



**SENNHEISER**

# All-Day Clear Slim OTC Hearing Aids

Model: ADCS1

Instruction manual



## Warnings

**⚠ WARNING: If you are younger than 18, do not use this.**

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users age 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

**⚠ WARNING: When to see a doctor**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.

- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

**⚠ WARNING: This hearing aid should not cause pain when inserting it.**

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

**⚠ Caution: This is not hearing protection.** You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

**⚠ Caution: The sound output should not be uncomfortable or painful.**

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

**⚠ Caution: You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

**⚠ Note: If you remain concerned, consult a licensed professional.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

**⚠ Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counselling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make

you tired from listening - for example, noisy environments.

 **Note: Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit the information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <http://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

## Good day!

Thank you for choosing Sennheiser All-Day Clear. This manual is little but packed with important details. Please read through it carefully to make sure that you understand and get the best out of your All-Day Clear experience.

For more support, visit:



[www.sennheiser-hearing.com/alldayclear](http://www.sennheiser-hearing.com/alldayclear)



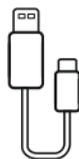
## What's inside the box?



Hearing aids for left and right ear



Charging case



Charging cable with USB-A and USB-C connector



Wall plug



Set of eartips – small, medium (installed on hearing aid) and large



Cleaning brush



Carrying case



Wax guards (6)

Dispose foam insert used to hold devices in place for shipping.

## What's inside this manual?

|  |    |
|--|----|
| Warnings .....                           | 2  |
| What's inside the box? .....             | 8  |
| Indications for use .....                | 10 |
| Your hearing aids .....                  | 12 |
| Your charging case .....                 | 13 |
| Your power supply .....                  | 14 |
| Let's get started .....                  | 15 |
| Get charged up.....                      | 24 |
| Hearing looks good on you.....           | 32 |
| Changing your eartips .....              | 34 |
| Get to know this button .....            | 35 |
| Caring for your hearing aids .....       | 39 |
| You'll need these .....                  | 47 |
| Connecting to other devices.....         | 48 |
| Warranty, return policy and repairs..... | 50 |
| Important safety information .....       | 51 |
| Technical specifications.....            | 71 |
| Important symbols and info.....          | 76 |
| Compliance information.....              | 81 |
| We're here for you.....                  | 85 |

## Indications for use

The All-Day Clear Slim hearing aids are intended for individuals 18 years or older with perceived mild to moderate hearing loss.

The intended use of the All-Day Clear Slim hearing aids is to amplify and transmit sound to the ears and hereby compensate for hearing loss. The hearing aids must only be used by the intended person. They should not be used by any other person as they could damage hearing.

The charging case is intended to charge the battery of the rechargeable hearing aids.

The All-Day Clear App is intended for individuals 18 years or older, to set-up and/or adjust All-Day Clear Slim hearing aids through Android and Apple iOS smartphones.

## Clinical data

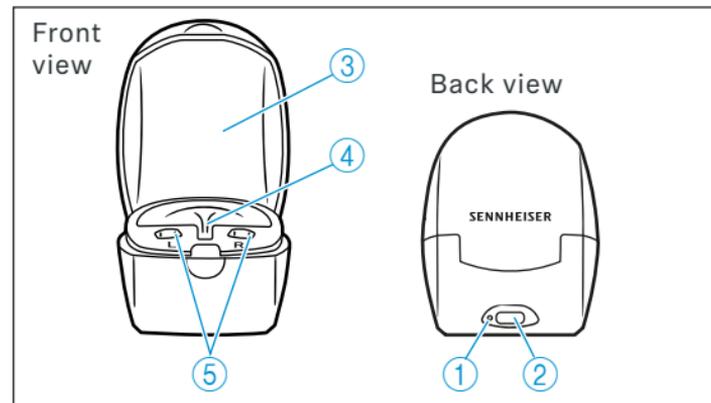
In a clinical study, people with mild to moderate hearing impairment generally experienced a hearing benefit, when using the All-Day Clear self-fitting technology. There were no adverse events encountered during this study.

## Your hearing aids



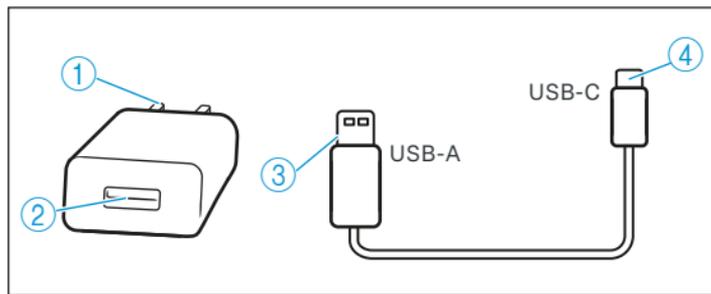
- ① Push button
- ② Indicator light
- ③ Forming wire
- ④ Earpiece
- ⑤ Eartip
- ⑥ Receiver
- ⑦ Microphones
- ⑧ Serial number plate
- ⑨ Charging contacts
- ⑩ L/R marking to indicate left or right hearing aid

## Your charging case



- ① Indicator light for power
- ② USB-C port for charging cable
- ③ Space for drying capsule (sold separately through licensed professional)
- ④ Cleaning brush
- ⑤ Hearing aid charging slots with left "L" / right "R" indicators

## Your power supply



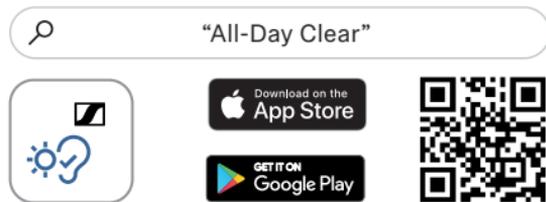
- ① Wall plug
- ② USB-A port for charging cable
- ③ USB-A plug to connect to power supply
- ④ USB-C plug to connect to charging case

### All-Day Clear Slim ADCS1 charger

|                             |  |
|-----------------------------|--|
| Power supply output voltage | 5 VDC +/-5%, current 1 A                         |
| Charger input voltage       | 5 VDC +/-5%, current 500 mA                      |
| USB cable specifications    | 5 V min. 1 A, USB-A to USB-C, maximum length 3 m |

## Let's get started

First step is to download the All-Day Clear App on your Apple® or Android smartphone. If you have already visited a licensed professional for your All-Day Clear Slim setup and have downloaded the app, you are ready to go.



The All-Day-Clear app requires a Bluetooth® enabled smartphone running at least iOS 14 or Android 8.0. Make sure to always download the latest version of the app for best performance, and keep your mobile operating system up to date.

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc. Google Play and the Google Play logo are trademarks of Google LLC. Apple® and the Apple logo® are registered trademarks of Apple Inc.

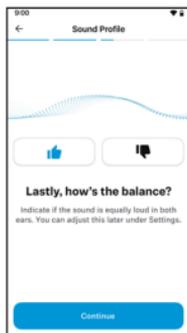
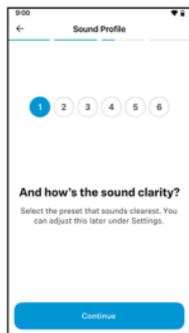
## Setting up your hearing aids with the All-Day Clear App

1. Download the All-Day Clear App.
2. Create an account. If you have already created an account online, simply log in.
3. Accept the Data Collection Agreement, so that your anonymized data can help improve the app.
4. Select "set up new hearing aids", and select "No" when asked if your hearing aids were programmed by a hearing care professional. (If they were, select "Yes" and follow the instructions in the app).
5. Plug your charging case into a power source and put your hearing aids into the charging case. The indicator lights should blink.
6. Take your hearing aids out of the charging case. The indicator lights will start to blink green to indicate they are in the pairing state.
7. Next, you'll be guided through the pairing process for your hearing aids that will allow for:

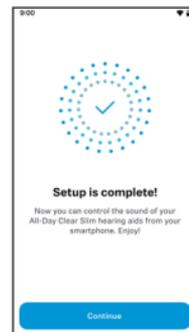
- a. Hands-free calls and wireless music, podcasts and audiobooks streaming
- b. App connectivity – control volume and sound modes from your phone

- i** If you have an In-Clinic Care Package with a hearing care professional, the app will automatically skip to Step 10.
- i** It is only necessary to perform the Bluetooth pairing procedure once with your hearing aids. After the initial pairing, your hearing aids will connect automatically to the app. Initial pairing process can take up to 2 minutes.
- i** For troubleshooting support for Bluetooth connections with your hearing aids visit:  
[www.sennheiser-hearing.com/alldayclear/support](http://www.sennheiser-hearing.com/alldayclear/support)
- i** The connection will be maintained as long as your hearing aids remain on and within range.
- i** Your hearing aids can be paired to up to two devices and only connect to one at a time.

- Put on your hearing aids following the instructions in the app, making sure your hands and ears are clean before handling. Make sure to choose the eartip size that feels the most comfortable in your ear. Adjust the forming wire for optimal fit (refer to "Hearing looks good on you" on page 32 for detailed instructions).
- Follow the guided steps to set up your sound profile, making sure to move to a quiet space first. You'll be asked to rate the volume, sound clarity and balance of your hearing aids. You can adjust your sound profile at any time through the app settings.

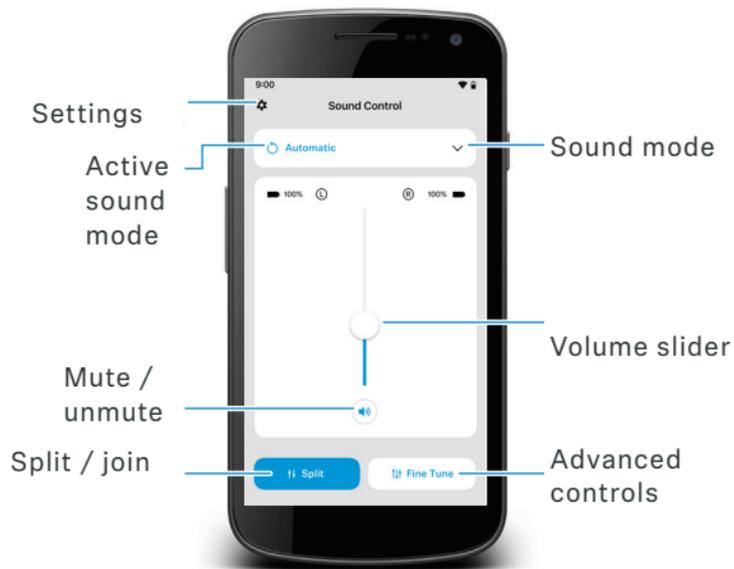


- i** If there is a significant difference in volume between your hearing aids, you will be advised to consult a licensed professional.
- Allow notifications. This is a great option to get the most out of your hearing aids. You will receive helpful tips straight to your smartphone. You can opt out at any time.
- Set up is now complete. The app will guide you to the sound control feature.



## Control at your fingertips

The sound control allows for in-the-moment control of volume, changing sound modes, and access to advanced controls such as equalizer and wind noise reduction.



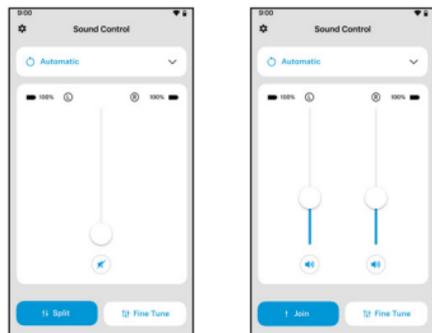
## Sound control

**⚠ WARNING: Changing settings, e.g. decreasing volume may lead to dangers such as incoming traffic no longer being heard.**

Move the slider up or down to adjust your hearing aid volume on both sides. Tap the  icon below the slider to mute or unmute your hearing aids.

## Split the volume

Tap the  icon to control the volume on each hearing aid separately.



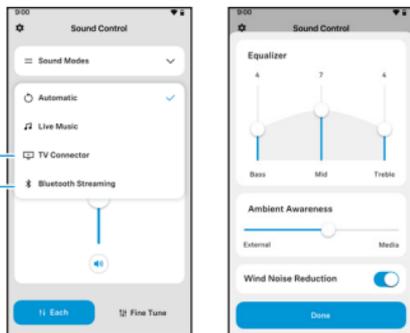
## Sound mode selection

Tap the arrow beside the current sound mode to see all available sound modes designed for different environments. Select the desired sound mode.

## Advanced fine tuning

Tap the  icon on the bottom right corner to access equalizer and wind noise reduction. When streaming audio or connected to a TV Connector, balance adjustments can be made.

Will appear when connected to a TV Connector or streaming audio

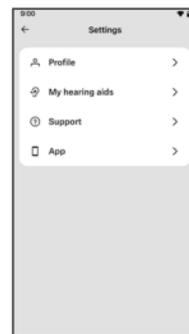


## Settings menu

Tap the  icon on the top left side of the main screen to access the settings menu.

You will find:

- General account information
- Hearing aid settings including sound profile information and hearing aid usage data
- Links to support materials and the ability to provide feedback online



# Get charged up

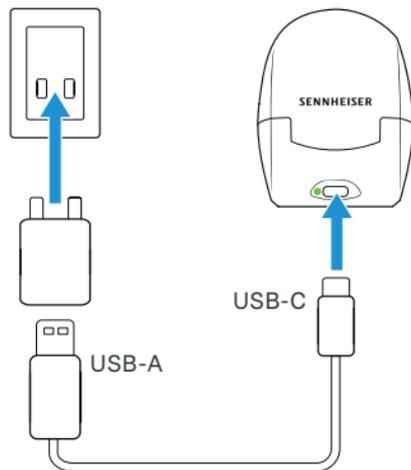
## Battery and charging information

- i** Before using your hearing aids for the first time, it is recommended to charge them for 3 hours. Your hearing aids come with a 30% charge.
- i** Your hearing aids contain a built-in, non-removable, rechargeable lithium-ion battery.
- i** The hearing aids and charging case must be dry and clean before charging.
- i** Charge your hearing aids every night. If you hear the low battery warning, place both hearing aids into the charging case.
- i** The metal charging contacts located on the bottom of the hearing aid are ESD (Electrostatic Discharge) sensitive. In the event you experience an ESD occurrence that causes your hearing aids to be non-functional or damaged, they should be returned for service.
- i** Low power: You will hear two beeps when the battery is low. You will have approximately 60 minutes before you have to charge the hearing aids (this can vary, depending on the hearing aid settings).
- i** If you remove your charging case from the power source while your hearing aids are charging, the hearing aids will automatically turn on.
- i** Turn off your hearing aid before inserting it in the disconnected charging case to store it.
- i** Always close the lid when charging your hearing aids in a humid environment.
- i** If you unplug the charging case while the hearing aids are charging inside, please make sure to turn them off to prevent discharge.
- i** Please ensure to charge the hearing aids regularly during long-term storage.
- i** Please make sure to charge the hearing aids within operating temperature range of

the charging case: +10° and +42° Celsius (50° to 107.6° Fahrenheit). Please make sure to use the hearing aids within operating temperature range: +5° and +40° Celsius (41° to 104° Fahrenheit).

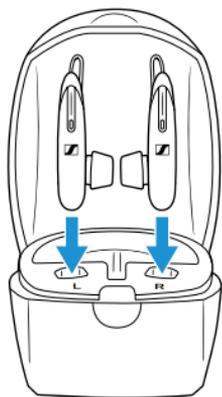
## 1. Connect the charging case to a power source

- Plug the larger end of the charging cable into the wall plug.
- Plug the smaller end into the USB-C port on the charging case.
- Plug the wall plug into a power outlet.
- The indicator light on the charging case is green when the charging case is connected to the power source.



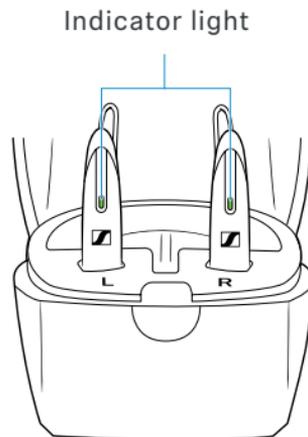
## 2. Insert hearing aids into the charging case

Insert the hearing aids firmly into the charging slots. Make sure the left (L) and right (R) hearing aid markings match the “L” and the “R” indicators in front of the charging slots. The hearing aids will automatically mute when inserted into the charging case.



## 3. Watch the indicator light

The indicator light on the hearing aids will slowly blink until they are fully charged. Once fully charged, the indicator light will be solid green. The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the powered charging case. It can take up to 3 hours to charge the hearing aids. The charging case cover can be closed while charging.



#### 4. Understanding the indicator light

The table below indicates approximate charging times. The indicator light on the hearing aids are colour coded to show the state of the batteries. Charging times may vary slightly.

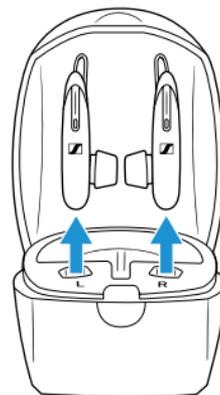
| Indicator Light | Percentage Charged | Charging Time                                |
|-----------------|--------------------|--|
| ● ● ●           | 0-10%              |  |
| ● ● ●           | 11-80%             | 30 min (30%)<br>60 min (50%)<br>90 min (80%) |
| ● ● ●           | 81-99%             |  |
| ■               | 100%               | 3h   |

Your hearing aids have a rechargeable battery life of up to 16 hours, including 2-3 hours of streaming, depending on individual usage.

#### 5. Remove the hearing aids from charging case

Remove the hearing aids from the charging slots by gently pulling on the body of each hearing aid. Each hearing aid will turn ON as soon as it is removed from the charging case or as soon as the power supply to the charging case stops.

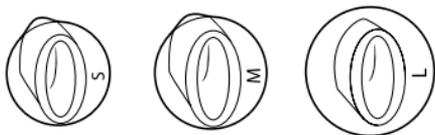
- i** Do not pull the forming wires to remove the hearing aids from the charging case as this can damage the hearing aids.



## Hearing looks good on you

Follow the instructions below for both the left and right hearing aid.

1. Select the proper eartip size for your ears – a set of small, medium and large eartips are provided in your package (medium eartips come installed on your hearing aids). If you're not sure which size you have, you can find a "S", "M" or "L" embossed on the inside of the eartip wall. Make sure the eartip has a snug fit in your ear and feels secure and comfortable.



2. Hold the hearing aid by the forming wire with the eartip facing towards your ear. Gently insert the eartip into your ear.



3. Tuck the body of the hearing aid over the top and behind the ear.

4. Gently wiggle the eartip into your ear canal, but it is not meant to sit too deeply. You may hear some brief feedback as you adjust your hearing aid in your ear.



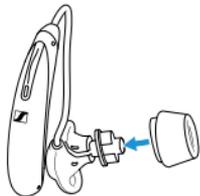
5. The wire is bendable closest to the top of the hearing aid and can be adjusted for comfort, retention and visibility.

6. To remove your hearing aid from your ear, lift the body of the hearing aid from behind your ear and gently wiggle the eartip out of your ear.



## Changing your eartips

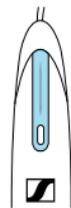
1. To remove the eartip, securely grip the earpiece and pinch the eartip, gently peel it back and off the earpiece. Discard this eartip.
2. Insert a fresh eartip on the end of the earpiece, as shown below. Push them together until you feel the eartip secure itself on the earpiece. You should feel a slight click.



- i** Make sure the eartip is securely fastened to the earpiece.
- i** Eartips should be replaced every 3-6 months or when they become stiff, brittle or discolored.
- i** To purchase additional eartips, visit [www.sennheiser-hearing.com/alldayclear](http://www.sennheiser-hearing.com/alldayclear)

## Get to know this button

The push button allows you to turn your hearing aids on and off, change the volume level of your hearing aids, switch between sound modes, and accept or reject mobile phone calls.



### Turning your hearing aids ON/OFF

- To turn your hearing aids ON, press and hold the push button on each hearing aid for 4 seconds until the indicator light turns green. If on your ear, you will hear a melody.
- To turn your hearing aids OFF, press and hold the push button on each hearing aid for 4 seconds until the indicator light turns red.
- i** Your hearing aids will turn on automatically when removed from the powered charging case or when the power supply to the charging case stops.

## Volume Control

- i** Both hearing aids must be turned on and within 20 cm of each other to work as described below.
- To **increase** the volume of both hearing aids, quickly press the push button (<2 seconds) on your **right** hearing aid. You will hear a short beep to indicate the increase in volume
- To **decrease** the volume of both hearing aids, quickly press the push button (>2 seconds) on your **left** hearing aid. You will hear a short beep to indicate the decrease in volume
- i** You can also control the volume of your hearing aids through the All-Day Clear App sound control feature.

## Sound mode change

Each time you press the push button on either hearing aid for <2 seconds, you will move to the next hearing aid sound mode. You will hear a beep to indicate which sound mode you are in.

| Sound mode setting                     | Beeps   |
|--|---|
| Automatic (Default)                    |  1 beep  |
| Live Music                             |  2 beeps |
| TV Connector (available, if connected) |  3 beeps |

- i** You can also change sound modes using the All-Day Clear App sound control.
- i** If connected to a TV Connector, you must select the TV Connector sound mode to hear the audio through your hearing aids.

## Accepting Incoming Calls

**Quickly press** the push button (>2 seconds) on either hearing aid to **answer** the incoming call.

## Rejecting Incoming Calls

**Press** the push button on either hearing aid (<2 seconds) to **reject** the phone call.

## Ending a Call

Press the push button on either hearing aid (<2 seconds) to end the call.

- i** You can also manage phone calls as you normally would with your smartphone. You will hear the audio through your hearing aids.
- i** If you experience feedback (or whistling) while using a landline phone, slightly tilt the phone away from your ear.

## Caring for your hearing aids

Diligent and routine care of your hearing aids and charging case will help you get the most out of your All-Day Clear experience.

### Protecting your hearing aids

- Always remove your hearing aids before using hair care products or applying cosmetics. The microphones can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- Be diligent when exercising, as excessive sweat can impact your hearing aids.
- If you need to remove your hearing aids, place them in your charging case to keep them protected.
- If you're on the go and need to remove your hearing aids (ie: getting your hair cut), avoid putting them loose in a bag or pocket. Turn them off and place in the carrying case provided.

- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Visit a licensed professional.
- Avoid storing your hearing aids and charging case in areas with high humidity, like the bathroom.
- If you are not using your hearing aids for a long period of time, store them in a box with a drying capsule (sold separately) or in a well ventilated location. This allows moisture to evaporate from your hearing aid and prevents a potential impact on its performance.
- Drying capsules can be placed in the charging case along with your hearing aids to help dehydrate your hearing aids of excess moisture (see "Your charging case" on page 13 for where they fit into your charging case).
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).

- Ensure you do not twist or squeeze the wires when your hearing aids are placed in their case.
- Make sure that you always completely dry your hearing aids after use. Store the hearing aid in a safe, dry and clean place.
- The hearing aids, charging case and charger inserts must be dry and clean before charging. Never use cleaning agents such as household detergents, soap, etc. for cleaning your charging case or hearing aids.
- Do not touch the contacts of the charging case when powered.

Your hearing aids are resistant to water, sweat and dust under the following conditions:

- After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
- The hearing aid is used and maintained as described in this instruction manual.

## Cleaning your Hearing Aids

Use a soft, lint-free cloth to clean your hearing aids at the end of each day. In addition, regular cleaning with the supplied cleaning brush will ensure that your hearing aids will maintain their sound quality. It is not recommended to rinse them with water.

- ⚠ Ear wax gathers naturally in your ear. Ear wax may lead to reduced perceived sound or cause the hearing aid to stop working. To prevent this, clean your hearing aids regularly and periodically replace the wax guard (see "Replacing your wax guard" on page 44).
- ⚠ Do not use sharp tools to dislodge ear wax. Inserting household items into your hearing aids can seriously damage them.

## Cleaning your charging case

Use a soft, lint-free cloth to clean your charging case at the end of each day, removing any dust or dirt from the chargers slots.

- ⚠ Always make sure the charging case is disconnected from power before cleaning.

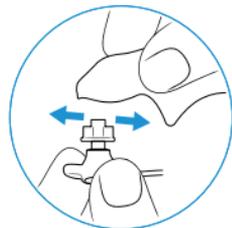
## Cleaning your eartips

Eartips should be gently cleaned with the supplied cleaning brush and/or a soft, lint-free cloth, removing any debris or ear wax.

## Cleaning your wax guard

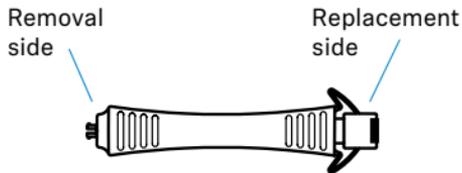
Clean your wax guard by simply wiping with a soft, lint-free cloth. Do not apply excessive pressure as it may damage the wax guard. Here's a few do's and don'ts to follow:

- Use a gentle back and forth wiping motion
- Never wipe with a rotating motion as this might damage the wax guard
- Never use water to clean the wax guard
- Never use sharp objects or brushes to clean the wax guard

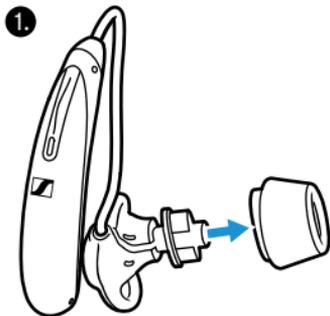


## Replacing your wax guard

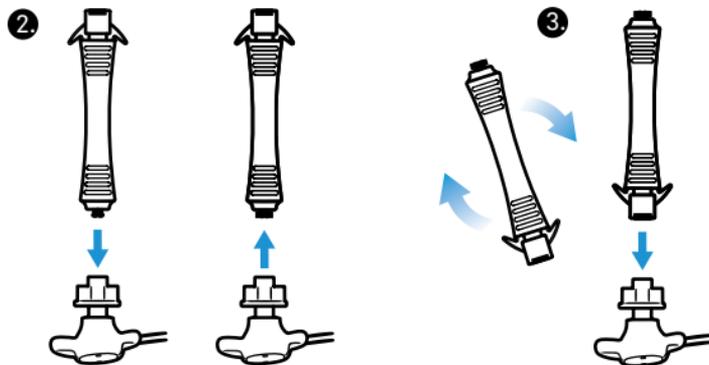
The recommended frequency of changing the wax guard can vary. It depends on the user and how much wax is produced in the ear. For best results, it is recommended to change your wax guard every 3 - 4 months.



1. Remove the eartip from the earpiece. Gently wipe wax and debris off of the eartip.



2. Remove the old wax guard. Using the removal side of the wax guard tool, insert into the black ring of the wax guard (located in the receiver opening). Click into place to attach the ring to the tool, and remove.
3. Install a new wax guard. Using the replacement side of the wax guard tool, insert into the receiver opening in the earpiece. Press and click into place making sure it is secure. Discard the used wax guard tool.
4. Replace the eartip onto the earpiece.



**i** For additional tips for care and maintenance, visit [www.sennheiser-hearing.com/alldayclear/support](http://www.sennheiser-hearing.com/alldayclear/support)

**i** To purchase additional wax guards, visit [www.sennheiser-hearing.com/alldayclear](http://www.sennheiser-hearing.com/alldayclear)

## You'll need these

Enhance and get the most of your All-Day Clear Slim hearing aids with these important and helpful accessories.

[www.sennheiser-hearing.com/alldayclear](http://www.sennheiser-hearing.com/alldayclear) to purchase:

- Eartips
- Wax Guards
- TV Connector

## Connecting to other devices

The TV Connector allows you to wirelessly connect your All-Day Clear Slim hearing aids to your TV or other audio source.

### TV Connector (optional accessory)

#### Adjusting volume balance between the TV and the sounds in your environment

To adjust the volume of the TV while wearing your hearing aids:

- Press the push button on your right hearing aid to increase the TV volume and decrease the volume of sounds in your environment

TV volume  
down



Left ear

TV volume  
up



Right ear

- Press the push button on your left hearing aid to decrease the TV volume and increase the volume of sounds in your environment

Please see the online TV Connector user guide for more information at [www.sennheiser-hearing.com/alldayclear/support](http://www.sennheiser-hearing.com/alldayclear/support).

### Connecting to a second Bluetooth device

To connect your All-Day Clear Slim hearing aids to a second Bluetooth device such as a laptop or computer:

1. Turn off Bluetooth under your smartphone settings.
2. Restart your All-Day Clear Slim hearing aids.
3. Find the All-Day Clear Slim hearing aids on your Bluetooth device that you're trying to connect to, and connect.

## Warranty, return policy and repairs

The hearing aids are covered by a limited warranty. Visit [www.sennheiser-hearing.com/alldayclear/warranty](http://www.sennheiser-hearing.com/alldayclear/warranty) for full details.

The hearing aids have a 45-day risk free trial. If you're not satisfied with your purchase for any reason, simply return it within the trial period for a full refund. Visit [www.sennheiser-hearing.com/alldayclear/returns](http://www.sennheiser-hearing.com/alldayclear/returns) for full details.

For details on product repairs visit [www.sennheiser-hearing.com/alldayclear/repairs](http://www.sennheiser-hearing.com/alldayclear/repairs)

## Important safety information

Please read the relevant safety information and limitations-of-use information on the following pages before using your hearing aids.

This hearing aid is designed and intended for perceived mild to moderate hearing loss in adults. If you experience any of the following, you may have this kind of hearing loss:

- You have trouble hearing speech in noisy places
- You find it hard to follow speech in groups
- You have trouble hearing on the phone
- Listening makes you tired
- You need to turn up the volume on the TV or radio, and other people complain it's too loud

## Contraindications:

General clinical contraindications for the use of hearing aids are:

- Hearing loss is not in the fitting range of the hearing aid (i.e. gain, frequency response)
- Acute tinnitus
- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (retro-cochlear pathologies such as absent/non-viable auditory nerve)

The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days

- Acute or chronic dizziness;
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz;
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- Pain or discomfort in the ear;
- Abnormal appearance of the eardrum and ear canal such as
  - Inflammation of the external auditory canal,
  - Perforated eardrum;
- Other abnormalities which the hearing care professional believes are of medical concern

The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided;

- The condition has not worsened or changed significantly since the previous investigation and / or treatment

If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:

- The recommendation will not have any adverse effects on the patients' health or general wellbeing;
- The records confirm that all necessary considerations about the patient's best interests have been made.
- If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Charging Case: Please note, contraindications are not derived from the charger, but from the compatible hearing aids.

## **Clinical benefit**

Hearing aid: Perceived hearing improvement with self-fitting.

Charging Case: The charging case itself does not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the parent device (rechargeable hearing aids) to achieve their intended purpose.

## **Side effects**

Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/ or ear pain, may be resolved or reduced by a hearing care professional. Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.

Charging Case: Please note, side effects are not derived from the charging case, but from the compatible hearing aids.

The hearing aid is suitable for the home healthcare environment and due to their portability it may happen that it is used in professional healthcare facility environment like physician offices, dental offices etc.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading. Feedback, poor sound quality, too loud or too soft sounds, inadequate fitting or problems when chewing or swallowing, can be resolved or improved during the fine-tuning process at the fitting procedure by a hearing care professional.

Any serious incident that has occurred in relation to the device should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

- the death of a patient, user or other person
- the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

## Hazard warnings

- ⚠️ **WARNING:** This device uses a Pincell lithium ion battery. These batteries are hazardous and can cause severe or fatal injuries in 2 hours or less if they are swallowed or placed inside any part of the body, whether the battery is used or new! Keep out of the reach of children, individuals with cognitive impairment, or pets. If you suspect that a battery was swallowed or placed inside any part of the body, immediately consult your physician without any delay!
- ⚠️ The rechargeable hearing aids contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage. The hearing aids cannot be placed in the checked-in baggage and can only be placed in the carry-on luggage.
- ⚠️ Changes or modifications to the hearing aids that are not explicitly approved by the manufacturer are not permitted. Such changes may damage your ear or the hearing aids.

- ⚠️ Only authorized personal are allowed to open the charging accessory due to possible electrical hazard.
- ⚠️ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠️ Do not use the hearing aids and charging accessories in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled). The hearing aid is not ATEX certified.
- ⚠️ Do not use your hearing aids in areas where electronic equipment is prohibited.
- ⚠️ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of ear wax occur, please check with your hearing professional or physician.
- ⚠️ In very rare cases if not securely attached, an eartip/dome or cerumen stop can remain in your ear canal when removing the hearing aid from the ear. In the unlikely case that such part gets stuck in your canal, it is strongly recommended to see a physician for safe removal.

- ⚠ Ear wax is natural and common. However, wearing these aids may cause an excess buildup of ear wax. If this occurs, contact your licensed professional.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
- ⚠ The hearing aid is a small device and contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this hearing aid. If swallowed, consult a physician or hospital immediately as the hearing aid or its parts can cause choking!
- ⚠ Keep the charging case out of reach of children, individuals with cognitive impairment and pets. If a drying capsule is swallowed, consult a physician or hospital immediately.
- ⚠ Do not make a wire connection from your hearing aids to any external audio sources like radio etc. That could cause injuries on your body (electric shock).

- ⚠ Do not cover the whole charging case while charging, e.g. with a cloth etc.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
  - Keep the wireless hearing aids, charging case, and accessories with magnets (i.e. cleaning brush) at least 15 cm (6 inches) away from the active implant.
  - If you experience any interference, do not use the hearing aids or charging case and contact the manufacturer of the active implant. Please note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
  - Medical or dental examination with X-ray (also CT scan).

- Medical examinations with MRI/NMRI scans, generating magnetic fields.
- Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

- ⚠ Patients implanted with magnetic externally programmable CSF shunt valves may have a risk of experiencing an unintended change in their valve setting when exposed to strong magnetic fields. The receiver (loudspeaker) of hearing aids contain static magnets. Keep a distance of 5 cm (approx. 2 inches) or more between the magnets and the site of the implanted shunt valve.
- ⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ Only use the charging case and power supply provided by the manufacturer for charging. Otherwise, the device(s) may be damaged.

- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- ⚠ Your hearing aids operate in the frequency range of 2.4 GHz–2.48 GHz. When flying please check if flight operator requires devices to be switched into flight mode (more information can be found on the product support webpage).
- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the hearing aids, including cables specified by the manufacturer. Otherwise, the equipment's performance could be degraded.
- ⚠ The device has not been tested for known sources of electromagnetic interference such as wireless power transfer systems,

5G cellular signals, security systems (e.g., electromagnetic anti-theft systems, metal detectors), Magnetic Resonance Imaging (MRI), Computerized Tomography (CT), diathermy, and radio frequency identification (RFID) systems and the device should not be used in conjunction with or in proximity to such technology.

- ⚠ All-Day Clear Slim hearing aids should only be used with the designated earpiece and receiver.
- ⚠ The USB port of the charging case is to be used for the described purpose only.
- ⚠ Hearing aids should not be fitted with domes/eartips/wax protection systems when used by people with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a physician for safe removal.
- ⚠ Your hearing aids contain lithium-ion batteries with a Watt hour rating <20 Wh which have been tested according to UN

38.3 of the “UN Manual of Tests and Criteria” and should be shipped in accordance with all the rules and regulations on the safe shipment of lithium-ion batteries.

- ⚠ The majority of hearing aid users have a hearing loss for which a deterioration in hearing is not to be expected with regular use of a hearing aid in everyday situations. Only a small group of hearing aid wearers with hearing loss, may be at risk of deterioration in hearing after a long period of use.
- ⚠ Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.
- ⚠ For charger, use only IEC 60950-1\*, IEC 62368-1 or IEC 60601-1 certified equipment with an output rating of 5 VDC. Min. 500 mA.
- ⚠ Cables and cords wrapped around the neck may cause strangulation. Do not leave the device and its components unattended with children, individuals with cognitive impairment or pets.

\* Note: this standard may not be valid anymore in your country, please refer to IEC 62368-1

## Product Safety

- i** These hearing aids are water resistant but not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aids in water. These hearing aids are not specifically designed for extended periods of water submersion, eg. activities such as swimming or bathing. Always remove your hearing aids before these activities, as the hearing aids contain sensitive electronic parts.
- i** Protect your hearing aids and charging accessories from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aids and charging accessories (due to risk of fire or explosion).
- i** Eartips should be changed every three to six months or when it becomes stiff or brittle. This is to prevent the eartip from detaching from the earpiece during insertion into or removal from the ear.
- i** Do not drop your hearing aids and charging accessories. Dropping onto a hard surface can damage your hearing aids and charging accessories.
- i** Charging case and power supply must be protected against shocks. If the charging case or power supply is damaged after a shock, the devices must not be used anymore.
- i** The hearing aids and charging case have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.
- i** In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.
- i** Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital mobile phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a mobile phone being used close by, you can minimize this interference in a number of

ways. Switch your hearing aids to another sound mode, turn your head in a different direction or locate the mobile phone and move away from it.

- i** Do not place the charging accessories close to an induction cooking surface. Conductive structures inside the charging accessories could absorb inductive energy resulting in thermal destruction.
- i** Charger and power supply must be protected against shocks. If the charger or power supply is damaged after a shock, the devices must not be used anymore.

## Labeling

The serial number and year of manufacture are located under clear plate (see "Your hearing aids" on page 12 for location).

## Important information in case of battery ingestion

If a battery is swallowed, consult your physician immediately.

## Security Notice

Consumer data is private data and its protection is important:

- Make sure the smartphones are up-to-date with the latest Operating System security updates. Enable automatic updating.
- Make sure your installed app version is up-to-date
- Only use genuine Sonova apps from official stores with your hearing aids.
- Only install reputable apps from official stores
- Make sure you use strong passwords and keep credentials secret
- Lock phone with PIN and/or biometric (e.g. fingerprint, face) and set the phone to lock automatically after several minutes of inactivity.
- Make sure the installed apps only have permissions they need
- Avoid creating a Bluetooth pairing with your hearing aids in a public area. This is due to the risk of unwanted interference from a 3rd party. We recommend to do this Bluetooth pairing at home.
- DO NOT use a jailbroken or rooted phone

## Mobile phone compatibility rating

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. According to the ANSI 63.19 (American National Standard Methods of Measurement of Compatibility between Wireless Communications Devices and Hearing Instruments) standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. M2/T2=2) and the telephone rating (e.g. M3/T3=3) is 5, and any combination that equals 5 will provide “normal use”; a sum of 6 or greater would indicate “excellent performance”. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied. The immunity of this hearing aid is at least M2/T2.

**i** Note: the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase.

## Technical specifications

| Measurements                                      | Value                  | Reference Standard |
|---|------------------------|--------------------|
| Maximum output limit value (OSPL90)               | 109 dB SPL             | ANSI S3.22 2014    |
| Maximum output (OSPL90) curve                     | see Figure 1           |                    |
| Full On Gain Value @50 dB SPL input               | 32 dB                  | ANSI S3.22 2014    |
| Frequency Response Curve                          | see Figure 2           |                    |
| <b>Output Distortion</b>                          |                        |                    |
| 100dB SPL Out                                     | 1.5%                   | ANSI/CTA 2051 2017 |
| 70dB SPL Out                                      | 4.0%                   | ANSI/CTA 2051 2017 |
| Input Distortion @ 100dB SPL In                   | 1.0%                   | ANSI/CTA 2051 2017 |
| Self Generated Noise value                        | 26 dB SPL              | ANSI/CTA 2051 2017 |
| Latency Value                                     | 6.5 ms (milli-seconds) | ANSI/CTA 2051 2017 |
| Upper and Lower Cut-off Frequencies for Bandwidth | 100 Hz to 8000 Hz      | ANSI/CTA 2051 2017 |

## Maximum Output (OSPL90)

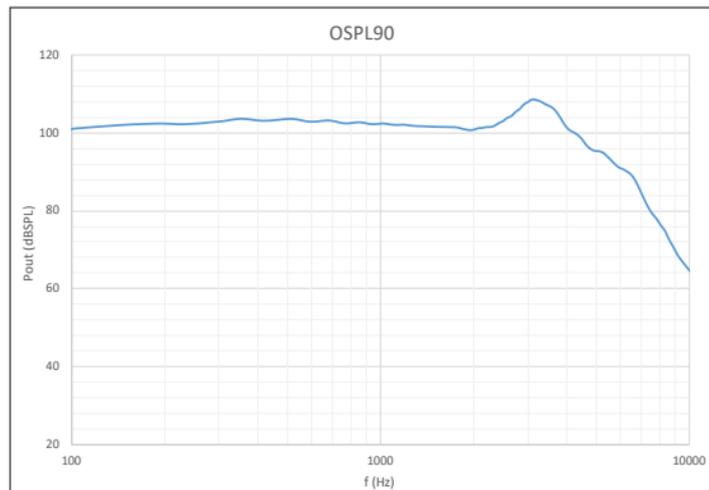


Figure 1: Nominal OSPL90 curve as measured in a 2 cc coupler.

## Full-On Gain (FOG50)

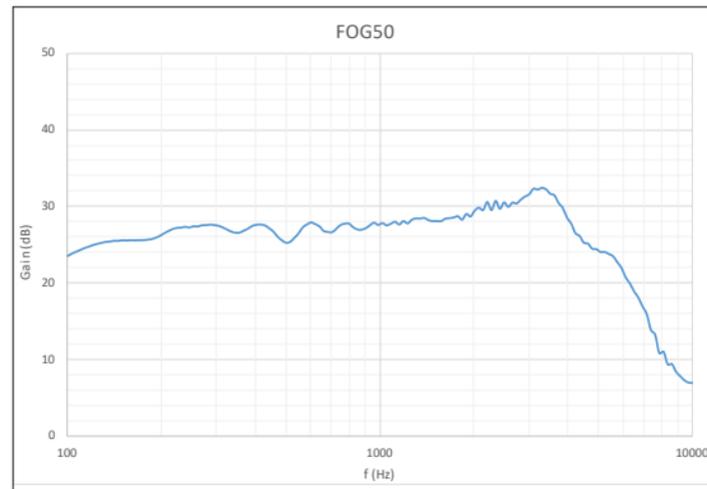


Figure 2: Nominal frequency response curve as measured in a 2 cc coupler.

## Electromagnetic emissions

**Manufacturer's Declaration** – The hearing aids are intended for use in the electromagnetic environments listed below. The user should assure that they are used in such environments.

| Emissions Test           | IEC60601 Test Level | Compliance Level |
|--------------------------|---------------------|------------------|
| RF emissions<br>CISPR 11 | Group 1             | Group 1          |

**Electromagnetic Environment Guidance** : Hearing aids generate or use RF energy only for their internal functioning. Therefore, the RF emissions are very low and are not likely to cause any interference to nearby electronic equipment.

| Emissions Test           | IEC60601 Test Level | Compliance Level |
|--------------------------|---------------------|------------------|
| RF emissions<br>CISPR 11 | Class B             | Class B          |

**Electromagnetic Environment Guidance** : This hearing aid is suitable for use in domestic establishments and in establishments directly connected to a low voltage power supply network which supplies buildings used for domestic purposes.

## Electromagnetic immunity

| Immunity Test                                  | IEC60601 Test Level               | Compliance Level                   |
|--|-----------------------------------|------------------------------------|
| Electrostatic discharge (ESD)<br>IEC 61000-4-2 | +/- 8 kV contact<br>+/- 15 kV air | Failed on contact<br>+/- 15 kV air |

**Electromagnetic Environment Guidance** : The metal charging contacts located on the bottom of the hearing aid are ESD (Electrostatic Discharge) sensitive. In the event you experience an ESD occurrence that causes your hearing aids to be non-functional or damaged, they should be returned for service.

| Immunity Test   | IEC60601 Test Level   | Compliance Level  |
|---|---|---|
| Radiated RF<br>Electro-magnetic field<br>immunity test<br>61000-4-3 | 10 V/m 80 MHz – 2.7 GHz<br>80% AM at 1 kHz                        | 10 V/m 80 MHz – 2.7 GHz<br>80% AM at 1 kHz                        |
| Proximity<br>Magnetic<br>Field 61000-4-3                            | 9 V/m; 710, 745, 780 MHz;<br>Pulse modulation 18 Hz               | 9 V/m; 710, 745, 780 MHz;<br>Pulse modulation 18 Hz               |
|   | 9 V/m; 5240, 5500, 5785<br>MHz; Pulse modulation<br>217 Hz        | 9 V/m; 5240, 5500, 5785<br>MHz; Pulse modulation<br>217 Hz        |
|   | 27 V/m; 385 MHz; Pulse<br>modulation 18 Hz                        | 27 V/m; 385 MHz; Pulse<br>modulation 18 Hz                        |
|   | 28 V/m; 450 MHz FM<br>+/- 5 kHz deviation; 1<br>kHz sine          | 28 V/m; 450 MHz FM<br>+/- 5 kHz deviation; 1<br>kHz sine          |
| 28 V/m; 810, 870, 930<br>MHz; Pulse modulation<br>18 Hz             | 28 V/m; 1720, 1845,<br>1970, 2450 MHz; Pulse<br>modulation 217 Hz | 28 V/m; 810, 870, 930<br>MHz; Pulse modulation<br>18 Hz           |
|   |   | 28 V/m; 1720, 1845,<br>1970, 2450 MHz; Pulse<br>modulation 217 Hz |

## Important symbols and info



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Regulation (EU) 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned regulation and directive.



This symbol indicates that it is important for the user to read and take into account the relevant information in this instruction manual.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this instruction manual.



Important information for handling and effective use of the product.



This symbol indicates that it is important for the user to read and take into account the relevant information in this instruction manual.

**MD**

Indicates that the device is a medical device.

**SN**

Indicates the manufacturer's serial number so that a specific medical device can be identified.

**REF**

Indicates the manufacturer's catalogue number so that the medical device can be identified



This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.



Copyright symbol



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your licensed professional for disposal. Proper disposal protects the environment and health.

## IP68

IP Rating = Ingress Protection Rating. IP68 rating indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license. Other trademarks and trade names are those of their respective owners.



Date of manufacture



Transportation and storage temperature limitation



Transportation and storage humidity limitation



Transportation and storage atmospheric pressure limitation



Keep dry

### Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these instruction manual.

### Operating conditions:

Temperature: Lower Limit = +5°C (+41°F)

Upper Limit = +40°C (+104°F)

Humidity: Lower Limit = 0%, Upper Limit = 70%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA

### Storage and Transportation conditions:

Temperature: Lower Limit = -20°C (-4°F)

Upper Limit = +60°C (+140°F)

Humidity: Lower Limit = 0%, Upper Limit = 70%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA

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Further documentation can be found at  
[www.sennheiser-hearing.com/alldayclear](http://www.sennheiser-hearing.com/alldayclear)

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These hearing aids are classified as IP68. This means that they are water and dust resistant and designed to withstand daily life situations. They can be worn in the rain but should not be fully submerged in water or used when taking a shower, swimming or other water activities. These hearing aids should never be exposed to chlorinated water, soap, salt water or other liquids with a chemical content.

## Compliance information

### Declaration of conformity

This Supplier's Declaration of Conformity is hereby issued according to Chapter 1, Subpart A, Part 2 of Title 47 of the Code of Federal Regulations by:

Sonova AG  
Laubisrütistrasse 28, CH-8712 Stäfa

This device complies with the applicable requirements of FCC Rule Part 15B for the corresponding equipment classes of Unintentional Radiators.

The hearing aid described in this instruction manual is certified under:

Standard hearing system

USA - FCC ID:

All-Day Clear Slim KWC-HGO

### Notice 1

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two 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.

### Notice 2

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

### Notice 3

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device 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 device and receiver.

- Connect the device 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.
- Please keep at least 20 cm separation distance between the charger and the human body during operation.

### Radio information of your wireless hearing device

|                     |                                |
|---------------------|--------------------------------|
| Antenna type        | Differential dipole            |
| Operation frequency | 2.4 GHz – 2.48 GHz             |
| Modulation          | GFSK, Pi/4 DQPSK, GMSK         |
| Radiated power      | < 2.5mW                        |
| Bluetooth® Range    | ~1m                            |
| Bluetooth®          | 4.2 Dual-Mode                  |
| Profiles supported  | HFP (Hands-free profile), A2DP |

## Compliance with emission standards

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Emission standards EN 60601-1-2

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IEC 60601-1-2

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## We're here for you

Got questions? We've got answers.

Check out our FAQs, videos, troubleshooting guides, and more at:

[www.sennheiser-hearing.com/alldayclear/support](http://www.sennheiser-hearing.com/alldayclear/support)





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