USB Plug/ Cable Guide

EARGO®
What’s Included:

- Micro USB Cord
- USB Plug
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Let’s Get All Charged Up

The Charger and Charging Base

Ok, this is the part where we tell you some things you might find kind of obvious. We’d just ask that you read everything through – you never know when you’re going to run across something you don’t know but need to. Heck, we’ve gone to the trouble to write all these words, it’d be a shame if no one read them. They’d get so lonely.

The Eargo charger is portable, which means it can charge your Eargo devices on the go. The charger also needs to get charged from time to time. That’s what the white charging base is for.

Let’s make sure your charger and Eargo devices are fully charged before using them. Top those babies up! Sometimes the batteries drain while in shipment from our factory. It’s a long trip and they get bored and lonesome. You know how it is.

As you know by now, we like to make things as easy as we can for you. So when your Eargo devices arrive, they’re already placed inside the charger. Please leave them there for now.

- Connect the smaller end of the micro USB cord to the white charging base, and the larger end of the cord to the USB plug
- Plug the USB plug into a powered wall outlet
- Place the charger, with lights and logo facing up, on top of the white charging base
Make sure the charger is centered on the charging base. When the charger is properly seated on the charging base, a light on the charging base will briefly turn on, and you will hear a tone. On the charger itself, all indicator lights will briefly glow. When this happens, the charger (and the Eargo devices inside) will begin to charge via inductive charging. Bada bing, bada boom.

If the light on the charging base does not turn on and you don’t hear a tone, please reposition the charger in the center of the charging base.

It takes approximately 6 hours to fully charge your charger and Eargo devices. When charging is complete, you can start using your Eargo devices. Please discard the tape and foam that is used to secure the Eargo devices during shipping before removing your Eargo devices from the charger for the first time.

The Eargo charger can also be charged by connecting the micro USB cord directly to the bottom of the charger.
Charging Your Charger

The Eargo charger is portable, and you can use it to charge your Eargo devices on the go. What we mean is the charger runs on its own internal rechargeable battery. The charger will hold a charge for about a week while charging your Eargo devices every day.

To recharge your charger, simply put it on the charging base or plug in the micro USB cord. It’ll take about 6 hours to charge up fully. Then you’re good to go. In a literal and figurative sense.

While charging the charger, the Eargo devices will also charge. If you’re the curious sort – and we can’t blame you if you are – gently tap the charge indicator wake-up button at any time. This is an invisible button (pretty cool, isn’t it?) that’s located between the Eargo logo and the battery symbol. Tapping it will wake up the indicator lights and check the charge levels of the charger and Eargo devices. You know the old saying, a watched Eargo charges at approximately the same rate as an unwatched Eargo. That is an old saying, right? Well, it should be.
When charger is fully charged, all battery lights glow white.

**Full Charge**

When charger is at low charge, one battery light glows red.

**Low Charge**
Share the Love!

Sample Packs for Friends

Don’t keep the ease and comfort of Eargo devices all to yourself. Included in your box are three non-working sample packs to pass along to friends and family. If any of them purchase Eargo devices, and they use the code included in the box, they’ll receive a $100 credit towards their Eargo purchase, and will probably give you a big hug.

Your friends can also order sample packs at eargo.com or by calling 1-800-61-EARGO.
Congratulations, you've clearly found something right. You have a friend who likes you so much he's willing to share this with you.

It's a revolutionary new device that gives you enhanced hearing.

Welcome to the Eargo family!

$100 OFF

Thank you for your friend again. This limited-time coupon will give you $100 off when you order. Just use this promotion code and order now: 89765321

To order, go to Eargo.com or call us at 800-571-0461

Eargo is not a cure for hearing loss. Will not restore normal hearing. Best used with frequent use. See website for more information. Not valid for any purchase eligible for third-party payer, including Medicare or Medicaid. 

Eargo is a registered trademark of Eargo, Inc. The Eargo logo is a trademark of Eargo, Inc. Eargo, Inc.

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<table>
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<th>Issue</th>
<th>Possible Cause</th>
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| Poor sound quality | • Low battery  
• Wax or debris buildup  
• Change in hearing level |
| Eargo devices don’t charge | • Eargo devices not placed correctly in charger |
| No LEDs showing on charger | • Did not tap wake-up button  
• Charger discharged |
| No sound | • Dead battery  
• Wax or debris is blocking the speaker |
| Different volume in left and right ear | • Not set to correct program |
| Repeated beeps | • Battery low |
| Charging light flashing blue | • Eargo device not inserted correctly in charger |
| How do I turn them off? | • Not in charger |
**Solutions**

- Charge Eargo
- Clean with alcohol pad
- Adjust sound profile

- Remove and reposition Eargo devices correctly in charger
- If on charging base, reposition charger on charging base

- Tap charge indicator wake-up button
- Charge charger using USB cord and USB plug

- Charge Eargo
- Clean dome with alcohol pad or cotton swab moistened with alcohol

- Cycle through SP on one ear until volume matches in both

- Charge Eargo

- Remove and reposition Eargo device correctly in charger

- Place devices in charger to automatically turn them off
Support

Have Questions?

If your Eargo devices begin to have any issues, please consult the troubleshooting guide on the previous pages.

Have questions? Call 1-800-61-EARGO (1-800-613-2746). We have answers and are ready to help.

Guarantee

Happiness Guaranteed

If you’re not happy with your Eargo devices, return them within 60 days for a full refund. Call us at 1-800-61-EARGO (1-800-613-2746) and we’ll tell you how.
Appendix

Storage:
Store in dry place, away from direct sunlight, or heat to avoid extreme temps. Keep out of reach of pets and children.

Temperature Limits:
Eargo devices are designed for use from 5°C to 45°C (41°F to 113°F). Eargo devices can be stored from -20°C to 50°C (-4°F to 122°F). Do not use or store your devices outside of these ranges respectively.

Battery Warnings:
Batteries are dangerous if swallowed. To help prevent accidental ingestion of batteries:
- Keep out of reach of children and pets
- Check your medications before taking them – batteries have been mistaken for pills
- Never put batteries in your mouth, as they can easily be swallowed

NATIONAL BUTTON BATTERY INGESTION HOTLINE: 202-625-3333

As with many batteries, Eargo device batteries have a risk of leakage. Periodically check Eargo devices for any signs of leakage (visible white residue). If you see such residue or
suspect battery leakage for any other reason, immediately discontinue use and contact Eargo immediately. If you suspect you have touched any battery fluid or residue, wash your hands thoroughly.

⚠️ **Waste Disposal**
Waste from electronic equipment must be handled according to local regulations.

**Power Supply Specification**
- Input: 110 Vac, 50/60 Hz, 200mA max current
- Output: 5 Vdc, 1.2A

**Technical Data**
(i) Saturation output curve (SSPL 90 curve)

![Output sound pressure level (90 dB SPL input)](image1)

- **0.4CC COUPLER**

![Output sound pressure level (90 dB SPL input)](image2)

- **2CC COUPLER**
(ii) Frequency response curve

![Acoustic gain (60 db spl input)](image)

0.4CC COUPLER

(iii) Average saturation output (HF-Average SSPL 90): 116dB SPL

(iv) Average full-on gain (HF-Average full-on gain): 48db SPL

(v) Reference test gain: 23dB SPL

(vi) Frequency range: <200Hz ~ 8000Hz

(vii) Total harmonic distortion:
- 500Hz - 2%
- 800Hz - <1%
- 1600Hz - 1%

(viii) Equivalent input noise: 30dB SPL

(ix) Battery current drain

<table>
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<tr>
<th>Sound Profile</th>
<th>Quiescent (mA)</th>
<th>1kHz @ 65dB SPL (mA)</th>
<th>Avg @ 90 dB SPL (mA)</th>
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<tr>
<td>SP 1</td>
<td>1.04</td>
<td>1.03</td>
<td>1.24</td>
</tr>
<tr>
<td>SP 2</td>
<td>1.04</td>
<td>1.04</td>
<td>1.23</td>
</tr>
<tr>
<td>SP 3</td>
<td>1.04</td>
<td>1.04</td>
<td>1.25</td>
</tr>
<tr>
<td>SP 4</td>
<td>1.04</td>
<td>1.04</td>
<td>1.97</td>
</tr>
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(x) Input-output curve (ACG aids only)

![IO Curves (RTS, 0.4cc Coupler)](image1)

![IO Curves (RTS, 2cc Coupler)](image2)

(xii) Attack and release times (ACG aids only)

<table>
<thead>
<tr>
<th>BASIC attack</th>
<th>BASIC release</th>
<th>FAST attack</th>
<th>FAST release</th>
<th>REACH release</th>
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<tr>
<td>400 msec</td>
<td>15,000 msec</td>
<td>3 msec</td>
<td>100 msec</td>
<td>600 msec</td>
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Calibrated swept pure tones per ANSI s3.22-2003 were used as the input signals. In addition to the standard 2cc coupler measurements, responses using a 0.4cc CIC coupler are provided as a more realistic representation of the device inside the ear canal.
Compliance Information

This device complies with FCC Part 15 and 18 of the FCC Rules.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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.
Warning: Important information for injury prevention, handling and product safety.

TEMP: Use between 5°C to 45°C (41°F to 113°F).

TEMP: Store between -20°C to 50°C (-4°F to 122°F).

Relative humidity: Store between 0% to 90% relative humidity.

Atmospheric pressure should be 600 hPa to 1000 hPa.

Product adheres to requirements of Type B applied part.

Read and follow instructions for use.

Contains electronics, dispose according to local regulations or return to Eargo.

Do not use if package is damaged.

Single use only.
⚠️ General Warnings

- Only use medical grade (IEC 60601-1) or ITE approved (UL 60950) power supply.

- Hearing aid and accessories contain small parts which can be swallowed. Keep small parts out of reach of children due to choking hazard.

- Electrical equipment are an ignition source. Do not use hearing aids, charger or base in an oxygen enriched environment.

- Hearing aid may impair remaining hearing. Only use as prescribed by your hearing care professional.

- Hearing aid must only be used by intended person. Use by another person may damage their hearing.

- Do not use an instrument, such as a cotton swab, to push the hearing aid in the ear canal. The hearing aid may be placed too deep and cause damage to the ear.

- Do not place charger in clothing pocket while charging with the micro USB cord. The charger may overheat and malfunction.

- Users with active implants such as a pacemaker should keep hearing aid, charger and base away from the active implant. Base contains a magnet. Do not place charger in chest pocket.

- Do not use hearing aid during X-rays, MRIs, CT scans or other similar medical treatment to prevent damage to the hearing instrument.
- Check for electronic or wireless restrictions prior to using hearing aid, charger or base to prevent electrical interference to nearby equipment.
- Do not expose hearing aid to contaminants such as hair spray, mousse, gel, lotions, etc to prevent damage to the hearing aid.
- Avoid exposure to water or long term exposure to moisture to prevent damage to hearing aid, charger and base.
- Do not dry hearing aid with a hairdryer. Heat may damage hearing aid.
- Only clean hearing aid with a pad moistened with alcohol. Carefully wipe hearing aid to prevent damage.
- To prevent damage and/or malfunction, do not modify hearing aid, charger, base or accessories.
- Do not replace battery.
Warranty

Free trial period
Eargo grants you a **sixty (60) day free trial period** valid from the date of purchase. Within this 60-day period, you can return your Eargo devices for a full refund. Devices need to be postmarked no more than 60 days after the date of delivery within the limited warranty period listed below. This warranty is guaranteed by Eargo Inc.

REPAIR

What your warranty covers...
This limited warranty covers defects in material and workmanship for the Eargo hearing system, which includes the hearing devices, internal components, charger, charging base, cord and plug, within the limited warranty period listed below.

Warranty period
Eargo offers you a **one (1) year** limited warranty valid starting from the date of delivery.

What you get with your repair?
For valid repairs, Eargo pledges to secure functionality at least equivalent to the original hearing device. At the discretion of Eargo, hearing devices may be replaced by new products or
products manufactured from new or serviceable used parts or repaired using new or refurbished replacement parts.

Exclusions from warranty repair coverage
- Devices purchased from unauthorized distributors are not covered by this or any other Eargo warranty.
- Damage from improper handling or care, exposure to chemicals, immersion in water or undue stress.
- Damage caused by third parties or non-authorized service centers renders this warranty null and void.

Number of repairs
Unlimited during warranty period for repairs covered by warranty terms.

LOSS AND DAMAGE

Loss & Damage
Eargo offers a **one time (1x) replacement** for each device that is lost or damaged during **the one (1) year warranty period, for a fee.** Devices damaged from improper use or care will not be replaced.

HOW TO SUBMIT REQUEST FOR REPAIR
Call 1-800-61-EARGO and we will be happy to assist.
Repairs or returns:
Eargo, Inc.
1975 W El Camino Real, Suite 204
Mountain View, CA 94040

Manufacturer: Eargo Inc.
SKU #: 99-0001-001
SKU #: 99-0001-002
SKU #: 99-0002-001
SKU #: 99-0002-002
Support: 1-800-61-EARGO (1-800-613-2746)
www.EARGO.com

This is a new product, not used or refurbished.

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