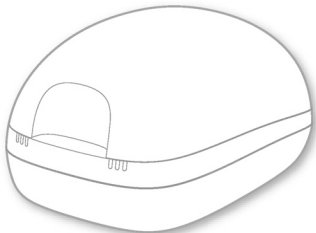


connexx



Charging Station

User Guide

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Before you start

This device is intended to charge our specific hearing instruments with built-in power cells (lithium-ion rechargeable batteries). Your Hearing Care Professional will advise you on the compatible models.

The charger is only intended for indoor use. Observe and follow the operating conditions in section "Operating, transport, and storage conditions".

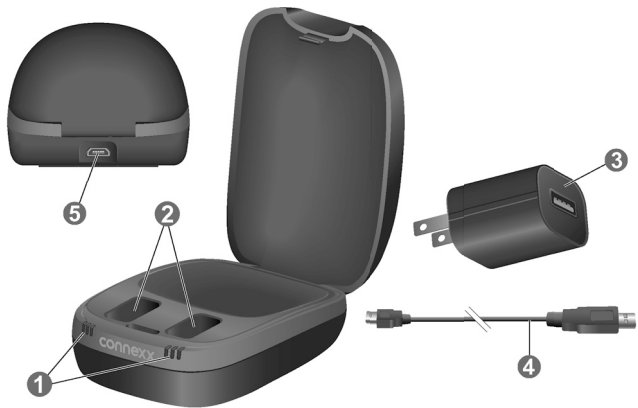
The charger is not intended as a means of storage for transportation of hearing instruments.



CAUTION

Read this user guide thoroughly and completely and follow the safety information in this document to avoid damage or injury.

Components



① Status LEDs

② Charging slots

③ Power plug

④ USB power cable

⑤ USB port for power supply

Preparing the charger



NOTICE

Use of incompatible parts poses a risk of malfunction.

- ▶ Use only the power supply and country specific adapter that is provided with the charger.



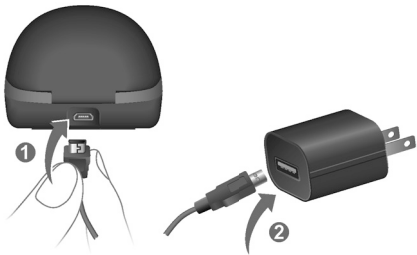
WARNING

Risk of electric shock!

- ▶ Connect the charger only with a 5V DC USB power supply which complies with IEC 60950-1 and/or IEC62368-1.

Connecting the USB power cable

- ▶ Connect the micro-USB side of the USB power cable to the charger **1**.
- ▶ Depending on your country you have to connect the other side of the USB power cable to a suitable country-specific power plug **2**.



Charging



NOTICE

Please make sure that the power plug is easily accessible to remove it from power supply if necessary.

- ▶ Connect the charger to the power supply.
All LEDs for each charging slots turn on successively indicate the charger has power and is ready for use.

- ▶ Put the hearing instruments in the charging slots as shown in the picture. You can charge both hearing instruments at the same time.

The hearing instruments are automatically turned off and start charging. The charging status is indicated, see table "Charging status" on the next pages.






- ▶ When you want to use your hearing instruments, take them out of the charger. They will automatically turn on.
- ▶ You can leave the charger plugged in or remove it from the power supply.

Correct position of the hearing instruments

- The left and right hearing instruments can be inserted into either charging slot. The slots are not side specific.
- The hearing instruments lie loosely in the charging slots.
- The ear pieces of the hearing instruments should always be placed into the recess.
- Make sure the bottom part of the hearing instruments are placed well into the charging slots.



Charging status

LED	Status description
	No LED: Charger is not connected to power supply. No hearing instrument is inserted in the respective charging slot or the hearing instrument is not inserted correctly.
	Single green LED turns on successively: Charger is connected to a power supply and ready to charge.
	Flashing orange LED: Charging status of the hearing instrument is read out before charging starts.

LED

Status description



Single orange LED:
Charging status 0 to 33 %



Turn on single green LED:
Charging status 34 to 66 %



Turn on two green LEDs:
Charging status 67 to 99 %

LED	Status description
-----	--------------------



Three green LEDs:
Hearing instrument is fully charged.



Single orange LED flashes successively:
Cooling phase
Charging is resumed after 5 minutes.



Flashing red LEDs: Error
Read more in section "Troubleshooting".

Charging tips

You may have some questions on how to best charge your hearing instruments. Read the questions and answers below. If you have more questions, your Hearing Care Professional will help you.



How often do I need to charge the hearing instruments?

We recommend charging the hearing instruments daily, even if the power cell is not empty. Charge them overnight so you can be sure to start your day with fully-charged hearing instruments.



How long does charging take?

A full charging cycle takes approximately 3 to 4 hours.

After 30 minutes, it is possible to use your hearing instruments for up to 7 hours.

Charging times may vary due to the use of the hearing instruments and the age of the power cell.



Can I leave the hearing instruments in the charger?

Even when fully charged, you can leave the hearing instruments in the charger. They automatically stop charging when they are fully charged.



What happens if I forgot to charge?

Your hearing instruments will automatically switch-off when the power cell is empty. Charge the hearing instruments as soon as possible.

Hearing instruments which have not been charged for over 6 months may be damaged due to an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and have to be replaced.



Can I use the charger for drying the hearing instruments?

Your charger dries the hearing instruments while charging. You can also use conventional products to dry your instruments.



What if I intend not to use the hearing instruments for several days or longer?

- Short-term storage (up to several days): Turn off your hearing instruments via the push button or place them in the powered charger.

The charger must be connected to the power supply.

If the charger is not connected to power supply and you place your hearing instruments in the charger, the hearing instruments are **not** turned off.

Note that when you turn off the hearing instruments via a remote control or smartphone app, the hearing instruments are **not** turned off completely. They are in standby-mode and still draw some power.

- Long-term storage (weeks, months, ...): First, fully charge your hearing instruments. Turn them off via the push button before storing them. We recommend to use drying products while storing the hearing instruments. At 6 month intervals you will have to charge the hearing instruments to avoid an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and they have to be replaced. We recommend recharging more frequently than 6 months intervals.

Observe the storage conditions in hearing instruments' user guide.

Ask your Hearing Care Professional for recommended drying products.



What should I pay attention to when charging?

The hearing instruments and charger must be clean and dry. Observe the operation conditions in section "Operating, transport, and storage conditions". Avoid charging at high ambient temperatures, as this can shorten the life span and capacity of the power cell.

If you use the charger in a very warm environment, note that it will stop charging if the charger's temperature exceeds 45 °C in order to cool down. The LEDs will flash orange during the cooling phase. Charging resumes automatically after 5 minutes. Do not touch the hearing instruments while the LEDs are flashing orange, the hearing instruments may be hot.



What should I pay attention to when using a power strip with energy-saving features?

- Turn on the power strip **before** you insert the hearing instruments in the charger. Otherwise, the hearing instruments may not be detected by the charger.
- Do not turn off the power strip **while** the hearing instruments are in charger. Otherwise the hearing instruments will automatically turn on and discharge in the charger.

Before you turn off the power strip, remove the hearing instruments from the charger and turn them off via the push button.

Further information

Maintenance and care



NOTICE

Risk of injuries caused by electric shock!

- ▶ If cleaning is required, disconnect the charger from the power supply.
- ▶ Clean the charger with a soft, dry tissue.
- ▶ Never use running water or immerse the charger in water.
- ▶ Do not sterilize or disinfect the charger.

Troubleshooting

Problem and possible solutions

No LED lights are on.

- Check if the power supply is connected correctly.
-

LEDs are flashing orange successively.

Charger has reached the temperature limit and is now in a cooling phase. Charging is resumed after 5 minutes.

- Do not touch the hearing instruments while the LEDs are flashing orange. The hearing instruments may be hot.
-

Problem and possible solutions

LEDs are flashing red alternately.

An error in the charger has occurred.

- Take the hearing instruments out of the charger and disconnect the charger from the power supply.
- Reconnect the charger to the power supply and re-insert the hearing instruments in the charging slots.

If the LEDs are still flashing red:

- Take the hearing instruments out of the charger and disconnect the charger from the power supply.
- Contact your Hearing Care Professional for support.

Problem and possible solutions

Three LEDs are flashing red together.

An error in the hearing instruments has occurred.

- Take the hearing instruments out of the charger and disconnect the charger from the power supply.
 - Contact your Hearing Care Professional for support.
-

Consult your Hearing Care Professional if you encounter further problems.

Important safety information

Personal safety



WARNING

Risk of burns!

- ▶ Do not place anything other than your hearing instruments in the charger.



WARNING

Risk of electrical shock!

- ▶ Do not use obviously damaged devices and return them to point of sale.



WARNING

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



WARNING

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.



WARNING

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e. g. in mining areas).



WARNING

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ On airplanes: The charger complies with RTCA/DO-160G, Section 21, Category H. Therefore use of the charger on airplanes during the flight should be permissible. Nevertheless the aircraft crew may ask you to not charge the hearing instruments during the flight.



WARNING

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ In hospitals: The charger complies with CISPR 35 and CISPR 32. Therefore use of the charger in hospitals should be permissible.

Nevertheless the charger may interfere with highly sensitive devices. In those cases appropriate steps shall be taken (increase distance from sensitive devices or disconnect the charger from power supply).

Product safety



NOTICE

- ▶ Protect your devices from extreme heat. Do not expose them to direct sunlight.



NOTICE

- ▶ Protect your devices from high humidity.



NOTICE

- ▶ Do not dry your devices in the microwave oven.



NOTICE

- ▶ Do not use when the status indicators are red.



NOTICE

While connected to power, the charger's magnetic field may cause interference to electrical devices and may delete stored data.

- ▶ While connected to power, keep the charger away from credit cards, computers, monitors, television sets, storage media and other electronic equipment.



NOTICE

- ▶ Do not drop. Internal components may get damaged.



NOTICE

- ▶ Do not disassemble the device.

Important information

Explanation of symbols

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.

Symbols on the device or packaging



CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".



Indicates the legal manufacturer of the device.



Do not dispose of the device with general domestic waste. Read more in section "Disposal information".



Read and follow the instructions in the user guide.



Medical device

Operating, transport, and storage conditions

Operating conditions

Temperature

10 to 30 °C

Relative humidity

20 to 75 %

Atmospheric pressure

700 to 1060 hPa

During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10 to 40 °C	-20 to 60 °C
Relative humidity	10 to 80 %	5 to 90 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

For other parts, such as hearing instruments, other conditions may apply.

Technical data of the power supply

Input voltage:	100-240 V AC
Input current:	0.15-0.3 A
Input frequency:	50-60 Hz
Output voltage:	5 V DC
Output current:	1 A

Disposal information

Recycle devices, accessories and packaging according to local regulations.

Conformance information

The CE mark indicates conformity with the following European directives:

- 2014/30/EU concerning electromagnetic compatibility
- 2014/35/EU concerning electrical equipment designed for use within certain voltage limits
- 2011/65/EU RoHS concerning the restriction of hazardous substances



The CE mark indicates conformity with certain European directives. The full text of the declaration of conformity can be obtained from www.sivantos.com/doc.

This device complies EN 55011:2016 / A1:2017 Group 2

Class B.

This device complies with Part 18 of the FCC Rules and with CAN RSS-216 / CNR-216.

Operation is subject to the following conditions:

- This device may not cause harmful interference,
- this device must accept any interference received, including interference that may cause undesired operation, and
- the user shall keep a minimal distance of 20 cm (8 in) during the charging process.

Country-specific information



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