Passport[™] BTE Guide



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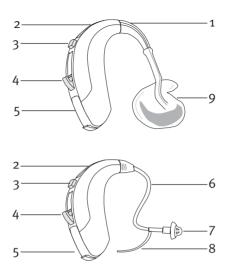
Your Passport™ Hearing Instruments

Hearing Healthcare Professional:	
Telephone:	
Model:	
Serial Number:	
Replacement Batteries: Size 13	
Warranty:	
Program 1 is the Automatic Program	
Program 2 is the manual program for:	
Program 3 is the manual program for:	
Program 4 is the manual program for:	
Date of Purchase:	

Overview of your Passport™ BTE

There are different styles of BTEs available. The diagrams below identify some of the components on your hearing instruments. Have your hearing healthcare professional place a check beside the diagram that best describes your hearing instrument style and attachment.

Attachment Style (check	one)
\square slim tube and dome	☐ earmold
My hearing instrument □ smartFocus™ □ duoLink □ Binaural Telephone	has (check all that apply) ☐ Program Button ☐ Volume Control Lever ☐ Push Button Volume Control
Optional Accessories (□ Smart Control □ uDirect™	check all that apply)
See User Guides for more inform	nation.



Legend

- 1 Earhook
- 2 Microphone and Microphone Shield
- 3 Program Button or Push Button Volume Control (depending on your customized fitting)
- 4 Volume Control Lever or smartFocus™ (depending on your customized fitting)
- 5 Battery Door/On & Off Switch
- 6 Slim Tube
- 7 Dome
- 8 Retention Piece
- 9 Earmold

Features of your Passport™ Hearing Instrument

Passport premium hearing instruments come equipped with the following features:

- automatic listening program
- 3 additional manual programs
- SmartFocus with personal adjustment for Clarity and Comfort settings
- · Wireless capability with duoLink
- Optional wireless connectivity to other devices

It may take some time for you to fully adjust to your new hearing instruments. In the beginning, do not feel as though you need to wear them for longer than is comfortable. Depending on your previous experience with hearing instruments, increase wearing time gradually until you have fully adjusted to them. Eventually, you should wear your Passport hearing instruments all day every day.

Please consult your hearing healthcare professional regarding any adjustments you may require to ensure that you are happy with your hearing instrument. For instance, pitch and loudness of the beeps can be adjusted or turned off entirely. Also note that this is a general guide and your hearing healthcare professional may have enabled or disengaged certain features depending on your requirements.

Putting your Hearing Instruments on your Ears

Your BTE hearing instrument may be color-coded red for your right ear and blue for your left ear. This color indicator is located on the bottom of the battery door with a small colored dot.

BTEs with Earmolds



- Hold the ear mold between your thumb and index finger. The opening should be pointing in towards your ear canal with the BTE resting upwards over the top of your ear. Carefully insert the earmold in your ear. You may need to twist it slightly clockwise. The earmold should fit into your ear snugly and comfortably.
- Place the hearing instrument over the top of your ear.

BTEs with Slim Tubes





- Hold the slim tube where it attaches to the dome and gently push the dome into your ear canal. The slim tube should lie flush against your head and not stick out.
- Place the hearing instrument over the top of your ear.
- 3. Place the retention piece in your ear so it rests at the bottom of the opening of your ear canal.

Turning your Hearing Instruments On and Off

Your hearing instruments have a three-position battery door that acts as an off/on switch and that allows access to the battery compartment.

ON:

To turn the hearing instrument on, close the battery door fully. Note: It may take 5 seconds before the hearing device turns on. Your hearing healthcare provider can additionally increase the start up delay if required.

OFF:

To turn the hearing instrument off, partially open the battery door. This position allows excess moisture to vent away from the battery compartment.





instrument on and off while it is on the ear, grasp the top and bottom of the device with your index finger and thumb. Use your thumb to open and close the battery door.

Battery Information

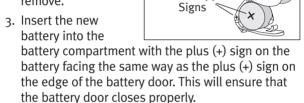
To replace the hearing instrument battery, fully open the battery door for access to the battery compartment.

Low Battery Warning

When you hear two long beeps, your hearing devices are warning you that their batteries are low. You will hear the warning approximately every 30 minutes until you change the batteries or the batteries die. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing devices. If you prefer, your hearing healthcare professional can change the pitch and loudness of the low battery beep or turn it off entirely.

Replacing the Battery

- Gently swing out the battery door with your fingernail.
- Grasp the battery with your thumb and index finger and remove.



Plus (+)

i Note: If the battery is inserted incorrectly, the door will not close.

4. Close the battery door.

Caring for Batteries

- Always discard batteries in a safe and environmentally friendly way.
- To prolong battery life, remember to turn your hearing devices off when not in use.
- Remove the batteries and keep the battery door open while hearing devices are not in use. This will allow internal moisture to evaporate.

Operating Instructions

Your Passport BTE hearing instrument comes with 2 controls that allow you to further adjust your Passport hearing instrument – a lever and a push button.

Lever



The lever on your hearing instruments can be set up as either a volume control, or a smartFocus control.

Volume Control

If the lever has been configured as a volume control, you can adjust the loudness of your hearing instruments by pushing the volume control lever in to increase the loudness and pressing the volume control lever down to decrease the loudness. The optional remote control also allows you to adjust your volume levels; please refer to the Smart Control User Guide for more information.

As you change the volume level, your hearing instruments will beep. Please refer to the chart below to learn more about the different volume beeps.

Volume Setting	Beeps	
Ideal volume level	1	1 beep
Maximum volume level	11	2 beeps
Minimum volume level	11	2 beeps

If duoLink is enabled, the hearing instrument can also be set so that by changing the volume on one hearing instrument, both will be adjusted.

Your Passport hearing instruments will learn your volume control adjustments in different environments while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the default volume settings in the automatic program to the levels that you typically use.

Your hearing healthcare professional can help you identify your different volume control settings.

SmartFocus[™]

If the lever has been configured as a smartFocus, push the lever in to improve the clarity of sounds in front of you, such as speech. For greater overall listening comfort in noisy listening situations, press the lever down. Each step will change the hearing instrument performance. Sometimes multiple steps are required to achieve the desired listening results. After each step wait for about 4-5 seconds to allow the hearing instrument to adjust to the new setting.

As you change the smartFocus level, your hearing instruments will beep. Please refer to the chart below

to learn more about the different comfort-clarity beeps.

SmartFocus Setting	Веер	
Maximum sound clarity level	11	2 beeps
Maximum listening comfort level	11	2 beeps
Ideal comfort and clarity level	1	1 beep

If duoLink is enabled, the hearing instrument can also be set so that by changing one hearing instrument, both will be adjusted.

Push Button

Your hearing instruments are equipped with a push button which can be set for switching between programs or to adjust your volume.

Program Control

If you have an active push button program control, each time you push the button, you will move to a new program. Also if duoLink is enabled, the hearing instrument can also be set so that by pressing the push button on one hearing instrument, both will be adjusted.

Your hearing instruments beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.) If you prefer, your hearing

healthcare professional can adjust the pitch and loudness of the program beep or turn it off entirely.

Your Passport hearing instruments may also come with an optional remote control which allows you to switch between different listening programs.

Program 1 (e.g. Automatic Program)	1	1 beep
Program 2 (e.g. Group/Party Noise)	1-1	2 beeps
Program 3 (e.g. Easy-t/Telephone)	1-1-1	3 beeps
Program 4 (e.g. Music)	ו-ו-ו-ו	4 beeps
Easy-t/Telephone	ונו	short melody
Easy-DAI	וון	short melody
duoLink (if enabled)		e ear beeps the side being adjusted

Volume Control

Your Passport hearing instruments will learn your volume control adjustments while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the default volume settings in the automatic program to the levels that you typically use.

If your push button has been configured as a volume control, you can adjust the volume level by pushing the button.

Your hearing healthcare professional can help you identify your different push button volume control settings.

Volume Setting	Beeps		Beeps	
Ideal volume level	1	1 beep		
Increased loudness	11	1 beep + 1 high-pitched beep		
Decreased loudness	7	1 beep + 1 low-pitched beep		

Using the Telephone

As telephones do not all work the same, you may experience different results from different phones. You can use many phones by simply holding the receiver to your ear, without the need to change to a dedicated telephone program on your hearing instrument. Remember to move the handset slightly up or back to find the position that sounds best to you.

Depending on the phone type you use, your hearing healthcare professional might have selected a dedicated phone program on your hearing instruments. Therefore your hearing instrument may have an automatic telephone program (easy-t feature), which automatically switches you to a dedicated telephone program when your hearing instrument is close to a telephone receiver.

When the receiver is moved away from the hearing instrument it will automatically return to the previous listening program. If the hearing instrument does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for easy-t hearing instruments should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing instrument compatible telephones.

If your Passport hearing instruments are configured to work with the wireless uDirect accessory, you might $$_{\ _{15}}$$

benefit from a Bluetooth hands free option. Refer to the uDirect User Guide for more information.

If duoLink is enabled for the automatic phone program, both hearing instruments are synchronized and the listening preference for the opposite ear will also change when an automatic phone program is activated.

Consult your hearing healthcare professional if you experience difficulties using your hearing instruments on the phone.

To affix the optional easy-t magnet:

- 1. Clean the telephone receiver.
- Hold the magnet near the "listening end" of your telephone receiver and release it (Figure 1). The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
- 3. Place the double-sided tape in this optimal position on the telephone receiver (Figure 2) and attach the magnet to the tape (Figure 3).



Figure 1



Figure 2



Figure 3

Caring for your Hearing Instruments

- Open the battery door when not in use.
- Always remove your hearing instruments when using hair care products. The hearing instruments can become clogged and cease to function properly.
- Do not wear your hearing devices in the bath or shower or immerse them in water.
- If your hearing instruments do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing instruments to dry naturally for 24 hours.
- Protect your hearing instruments from excessive heat (hair dryer, vehicle glove box or dashboard).
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion and prolong the life of your hearing instruments.
- Do not drop your hearing instruments or knock them against hard surfaces.

Cleaning your Hearing Instruments

Ear wax is natural and common. Ensuring your hearing instruments are free of ear wax is an important step in your daily cleaning and maintenance routine.

- Never use alcohol to clean your hearing devices, earmolds or domes.
- Do not use sharp tools to dislodge ear wax.
 Sticking household items into your hearing devices or earmolds can seriously damage them.

Passport Hearing Instruments with Earmolds

Earmolds send amplified sound from the hearing devices into the ears. They must fit into your ears snugly and comfortably. If amplified sound leaks out of your ear, you may hear whistling.



Always ensure earmolds are clean and free of earwax. Do not use alcohol to clean your earmolds. If the earmolds become plugged, clear the opening with a wax loop or pipe cleaner. If your physician prescribes eardrops, clean any moisture that may get into the earmolds or tubing to prevent plugging.

If the earmolds require further cleaning, disconnect the plastic tube from the hook of the hearing devices. Wash only the earmolds in warm water with a mild soap. Rinse them with cool water and allow them to dry overnight. Make sure the earmold tubes are dry before reconnecting them to each hook on your hearing devices.

Passport Hearing Instruments with Slim Tubes and Domes

You should have the slim tubes and domes replaced by your hearing healthcare professional approximately every three to six months or when they become stiff, brittle, or discoloured. Clean the domes daily with a damp cloth. You should also clean the slim tubes periodically, with the cleaning pin provided, when you begin to notice debris in and around the tubes.

- Hold the slim tube in one hand and the hearing instrument in the other hand.
- 2. Gently turn the hearing instrument until it detaches from the slim tube.
- Use a damp cloth to clean the outside of the slim tube and dome.
- 4. Remove the dome from the slim tube before cleaning the slim tube.

5. Using the black cleaning pin provided in the kit, gently insert the cleaning pin where the slim tube attaches to the hearing instrument and push the pin all the way through the tube.

Note: The slim tubes and domes should never be rinsed or submerged in water as water drops may become lodged in the tube, block sound or damage the electrical components of the hearing instrument.

6. Once the slim tube has been cleaned, reattach it by gently turning the hearing instrument onto the slim tube.

Signature Features of your Passport™ Hearing Instruments

SmartFocus™

With a Passport hearing instrument, you can adjust the focus on hearing speech or background noise in your listening environment via the smartFocus control. This control provides an additional fine tuning adjustment beyond a traditional volume control. You can adjust your smartFocus control to focus on speech (clarity) or soften background noise (comfort) using the lever on your hearing instruments or dial on your Smart Control

As you adjust smartFocus, your Passport hearing instruments will learn your smartFocus clarity and comfort settings while the hearing instruments are set to the automatic program. Over time, the hearing instruments will adjust the pre-programmed smartFocus settings to your preferred levels.

The optional Smart Control hand-held remote control allows you to adjust your smartFocus clarity and comfort levels.

DuoLink

With duoLink, your hearing instruments wirelessly communicate with each other. As you make a program or volume change on one hearing instrument, the other hearing instrument automatically changes as well. An additional benefit occurs while using the phone since as one hearing instrument detects the phone, the other hearing instrument can be programmed to mute sound to eliminate distractions.

Binaural Phone

With the Binaural Phone feature, landline and mobile phone calls can be heard clearly and automatically in both ears without any additional accessories.

uDirect™

Your Passport hearing devices may come with an optional uDirectTM, a device that is worn around your neck, and provides secure connectivity between your hearing instruments and Bluetooth-enabled devices (i.e. cell phones), wired audio input jacks, or FM transmitted signals. uDirect provides easy hands-free access to clear stereo, or audio signals automatically activated when a signal is detected.

Assistive Listening Devices

Listening in Public Places

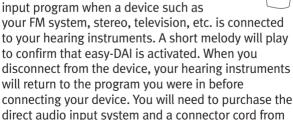
Passport's telecoil option can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a



loop system. When you see this symbol, it means that there is loop system installed; this loop system is compatible with your hearing instrument. Please contact your hearing healthcare provider for more information on loop systems.

Connecting to External Audio Sources

Your Passport hearing instruments may feature optional direct audio input (DAI) to connect to other audio sources such as a stereo or television. Easy-DAI automatically selects your direct audio input program when a device such as your FM system, stereo, television, etc. is



your hearing healthcare professional before you can connect to external audio sources.

You can also connect to external audio sources by using the uDirect optional wireless accessory. Ask your Hearing Healthcare Professional for information about uDirect.

Warnings

- Hearing devices should only be used as directed by your physician or hearing healthcare professional.
- A Hearing devices will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- ⚠ Do not use your hearing instruments in explosion hazard areas.
- Allergic reactions to hearing instruments are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing instrument, contact a physician immediately.
- ② Remove your hearing instruments for CT and MRI scans or for other electromagnetic procedures.
- ⚠ Special care should be exercised in wearing hearing instruments when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing instruments is suitable for your particular hearing loss.

5

Note to hearing healthcare professional

Domes should never be fitted on patients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized ear mold.

Magnet Warnings

- A Be sure the magnet is securely affixed to the telephone.
- \triangle Keep loose magnets out of reach of children and pets.
- 1 If the magnet falls into your ear, contact your hearing healthcare professional.
- ⚠ If the magnet is swallowed, contact your physician immediately.
- The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12") away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

Battery Warnings

1 Never leave hearing instruments or batteries where

small children and pets can reach them.

Never put hearing devices or batteries in your mouth. If a hearing device or battery is swallowed, call a physician immediately.

Precautions

- The use of hearing instruments is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing devices does not provide full benefit. Once you have become accustomed to your hearing instruments, wear your hearing instruments everyday all day.
- ↑ Your hearing instruments use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing instruments. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing instruments to another program, turn your head in a different direction or locate the cell phone and move away from it.

Labeling

The serial number and year of manufacture are located inside the battery door.

Iroubleshooting Guide		
CAUSE	POSSIBLE REMEDY	
No sound	-	
Not turned on Low/dead battery Poor battery contact Battery upside down Earmolds/slim tubes/domes blocked with ear wax Plugged microphone protector	Turn on Replace battery Consult your hearing healthcare professional Insert battery plus (+) side up Clean earmolds/domes. See "Cleaning your Hearing Instruments". Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional. Consult your hearing healthcare professional	
Not loud enough		
Low volume Low battery Earmolds/slim tubes/domes not inserted	Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists. Replace battery See "Putting Your Hearing Instruments on Your Ears". Reinsert carefully.	
 Plugged microphone Change in hearing Earmolds/slim tubes/domes blocked with ear wax 	Consult your hearing healthcare professional Clean earmolds. See "Cleaning your Hearing Instruments". Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional. Consult your hearing healthcare	
protector	professional	

CAUSE	POSSIBLE REMEDY
Intermittent	
Low batteryDirty battery contact	Replace battery Consult your hearing healthcare professional
Two long beeps	
Low battery	Replace battery
Whistling	I
 Earmolds/slim tubes/ domes not inserted properly Hand/clothing near ear 	Remove and reinsert carefully Remove hand/clothing from ear
 Poorly fitting earmolds/ slim tubes/domes 	Consult your hearing healthcare professional
Not clear, distorted	
 Poorly fitting earmolds/ slim tubes 	Consult your hearing healthcare professional
• Earmolds/slim tubes/ domes blocked with ear wax	Clean earmolds. See "Cleaning your Hearing Instruments". Use cleaning pin to dislodge ear wax in slim tubes. Consult your hearing healthcare professional.
Low battery Plugged microphone protector	Replace battery Consult your hearing healthcare professional

CAUSE	POSSIBLE REMEDY
Earmolds/slim tubes/dome	s falling out of ear
 Poorly fitting earmolds/ slim tubes/domes Earmolds/slim tubes/ domes not inserted properly 	Consult your hearing healthcare professional See "Putting Your Hearing Instruments on Your Ears". Reinsert carefully.
Weak on the telephone	
 Telephone not positioned properly Hearing device requires adjustment 	Move telephone receiver around ear for clearer signal. See "Using the Telephone". Consult your hearing healthcare professional

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

Warning to Hearing Instrument Dispensers

A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument 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 instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing instrument user. [This provision is required only for those hearing instruments with a maximum sound pressure capability greater than 132 decibels (dB).]

Important Notice for Prospective Hearing Instrument 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 instrument.

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 instrument 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 instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation. The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument 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 instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument. Federal law restricts the sale of hearing instruments 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.

Notices

Notice 1

This instrument is certified under-

FCC ID: VMY-UWBTE IC: 2756A-UWBTE

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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. Changes or modifications made to this equipment not expressly approved by Unitron may void the FCC authorization to operate this equipment.

Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

Notice 3

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



Unitron Distributors

CORPORATE OFFICE/INTERNATIONAL

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada

ΔΙΙΣΤΡΔΙΙΔ

Level 2, Norwest Quay, 21 Solent Circuit, Baulkham Hills, NSW, NSW 2153

BELGIUM

Baron de Vironlaan, 60 b-1700 Dilbeek

CANADA

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1

CHINA

No. 78, Qi Ming Road, Export Processing Zone District B, Suzhou Industrial Park, P.R. 215021

DENMARK

Nitivej 10, DK-2000 Frederiksberg

FUROPEAN REPRESENTATIVE

Daimlerstrasse 22, 70736 Fellbach-Oeffingen, Germany

FRANCE

5 bis, rue Maryse Bastié - BP 15 69671 Bron Cedex, France

NETHERLANDS

Ir. D.S. Tuijnmanweg 10, 4131 PN VIANEN

NEW 7FALAND

10/215 Rosedale Rd., M277 Private Bag, 300987, Albany, Auckland

NORWAY

Brugata 14 0186 Oslo, Norway

SOUTH AFRICA

First Floor – Selborne House, Fourways Golf Park, Roos Street, Fourways, Johannesburg

SPAIN

Avenida de la Industria nº13/15, Polígono de Canastell, o3690 Sant Vicent del Raspeig. Alicante, España

SWEDEN

Förmansvägen 2, 4 tr SE-11743, Stockholm, Sweden

UNITED KINGDOM

St. George House, Cygnet Court, Centre Park, Warrington, Cheshire WA1 1PD

U.S.A.

Suite A, 2300 Berkshire Lane North, Plymouth, MN 55441

Manufacturer

UNITRON HEARING LTD.

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada







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