Welcome to Eargo!!

If the two exclamation points above didn’t communicate to you that we’re super-excited to have you as a part of the Eargo family, hopefully this will; we’re super-excited to have you as a part of the Eargo family. You’ll soon be receiving your Eargo devices. As a first step, you need to determine which size Eargo will fit your ears. Which is why you’re receiving these non-working samples. Once we have the sizing thing all squared away, we’ll be able to send you your functioning Eargo devices.
We’ll ship your functioning Eargo devices.

1 - TRY
Try on sizes 12 and 15 (in both ears) to determine which size fits best.

2 - REMOVE
Remove by gently pulling the removal thread.

3 - CALL OR EMAIL
Call 1-800-61-EARGO (1-800-614-3746) and let us know your size.

4 - SHIP
We’ll ship your functioning Eargo devices.
While every human being is unique like a snowflake or a...uh...well, snowflake is the only example we can think of...it turns out the size of our ear canals is not. So Eargo devices come in 2 sizes: 12 and 15. Size 12 is going to be the right fit for most people. Size
15 is for those with larger ear canals. The different sizers are easy to identify. Size 12 will look noticeably smaller than size 15 (we’ll slow down here so you can let that one sink in) and size 15 also has a black dot in the middle of the dome.
Insertion and Removal

The first step in the sizing process is to put the Eargo sizers into your ears. This is probably pretty obvious to you, sharp character that you are, but our legal department really likes us to spell these things out.

First, to properly orient the sizer, the removal thread should be at the bottom, not the top. Using your index finger and thumb, grasp the base of the removal thread and gently place the sizer into the ear canal. The sizer should sit entirely in the canal, with the removal thread tucked just inside the outer ear.

Please try both sizers in both ears to double-check that both ear canals are the same size.

To remove, grasp the removal thread and pull gently.

It may be tempting to let others try your Eargo sizers. But for hygienic reasons, we suggest you don’t. If your friends want to try Eargo for themselves – and of course they do – there are several easy ways for them to do that. Just tell them to order a free sample pack at eargo.com or by calling 1-800-61-EARGO.
CORRECT
All the way in
INCORRECT
Halfway Out
Fit

A good fit is essential for many things—a pair of shoes, a job, a spouse, a toupee. (We’re kidding, of course. There’s no such thing as a good fit for a toupee.) And for your Eargo devices. They should feel comfortable and light—almost as if you’re not wearing them at all.

Wear your Eargo sizers for an hour or so before making a final decision on fit. Talk, laugh, eat, shout at the evening newscast – really pack that hour up with excitement. Your Eargo devices are designed to comfortably flex and keep their fit as you move through your day.
Call us with your size.

Now that you have the size issue all worked out, call **800-61-EARGO** (800-613-2746) or go to [eargo.com/myorder](http://eargo.com/myorder) and let us know what you’ve determined. That way, we can start the process of getting you your real, functioning Eargo devices.

What if neither fit?

Has anyone ever told you that you have the cutest little ear canals ever? Well, you do. And that’s ok. Some people with very small ear canals may feel that both sizes are too snug. If this happens to be the case, please call and let us know.

What’s next?

We want you to start enjoying your Eargo devices as soon as you can. Once you let us know your size information, we’ll process your order and ship your Eargo devices.
Please refer to the Eargo User Guide for a full listing of indications for use, warnings, cautions, side effects, technical specifications, and other relevant notices and information. This guide is available at eargo.com/guides.