

PLEASE READ FIRST

Troubleshooting, Maintenance & Care

If you feel that your amplifier is not working, we have found that more than 95% of problems encountered are a result of one of the two following reasons:

- 1- Wax obstructing the sound tube or ear dome or
- 2- A low/defective battery.

Wax:

The **sudden absence of sound** from your amplifier is usually the result of wax plugging the ear dome or the sound tube. It can be very difficult to see. An inexpensive magnifying glass can be helpful. Use the cleaning brush and monofilament provided to remove any debris from the dome and sound tube.

****Note:** We have a 2 minute **video to illustrate how to clean the sound tube**. Go to www.otofonix.com/downloads/ and scroll to: "Remove & Clean Sound Tube".

Battery:

Zinc Air batteries are "air activated". After removing the pull-tab sticker remember to **wait 1-2 minutes** before using to ensure maximum battery life.

Low Battery Indication: If you have not pressed the rocker switch & you hear 4 beeps, this indicates that the battery is low and should be replaced.

Low batteries can cause a multitude of unusual sounds such as crackling and chirping. A crackling sound can often be corrected by opening and closing the battery door. This can improve the battery contact and "re-boot" the digital circuit. If this does not correct the problem, simply replace the battery

Whistling:

Whistling without the tubing attached **is a sign that your device is working properly**. If your device whistles with the tube attached, simply reduce the volume.

Whistling occurs when the amplified sound returns to the microphone causing a feedback loop. The most common cause is a high volume setting with an open dome. **If you require a volume level that is higher than level 7, we recommend that you use a "closed dome"**. Alternatively you can use Program 3 to reduce the amplification of the high frequency sound, as high frequency sounds are the most likely sounds to cause feedback.

Humidity:

If the Elite goes dead periodically but comes on after several hours of rest, the problem may be a build-up of humidity. Trapped moisture may also cause distortion of the amplified sound. **Before going to bed at night open the battery compartment to allow moisture to evaporate**. Also consider using a hearing aid dehumidifier.