmable hearing instruments provide selectable multiple memories. These memories store preprogrammed settings for you to choose at any time depending on your listening requirements.

A push button on the faceplate of the instrument controls this multi-memory feature (see page 20). At each press of the switch, the next memory is selected so you can easily cycle through each of the different response settings as necessary.

Behind-the-ear instruments may utilize either a memory button or memory switch to access the memory options. Your programmable hearing instrument will “beep” to signal each time the memory is changed.

Some non-programmable behind-the-ear instruments may feature a push button that toggles between two listening programs, and may include a “beep” to indicate a program change.



Reset Function

If the instrument is turned off or the battery is removed, the instrument automatically resets to Memory Number 1 the next time it is turned on.

Your hearing care provider has instructed you regarding your memory selections and their appropriate listening environments. Record this information below for future reference.

| Memory Number | Listening Environment |
|---------------|-----------------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |

General Use

For general instructions on using your hearing instruments, refer to page 3 if you have custom in-the-ear instruments, or page 10 if you have behind-the-ear instruments.

Digital Hearing Instruments

The term digital hearing instrument describes the manner in which sound is processed inside of the hearing instrument. This is similar to digital TV or CDs. This is different from digitally programmable which is the method that your hearing care provider uses to adjust your hearing instrument. Digital hearing instruments can be either:

1. **Digitally Programmed:** A computer is used to adjust the instrument.
2. **Manually Adjustable:** Your provider adjusts your hearing instrument with small “screw sets” located on the face of the hearing instrument.

If you are wearing a digital hearing instrument, your hearing care provider has chosen the adjustment method that best meets your needs. Both methods of adjustment are completed only by your hearing care provider.

General Use

For general instructions on using your hearing instruments, refer to page 3 if you have custom in-the-ear instruments, or page 10 if you have behind-the-ear instruments.

Maintenance & Daily Care

You can ensure the best possible performance by following these simple instructions daily:

In-the-Ear Hearing Instruments:

- Remove wax build-up on the surface of the hearing instrument with a soft tissue. Use only the special cleaning tool provided by your hearing care professional to remove any wax accumulation from the receiver and microphone ports. When performing this procedure, you should hold the instrument so it faces downward allowing the accumulated wax to fall away and not be pushed further into your hearing instrument.

Behind-the-Ear Hearing Instruments:

- Inspect earmold daily for ear wax accumulation in the opening. A significant accumulation of wax can be detrimental to the performance of your hearing instrument. Remove wax accumulation on the earmold surface with a soft tissue. Your hearing care provider can provide a simple wire loop cleaning tool.
- Never attempt to insert your earmold when a significant accumulation of wax exists in the ear. This could cause wax to become impacted

in the ear canal. See your doctor periodically for removal of wax from the ear canal.

- Inspect plastic tubing frequently. Ask your hearing care provider to replace clogged, cracked or hardened tubing.

Open Fit Behind-the-Ear Hearing Instruments:

It is important that you inspect and maintain your instrument daily. To remove wax or other debris from the Open Fit hearing instrument, use the blue cleaning wire that your hearing professional has provided (see figure 14).

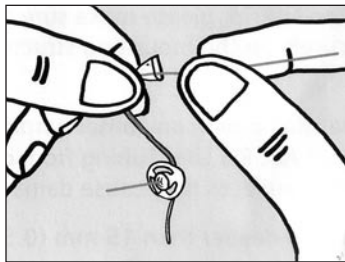


Figure 14

- Remove the Open Tube from the Open Fit hearing instrument using a gentle counterclockwise rotation.

- Insert the Cleaning Wire into the Open Tube as shown in figure 14, all the way through until it appears at the Open Tip side.
- Wipe away any wax or debris.
- You may wash the Open Tube and Tip with warm water and gentle soap as needed. Always allow the tube and tip to dry thoroughly before reattaching to hearing instrument.
- Always remove the Cleaning Wire from the Open Tube by pulling toward the Open Tip before reattaching the Open Tube to the hearing instrument.
- Reattach the Open Tube to the hearing instrument using a gentle clockwise rotation. The small number located where the Open Tip and Open Tube join will remind you of which tube is for the Right ear (red number) or Left ear (blue number).
- If you are uncomfortable with this care and maintenance procedure, your hearing professional will be happy to assist you.

Important Safety Notes:

- All hearing instruments and their parts should be kept away from children and animals. The

Open tips can be a choking hazard.

- The cleaning tool should not be used for purposes other than cleaning the Open Tube. Only use the cleaning tool provided by your professional to clean your Open Tube and Tip.
- Never remove the Open Tip from the Open Tube. Always allow your hearing professional to advise you when to replace the Open Tube fitting.
- Your Open Tube and Open Tip have been measured to fit your ear only.
- Never allow others to wear or “try on” your instrument.

All Hearing Instruments:

- Take care not to drop the instruments on hard surfaces as it may damage their components.
- Caution: Never insert any object other than the tool provided directly into any opening in the hearing instruments and never use alcohol or water when cleaning. Avoid using hair spray, perfume or cosmetics near your instruments as the chemicals in these substances can clog microphone openings and damage the shell casing.

- Always store your hearing instruments inside the case or carrying pouch provided.
- When storing the hearing instruments for an extended period of time, always remove the battery to prevent damage from corrosion. Store the instruments in a dry area, preferably at room temperature. If at any time you notice evidence of battery corrosion, discard the battery immediately.
- Seeing your hearing care provider for follow-up care is a very important part of your maintenance schedule.

Health Considerations

If you develop skin irritation or soreness in either ear, or if excessive earwax accumulates when wearing your hearing instruments, you should consult your physician or hearing care provider.

Important Notice to Hearing Instrument Users

Federal law restricts the sale of hearing instruments 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 is not in your best health interest and its use is strongly discouraged.

According to law, your hearing care provider must advise all prospective hearing instrument users to consult promptly with a licensed physician (preferably an otolaryngologist or ear specialist) before dispensing an instrument if he or she observes or detects 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.
- Acute or chronic dizziness.
- Unilateral hearing loss (hearing significantly better in one ear than the other).
- Audiometric test results which may indicate need for medical referral.
- Visible evidence of significant cerumen (earwax) or a foreign body in the ear canal.
- Pain or discomfort in either or both ears.

A Hearing Professional:

- Is trained, licensed, and experienced in hearing problems.
- Is experienced in fitting, programming and adjusting hearing instruments.
- Invites you for regular progress check-ups and instrument cleaning.
- Provides batteries and accessories for hearing needs.
- Must exercise special care in the selection and fitting of hearing instruments having maximum sound levels exceeding 132 dB; there may be associated risks of impairment to remaining hearing ability at these output levels if the fitted instruments are inappropriate for loss.
- Provides information and counseling toward the development of informed and realistic expectations about wearing hearing instruments.

Hearing Instrument Warranty

Your instrument is warranted for one year from date of purchase against defects in material and workmanship. We will, at our option, repair or replace the instrument or any defective part at

our expense within the limits of the warranty. This warranty does not apply to any instrument which has been tampered with or altered in any way, or which has the serial number altered, effaced or removed, or to which any unauthorized repairs have been made. Only the manufacturer is authorized to fulfill warranty obligations.

Parts and labor covered by this warranty will be provided without charge. Other services will be at owner's expense.

Defective parts will be replaced with new or rebuilt equivalent for the warranty period. Any replacement parts are warranted for the remaining portion of the original warranty period. This warranty does not include a promise of specific hearing improvement.

In-the-Ear instrument coverage includes:

1. Remake due to fit problems
2. Response changes to the originally selected circuit
3. Repairs due to component failure

Behind-the-Ear instrument coverage includes:

1. Repairs due to component failure.

Replacement Opportunity

In the event a hearing instrument is lost or damaged during the warranty period, an exact replacement product may be purchased at a discounted price. (Contact your hearing care provider for current pricing information.) An exact replacement is defined as the same model/circuit for the same ear side as the original instrument.

A one-time replacement policy is in effect. The balance of the warranty period will apply to the replacement instrument. Instruments that have been replaced cannot be returned for credit. If a replacement instrument is issued for a lost device, and the original instrument is recovered, the original instrument is not eligible for repair or service and is the property of Electone.

To Return Your Hearing Instruments for Service

If your hearing instrument requires service, you should return it to the hearing care provider from whom it was purchased. If this is not possible, any professional hearing instrument dispenser may forward the instrument to Electone.

Warranty Information

For your records, information about your hearing instruments may be recorded below.

Warranty Register To:

Warranty Expiration:

Model Description:

Serial Number:

Battery Size:

Hearing Care Provider:

Hearing Care Provider Telephone No.:

Battery Tips

For optimum performance, use only the correct size hearing aid batteries. See page 35 for battery size recommendations.

To ensure longer battery life, each battery door should be left open at the end of each day. This prevents possible damage from the expansion or leakage of the battery, as well as current discharge if the instrument is not fully turned off.

Always carry spare batteries in the event your battery goes dead. Each spare battery should be placed in an individual nonmetallic container to prevent contact with other batteries or metal objects such as keys or coins.

Once the colored tab of a zinc air battery has been removed, the battery is activated and should be used immediately. Replacing the tab will not prevent an activated battery from discharging.

Caution! Batteries can be harmful if swallowed. Keep batteries out of reach of small children or pets. In the event a battery is accidentally swallowed, seek prompt medical attention at the nearest emergency center, or call collect:

**The National Battery Registry at
(202) 625-3333**

Always dispose of your batteries responsibly. Follow your local recycling rules for battery disposal.

Battery Sizes for Hearing Instruments

| Typical Instrument Size | Battery Size | Universal Package Tab Color |
|------------------------------|---|-----------------------------|
| Full Shell (FS) | # 13 or 312 | Orange/Brown |
| Half Shell (HS) | # 312 | Brown |
| Canal (CA) | # 312 or 10A | Brown/Yellow |
| Mini Canal (MC) | # 10A | Yellow |
| Completely-in-the-Canal (CC) | # 10A | Yellow |
| Ultra Helix (UH) | # 10A | Yellow |
| Behind-the-Ear | Check with your hearing care provider for correct battery size. | |

Troubleshooting Hearing Instruments

| Problem | Cause | Solution |
|--|--------------------------------|-------------------------------|
| Instrument has no sound or sound is weak | Battery polarity reversed | Reinsert battery |
| | Battery low or dead | Replace battery |
| | Instrument off | Rotate volume control |
| | Clogged microphone or receiver | Clear wax guard |
| | Volume setting set too low | Turn up volume |
| Feedback <i>(instrument whistles)</i> | Not placed in ear properly | Reposition instrument |
| | Volume too high | Turn volume down |
| | Obstruction in the ear canal | Consult hearing care provider |
| Sound is distorted or intermittent | Low battery | Replace battery |
| | Battery door open | Gently close battery door |
| "Buzzing" sound | Telecoil on | Turn off telecoil |
| | Low battery warning | Replace battery |

Your Hearing Care Provider:

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