

# Your Custom Charger User Manual

For charging ITC R & ITE R hearing aids



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Chargers included:

[Starkey Custom Charger](#)

[Starkey Premium Custom Charger](#)

# Congrats!

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The power to  
hear better is  
yours.

**You've got a Custom Charger.**

**Smart choice.**

Now you can get the most out of every day with the power to charge hearing aids you can count on.

After all – when you hear better, you live better.

Go ahead, have a read.

And get ready to **experience the power of better hearing.**

## What's included

Chargers covered in this user manual (select yours):

- Custom Charger
- Premium Custom Charger\*

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*\*Premium Custom Charger contains an on-board, rechargeable lithium-ion battery that is not removable.*

## Get to know your charger

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- Meet your charger
- Use your charger
- Care for your charger

## Meet your charger

### Overview

1. Cleaning tool (included accessory)
2. Charging posts
3. Hearing aid indicator lights
4. Charger indicator lights (Premium Custom Charger only)
5. USB-C port
6. Power cord & adapter



## Use your charger

It is recommended that you fully charge your hearing aids before using them.

### To charge your hearing aids:

1. Plug your charger into an external power source, like a wall outlet.

**NOTE:** On the Premium Custom Charger only, the back charger indicator lights will turn on for a few seconds when your charger is connected.



**Reminder** – Custom Charger requires an external power source to charge hearing aids (e.g., a wall outlet). Premium Custom Charger lets you charge hearing aids cordless or plugged into an external power source (e.g., a wall outlet).

## Use your charger

- Place your hearing aids with the charging contacts facing down on the charging posts:
  - The right front hearing aid indicator light flashes green for two seconds when you insert the right hearing aid.
  - The left front hearing aid indicator light flashes green for two seconds when you insert the left hearing aid.

*(If the indicator lights do not turn on, see the Troubleshooting guide on p. 16.)*

- Your hearing aids will turn off and start charging.

*Charger can be open or closed during this.*



## Use your charger

- Check the charging status of your hearing aids using the hearing aid indicator lights on the front of the charger:

| Front hearing aid indicator lights  | Charging status |
|---|-----------------|
|  | Charging        |
|  | Fully charged   |
|  | Fault state*    |

*Your hearing aids will fully charge in 3.5 hours.*

- Take your hearing aids from the charger. They will turn on – ready to wear.

*Before using your hearing aids for the first time, please see **Your Custom Rechargeable Hearing Aid User Manual**.*

\*Refer to troubleshooting guide on p. 16.

## Use your charger

### To charge your Premium Custom Charger:

1. Plug your charger into an external power source, like a wall outlet.
2. Check the charger indicator lights on the back of your charger to confirm the charging status of your charger.

| Number of solid green charger indicator lights                                    | Charger battery level |
|---|-----------------------|
|  | Up to 25% charged     |
|  | Up to 50% charged     |
|  | Up to 75% charged     |
|  | 100% charged          |

*Your charger will fully charge in under 3 hours.*

## Care for your charger

### Cleaning tips

Keep your charger clean. This helps prevent damage from moisture and debris:

- Use the included cleaning tool to clear debris from the charging posts. This is where you insert your hearing aids for charging.
- Do not use water, cleaning fluids or solvents to clean the charging contacts. These can damage your charger.
- Try to keep the lid closed to prevent buildup of dust and debris.

### Storage tips

Store your charger in a clean and dry area. This helps preserve the life of your charger and rechargeable hearing aid batteries:

- Choose a dresser or shelf in a room other than a bathroom or kitchen.
- Be sure the storage location is cool to avoid damage. Skip areas with extreme heat like a windowsill or hot car.

## Care for your charger

- It's safe to leave your charger plugged in while wearing your hearing aids. But if you won't be using it for an extended period (over a week), remove the power cord from your charger and/or external power source.

## Troubleshooting guide

## Troubleshooting guide

Problems with your charger? Try these tips. If issues continue, contact your hearing care professional.

| Symptom  | Possible causes  | Solutions  |
|--|--|--|
| Indicator lights do not turn on when hearing aids are placed on the charging post. | Incorrect hearing aid orientation.   | Reposition your hearing aids on the charging posts.  |
|  | <p><b>Custom Charger:</b><br/>Not plugged into an external power source (e.g., a wall outlet).</p> <p><b>Premium Custom Charger:</b><br/>Depleted on-board battery</p> | <p><b>Custom Charger:</b><br/>Connect the power supply cord to your charger and plug into an external power source (e.g., a wall outlet). The front hearing aid indicator lights will turn on for a few seconds to indicate connection to the power source. If they do not, contact your hearing care professional.</p> <p><b>Premium Custom Charger:</b><br/>Connect the power cord to your charger and plug it into the wall. The back charger indicator lights will turn on for a few seconds to indicate connection to the power source. If they do not, contact your hearing care professional.</p> |

## Troubleshooting guide

| Symptom   | Possible causes   | Solutions   |
|---|---|---|
| Red blinking hearing aid indicator lights.                        | Fault occurred.   | <p>Remove your hearing aids from the charging posts, wait until the front hearing aid indicator lights turn off, then re-insert.</p> <p>If the red blinking persists, contact your hearing care professional.</p> |
| While charging hearing aids, no indicator lights are lighting up. | Hearing aids have finished charging, Premium Custom Charger has moved to "power save" mode. | To trigger indicator lights, remove hearing aid from charging post for three seconds, then re-insert it. Hearing aid indicator lights will remain illuminated for 10 seconds.                                     |

## Troubleshooting guide

| Symptom                                | Possible causes  | Solutions  |
|--|--|--|
| Hearing aids whistling in the charger. | Incorrect hearing aid orientation.   | Reposition your hearing aids in the charging posts. Confirm that the charger indicator lights begin to light up.   |
|  | Charger is not plugged into an external power source or a working external power source. | <p><b>Custom Charger:</b> Your charger may not be plugged into an adequate external power source (e.g., a wall outlet). Test another wall outlet or power supply to ensure charger is powered. If you do not have access to an external power source, push and hold your hearing aid's user control for 3 seconds to turn off.</p> <p><b>Premium Custom Charger:</b> Your charger's on-board battery may be fully depleted. Apply external power to your charger. If you do not have the power cord, push and hold your hearing aid's user control for 3 seconds to turn it off.</p> |

## Additional guidance

- Intended use
- FCC information
- Regulatory information

# Intended use

## Intended Use

These hearing aid chargers are intended to charge lithium-ion rechargeable hearing aids, and are to be used with the patient's selected hearing aid solution. For information about your hearing aid, please consult the hearing aid specific user manual.

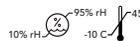
Your charger is designed to operate in public and residential environments and is designed to comply with international Electromagnetic Compatibility emissions and immunity standards for medical devices. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing instruments might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your charger should not be used during an MRI procedure or in a hyperbaric chamber or other oxygen-rich environments.

Your charger is classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your charger is not formally certified to operate in explosive atmospheres such as may be found in coal mines or certain chemical factories.

 Your charger should be stored and transported within the temperature, humidity, and pressure ranges of -10°C (14°F) to +45°C (113°F), 10%-95% rH, and 70 kPa – 106 kPa (equivalent to altitudes from 1,200 ft (380 m) below sea level to 10,000 ft (3,000 m)).

The charging temperature range is between 10°C (50°F) and 40°C (104°F) and between 10%-95% RH and 70 kPa-106 kPa.

### **⚠ CAUTION:**

- If the product is hot, do not touch it until cool.
- If the product is not working, do not disassemble. Due to a shock hazard, contact the manufacturer and send the device in for repair.
- Keep out of reach from children. Do not ingest anything in the package, including desiccant, cleaning tool, etc.
- Any cords and AC adapters must be approved or listed by a Nationally Recognized Testing Laboratory.

## Clinical benefit

The charger 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.

# Intended use

We are required by regulations to provide the following warnings:

**⚠ WARNING:** Use of wireless charger directly next to other electronic equipment should be avoided because it could result in improper performance. If such use is necessary, note as to whether your hearing aids and the other equipment are operating normally.

**⚠ WARNING:** Use of accessories, components or replacement parts other than those provided by the manufacturer of your charger could result in increased electromagnetic emissions and decreased electromagnetic immunity and could result in degradation of performance.

**⚠ WARNING:** If Portable Radio Frequency communications equipment is used closer than 30 cm (12 inches) from your charger, degradation of the performance of your charger could result. If this occurs, move away from the communications equipment.

## **DO NOT OPEN CHARGER, NO USER-SERVICEABLE PARTS INSIDE**

The Custom Charger and Premium Custom Charger have a rating of IP 22 per IEC 60529. This means the unit is protected against solid objects over 12 mm, such as fingers and falling water drops, such as condensation.

Do not connect the charger to any devices not described in this user manual. The service life of both the Custom Charger and Premium Custom Charger is 3 years.

The Custom Charger and Premium Custom Charger have been tested to, and have passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated and conducted emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- Harmonic distortion and voltage fluctuations affecting the power input source as stated in Table 2 of IEC 60601-1-2.
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2.
- Immunity to power frequency magnetic fields at a field level of 30 A/m and proximity magnetic fields as stated in Table 11 of IEC 60601-1-2.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.
- Immunity to Electrical fast transients on the power input at a level of +/- 2 kV at a 100 Hz repetition rate.
- Immunity to Surges on the power input of +/- 1 kV line to line.
- Immunity to conducted disturbances induced by RF fields on the power input as stated in Table 6 of IEC 60601-1-2.
- Immunity to voltage dips and interruptions on the power input as stated in Table 6 of IEC 60601-1-2.

## Intended use

### EU ADVERSE EVENT REPORTING

Any serious incident that has occurred in relation to your Starkey device should be reported to your local Starkey representative and the Competent Authority of the Member State in which you are established. A serious incident is defined as any malfunction, deterioration in the characteristics and/or performance of the device, or inadequacy in the device user manual/labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.

## FCC information

These devices comply with part 15 of the FCC rules and with ISED Canada license-exempt RSS standards. 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 of the device.

**NOTE:** The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

## Regulatory information

### Starkey Laboratories, Inc.

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Waste from electronic equipment must be handled according to local regulations



Consult user manual



Keep dry

### Instructions for Disposal of Old Electronics

Starkey Laboratories, Inc. encourages, the EU requires, and your local community laws may require that your Premium Custom Charger be disposed of via your local electronics recycling/disposal process.

The instructions below are provided for the benefit of disposal/recycling personnel. Please include this manual when disposing of your charger.

### FOR DISPOSAL/RECYCLING PERSONNEL ONLY

The Premium Custom Charger contains a lithium-ion polymer battery. To remove the battery from the charger, follow one of two options:

#### Option 1

- Insert pry bars between the plastic and the USB-C metal housing (top and bottom)
- Pry apart to break the seam
- Clip battery wires and dispose battery

#### Option 2

- Using the style groove as a guide, sever the plastic case on all 4 sides with a dremel blade, ultrasonic knife, hot wire, or band saw blade
- In each case, establish a limit guide so entrance over 3/32 inch beyond the outer shell is prevented
- Clip battery wires and dispose battery





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Patent: [www.starkey.com/patents](http://www.starkey.com/patents)