THE HEARING FACTORY

Companion

Rechargeable In-Ear Hearing Aids

USER MANUAL | Easy setup & everyday care

Pre-release draft - hardware verification required. This guide is based on the Companion (formerly Basic) marketing specification. Exact button commands, LED indicators, charge times, accessories, and regulatory labeling must be confirmed against the physical device and manufacturer documentation before customer distribution.

Designed for adults age 18+ with perceived mild to moderate hearing loss.

Keep this guide for future reference.

01 Welcome to Companion

Companion is a rechargeable mini in-ear hearing aid designed for everyday listening. This guide explains how to get comfortable with your devices and care for them safely.

Product overview - information to confirm

Style	Mini in-ear
Controls	On-device buttons; exact functions to be confirmed
Sound processing	Digital noise reduction
Battery	Up to 25 hours per device charge (marketing claim; test conditions not supplied)
Charging case	Approximately 4 additional charges; charge display (to verify)

Before your first use

- Check that both hearing aids and the charging case are free of visible damage.
- Identify the left and right hearing aid using the markings supplied with your actual device.
- Check that the ear tips are clean, intact, and comfortable.
- Fully charge the hearing aids and case according to the instructions supplied with your charger.

What should be in the box? Verify the exact packaged contents before printing. Do not assume an included USB cable, cleaning brush, spare ear tips, or power adapter.

02 Charge your hearing aids

- Dry your hands and hearing aids. Make sure the charging contacts are clean and dry.
- Place each aid in its matching charging slot without forcing it.
- Connect the case only to the manufacturer-approved charging power source and cable.
- Check the case or device indicator according to its confirmed indicator chart.
- Remove the hearing aids when ready to wear.

Important: The exact charging time, light colors, full-charge signal, and whether the aids turn on/off automatically in the case have not yet been verified. Do not publish operating claims for these functions until tested.

03 How to wear Companion

• Choose the correctly sized compatible ear tip. It should feel secure, not painful.

• Hold the hearing aid by its body and gently place the tip into the ear canal.

• Adjust it until comfortably seated. Never push deeply or force it.

• Start at a comfortable, low listening level.

• If you feel pain, irritation, or pressure, remove the device and check the fit.

Get used to new sounds

Start in a quiet room and practice conversations with one person. Increase daily wear time as comfort allows. Your own voice and familiar sounds may seem different at first. If sound remains uncomfortable or speech is not clearer, seek professional advice.

04 Buttons and sound adjustment

> **Control functions are awaiting confirmation.** The Companion model is listed as having physical buttons, but the supplied material does not identify whether a short press changes volume, a long press powers the device, or whether programs can be switched. Do not guess these sequences.

Once the manufacturer confirms the button mapping, add a one-page diagram here showing the button location, short-press action, long-press action, power behavior, and any sound alerts.

Safe listening tips

• Begin with the lowest comfortable setting and increase slowly only if needed.

• If sound is painfully loud, distorted, or causes discomfort, remove the hearing aid immediately.

• Keep hearing aids away from water, excessive heat, and harsh cleaning agents.

05 Cleaning and daily care

• Remove your hearing aids before showering, swimming, or applying hair products.

• After each day, wipe the exterior with a clean, soft, dry cloth.

• Check the sound opening and ear tip for visible wax or debris.

• Use only a manufacturer-approved cleaning tool and replacement parts. Do not insert sharp objects into openings.

• Keep the case dry and close it when not in use. Store away from children and pets.

Replace an ear tip if it is torn, loose, discolored, or no longer fits securely. Check with support for the compatible replacement type.

06 Troubleshooting

No sound

Make sure the device is charged and seated correctly. Confirm power operation with the verified control guide.

Sound is weak

Check for a low battery, poor fit, or wax blocking the ear tip or sound opening.

Whistling / feedback

Re-seat the aid gently, check ear tip fit, and lower volume if possible.

Muffled or distorted sound

Clean and dry the exterior; try a compatible fresh ear tip. Stop use if distortion persists.

Not charging

Check that contacts are dry and clear, seating is correct, and the approved cable/power source works.

Ear pain or irritation

Remove the hearing aid. Do not continue use while painful; seek medical advice if symptoms persist.

If these steps do not help, stop using the affected device and contact The Hearing Factory support. Do not open the case or attempt battery repair.

07 Important hearing-health information

Adults only. Over-the-counter hearing aids are for people age 18 or older with perceived mild to moderate hearing loss. They are not intended for children or as a substitute for medical evaluation when warning signs are present.

See a doctor, preferably an ear, nose and throat specialist, if you have ear pain, drainage or blood from the ear, unusual ear shape or injury, dizziness or vertigo, sudden or fluctuating hearing changes, substantially different hearing between ears, or ringing in only one ear.

If you have sudden hearing loss, seek urgent medical attention. If hearing aids do not help you understand speech even in a quiet setting, seek an audiologist or hearing healthcare professional.

Rechargeable battery precautions

Do not puncture, crush, burn, modify, or expose the hearing aids or case to excessive heat. If a device overheats, swells, leaks, or gives off an unusual smell, discontinue use and contact support. Keep small parts and devices out of reach of children and pets.

08 Support and document verification

The Hearing Factory: **thehearingfactory.com**

Before publishing: insert verified model / SKU, rated input, charger specifications, button and LED chart, package contents, cleaning diagrams, replacement ear tip details, manufacturer identification, required regulatory statements, official contact details, and warranty instructions.

General hearing health guidance: U.S. Food and Drug Administration, "OTC Hearing Aids: What You Should Know" - fda.gov/medical-devices/hearing-aids/otc-hearing-aids-what-you-should-know