

# Phonak Charge and Care

## User Guide



Phonak Charge and Care



A Sonova brand

**PHONAK**  
life is on

This user guide is valid for:

**Non wireless charging accessory**



Phonak Charge and Care

2021



# Your Charge and Care details

**i** Please also read safety information regarding handling Charge and Care (chapter 10).

## Device

Charge and Care

incl. power supply and USB cable (< 3 m)

## Compatible hearing aid models

- ☐ Audéo P-R (P90/P70/P50/P30)
- ☐ Audéo P-RT (P90/P70/P50/P30)
- ☐ Audéo M-R (M90/M70/M50/M30)
- ☐ Audéo M-RT (M90/M70/M50/M30)

Your Charge and Care has been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

Please read the User Guide carefully to make sure that you understand and get the best out of the Charge and Care. For more information regarding features, benefits, setup, use and maintenance or repairs of your Charge and Care – contact your hearing care professional or manufacturer representative. Additional information can be found in the Data Sheet of your product.

Phonak - life is on  
[www.phonak.com](http://www.phonak.com)

# Contents

## **Your Charge and Care**

- |                                 |   |
|---------------------------------|---|
| 1. Parts of the Charge and Care | 6 |
|---------------------------------|---|

## **Using the Charge and Care**

- |   |    |
|---|----|
| 2. Preparing the Charge and Care        | 8  |
| 3. Charging the hearing aids            | 9  |
| 4. Cleaning and drying the hearing aids | 16 |

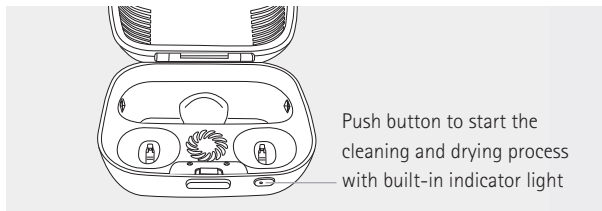
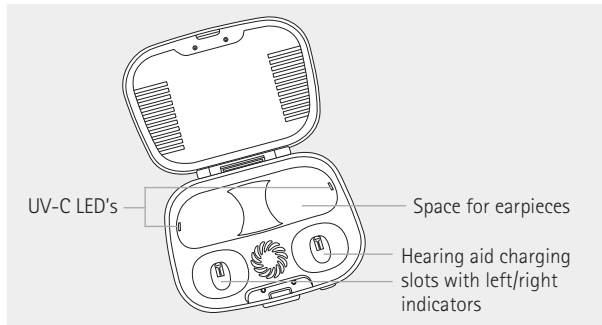
## **Further information**

- |   |    |
|---|----|
| 5. Care and maintenance                                       | 18 |
| 6. Service and warranty                                       | 20 |
| 7. Compliance information                                     | 22 |
| 8. Information and description of symbols                     | 25 |
| 9. Troubleshooting  | 30 |
| 10. Important safety information                              | 32 |
| 11. For the US market only, complies with the FDA regulations | 38 |

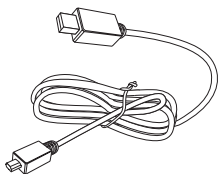
# 1. Parts of the Charge and Care

The following pictures show the Charge and Care described in this user guide.

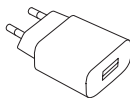
## Charge and Care



## Accessories



**USB cable (< 3 m)**



**Power supply with  
wallplug adapter**

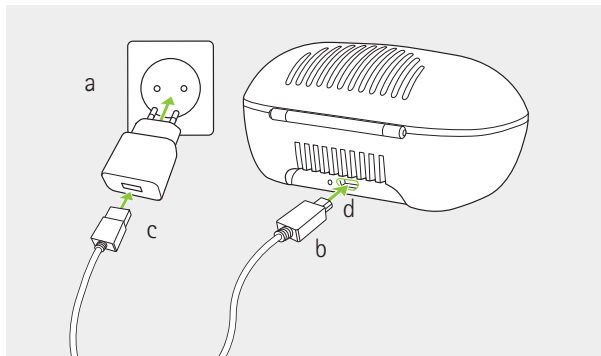
### Power supply specification

---

Power supply output voltage:	5 VDC +/- 10%, current 1 A
Power supply input voltage:	100-240 VAC, 50/60Hz, current 0,25 A
Charge and Care input voltage:	5 VDC +/- 10%, current 500 mA
USB cable specifications:	5 V min. 1 A, USB-A to micro-USB, maximum length 3 m

## 2. Preparing the Charge and Care

### Connecting the power supply



- a) Plug the power supply into a power outlet.
- b) Plug the smaller end into the USB port on the Charge and Care.
- c) Plug the larger end of the charging cable into the power supply.
- d) The indicator light on the back is green when the Charge and Care is connected to the power supply.

### 3. Charging the hearing aids

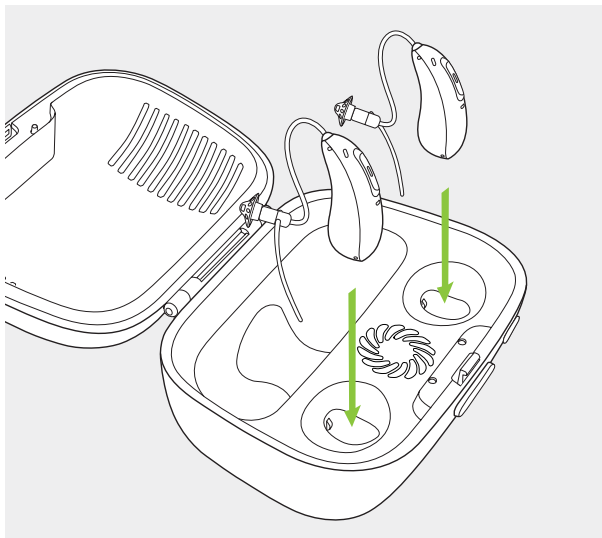
- ① Low power: You will hear two beeps when the battery is low. You will have approximately 60 minutes before you have to charge the hearing aids (this can vary, depending on the hearing aid settings).
- ① Before using your hearing aids for the first time, it is recommended to charge them for 3 hours.
- ① The hearing aids must be dry before charging, see chapter 5.
- ① Please ensure to charge and use the hearing aids within operating temperature range: +5° to +40° Celsius (41° to 104° Fahrenheit).

Please refer to chapter 2 for how to set up the Charge and Care.

**1.**

Insert the hearing aids into the charging slots.

Make sure the left and right hearing aid markings match the left (blue), right (red) indicators next to the charging slots. The hearing aids will automatically be switched off when inserted into the Charge and Care.







- ① Make sure the left and right hearing aid markings match the left (blue), right (red) indicators next to the charging slots.

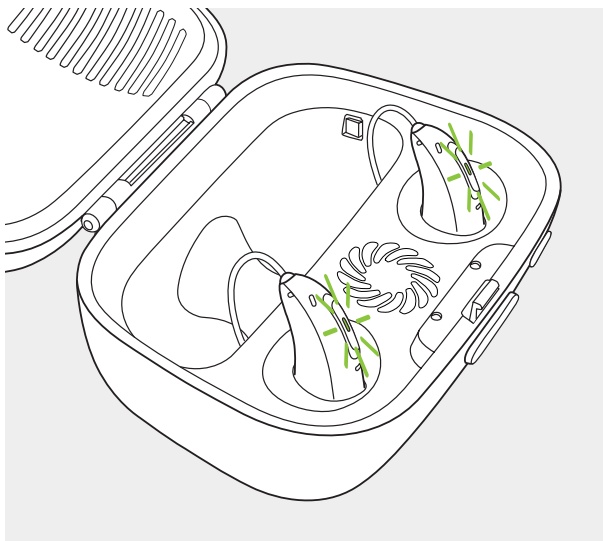
## 2.

The indicator light on the hearing aids will show the charging state of the battery until the hearing aids are fully charged. When fully charged the indicator light will remain on, i.e. solid green light.

The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 3 hours to charge the hearing aids. The Charge and Care cover can be closed while charging.

### Charging times

Indicator light	Charging state	Approx. charging times
	0 – 10%	
	11 – 80%	30 min (30%) 60 min (50%) 90 min (80%)
	81 – 99%	
	100%	3 h



### 3.

Remove the hearing aids from the charging slots by

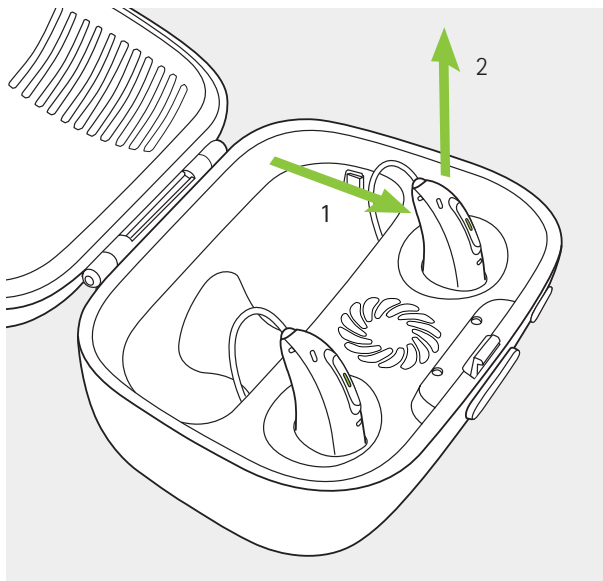
1. pulling the hearing aids gently toward yourself and
2. lifting them out of the Charge and Care.

**i** Do not hold the tubes to remove the hearing aids from the Charge and Care as this can damage the tubes.

The hearing aids switch on automatically when removed from the Charge and Care. The indicator light starts blinking. The solid green light indicates the hearing aids are ready.

If you unplug the Charge and Care while the hearing aids are charging inside, please make sure to turn off the hearing aids to prevent discharge.

**i** Turn off your hearing aids before inserting them in the disconnected Charge and Care to store it.



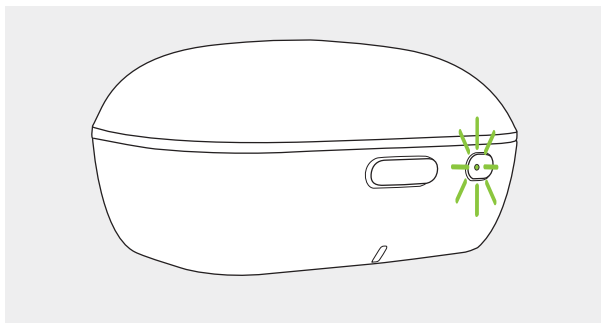
## 4. Cleaning and drying the hearing aids

After placing your hearing aids in the Charge and Care, close the cover and press the push button on the Charge and Care to start the cleaning and drying process. The hearing aids will be

- fully charged in 3 hours
- cleaned and dried in approx. 2 hours

The indicator light on the push button will be solid orange as long as the cleaning and drying process is ongoing. As soon as the process is finished, the indicator light will turn green until the cover is opened. The cleaning and drying process will be stopped as soon as the cover is opened.

- ① Always close the cover before starting the cleaning and drying process.
- ① The cleaning and drying process can only be started if the cover is closed.



## Indicator light

Indicator light off		Cleaning and drying is not running
Solid orange	●	Cleaning and drying is running
Solid green	●	Cleaning and drying has finished
Solid red for 3 seconds	●	Cleaning and drying cannot start, please close the cover

## 5. Care and maintenance

Diligent and routine care of your Charge and Care contributes to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the Charge and Care.

Please use the following specifications as a guideline. Further information regarding product safety, see chapter 10.2.

### **General information**

Please make sure that the Charge and Care is used and maintained as described in this user guide.

## Daily

Make sure that charging slots and the UV-C LED's are clean. Never use cleaning agents such as household detergents, soap, etc. for cleaning your Charge and Care.

## Weekly

Remove dust or dirt from the charging slots and UV-C LED's.



Always make sure that the hearing aids and Charge and Care are dry and clean before charging.



Always make sure that the Charge and Care is disconnected from the power mains before cleaning.

## 6. Service and warranty

### **Local warranty**

Please ask the hearing care professional where you purchased your Charge and Care about the terms of the local warranty.

### **International warranty**

Sonova AG offers a one year limited international warranty, valid from the date of purchase. This limited warranty covers manufacturing and material defects in the Charge and Care. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

## **Warranty limitation**

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Authorized hearing care  
professional (stamp/signature):

---

## 7. Compliance information

### Europe:

---

#### **Declaration of Conformity**

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation 2017/745. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com/us/en/certificates](http://www.phonak.com/us/en/certificates) (Phonak worldwide locations).

This equipment 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 equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures :

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

## Compliance with emission and immunity standards

Emission standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 55011:2009+A1
	CISPR11:2009/AMD1:2010
	CISPR22:1997
	CISPR32:2012
	ISO 7637-2:2011
	CISPR25:2016
	EN 55025:2017

Immunity standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 61000-4-2:2009
	IEC 61000-4-2:2008
	EN 61000-4-3:2006+A1+A2
	IEC 61000-4-3:2006+A1+A2
	EN 61000-4-4:2012
	IEC 61000-4-4:2012
	EN 61000-4-5:2014
	IEC 61000-4-5:2014
	EN 61000-4-6:2014
	IEC 61000-4-6:2013
	EN 61000-4-8:2010
	IEC 61000-4-8:2009
	EN 61000-4-11:2004
	IEC 61000-4-11:2004
	IEC 60601-1 (§ 4.10.2):2005
	ISO 7637-2:2011

## 8. Information and description of symbols

---



With the CE symbol, Sonova AG confirms that this product meets the requirements of the Medical Regulation 2017/745.

---



Indicates the medical device manufacturer, as defined in EU Medical Device Regulation 2017/745.

---



Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.

---



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

---



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

---



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

---



Important information for handling and product safety.

---



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

---



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

---



Indicates that the device is a medical device.

---



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

---



Temperature during transportation and storage:  
-20° to +60° Celsius (-4° to +140° Fahrenheit).  
Operating temperature range:  
+5° to +40° Celsius (41° to 104° Fahrenheit).

---



Humidity during storage: 0% to 70%, if not  
in use. Humidity during operation: 0% to 85%  
(non condensing)

---



Atmospheric pressure during operation,  
transportation and storage: 500 hPa to  
1060 hPa

---



During transportation keep dry.

---



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



Regulatory Compliance Mark (RCM) is a trade mark for electrical safety for equipment which is compliant with the EESS

---

## Symbols applicable to the European power supply only

---



Power supply with double isolation.

---



Device designed for indoor use only.

---



Safety isolating transformer, short circuit proof.

---

## 9. Troubleshooting

Problem	Causes
Charging does not start	Charge and Care not connected to power supply
	Hearing aids not inserted correctly into Charge and Care
Cleaning and drying process does not start	Cover not closed when pressing the push button to start the cleaning and drying process

❗ If the problem persists, contact your hearing care professional for assistance.

## **What to do**

---

Connect Charge and Care to power supply (chapter 2)

---

Insert hearing aids correctly into Charge and Care (chapter 3)

---

Close the cover of the Charge and Care and press the push button to start the cleaning and drying process

---

## 10. Important safety information

Please read the information on the following pages before using your Charge and Care.

### **Intended use**

The device is an accessory to a medical device and has no therapeutic or diagnostic use on its own. It is intended to charge rechargeable hearing aids, with additional functionalities for drying and cleaning.

### **Target population**

The target population is primarily the adult population over 18 years of age. Individuals with cognitive impairment will require constant supervision by a caregiver.






Any serious incident that has occurred in relation to the Charge and Care, 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:


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


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


## 10.1 Hazard warnings


-  Do not use the Charge and Care in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.
-  Keep the Charge and Care out of reach of children, individuals with cognitive impairment and pets.
-  Do not cover the whole Charge and Care case while charging, e.g. with a cloth etc.
-  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.
-  The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):


Keep the charging device at least 15 cm (6 inches) away from the active implant. If you experience any interference do not use the charging device and contact the manufacturer of the active implant. Please, note that the interference can also be caused by powerlines, electrostatic discharge, airport metal detectors etc.

 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.



 The USB port of the Charge and Care is to be used for the described purpose only.

 For Charge and Care, use only IEC 62368-1 and/or IEC 60601-1 certified equipment with an output rating of 5 VDC. Min. 500 mA.

 Changes or modifications to the device that were not explicitly approved by Sonova AG are not permitted.

-  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 Charge and Care including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result

## 10.2 Information on product safety

-  Protect your Charge and Care from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your Charge and Care (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.
-  Do not place the Charge and Care close to an induction cooking surface. Conductive structures inside the charging accessories could absorb inductive energy resulting in thermal destruction.

- ① Do not drop your Charge and Care and/or your hearing aid! Dropping onto a hard surface can damage your Charge and Care or hearing aid.
- ① Charge and Care and power supply must be protected against shocks. If the Charge and Care or power supply is damaged after a shock, they must not be used anymore.
- ① Do not use your Charge and Care in areas where electronic equipment is prohibited.
- ① The hearing aids have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.

## 11. For the US market only, complies with the FDA regulations

### Important information: Cell phones

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.

**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. For additional guidance, please ask your hearing care professional for the booklet entitled "hearing aid compatibility with digital wireless cell phones".

## **Important information in case of battery ingestion**

If a battery is swallowed, call the 24-hour National Battery Ingestion Hotline at 202-625-3333 or consult your physician immediately.

## **Warning to hearing aid dispensers**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.

- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

## **Important notice for prospective hearing aid users**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude

consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

## **Children with hearing loss**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## **Important notice for prospective noise generator users**

The Tinnitus Balance noise generator is a broadband sound Generator which may have been enabled in your hearing aid. It provides a means of sound enrichment that can be used as part of a personalized tinnitus management

program to provide temporary relief from tinnitus. It should always be used as prescribed by your audiologist. The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.

Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure medically treatable conditions that may be causing tinnitus are identified and treated prior to using a sound generator.

Should you develop any side effects whilst using the noise generator such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function, you should discontinue use and seek a medical evaluation.

According to OSHA (Occupational Safety & Health Administration, U.S. Department of Labor) regulations, the volume of the noise generator can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the noise generator be set to such a level in your hearing aid, your audiologist will advise you of the maximum amount of time per day you should use the noise generator. The noise generator should never be used at uncomfortable levels.

For more information visit [www.phonak.com](http://www.phonak.com)

## Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Your hearing care professional:



**Manufacturer:**

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

[www.phonak.com](http://www.phonak.com)

**sonova**  
HEAR THE WORLD



029-0828-03/V1.10/2021-06/NLG © 2021 Sonova AG All rights reserved