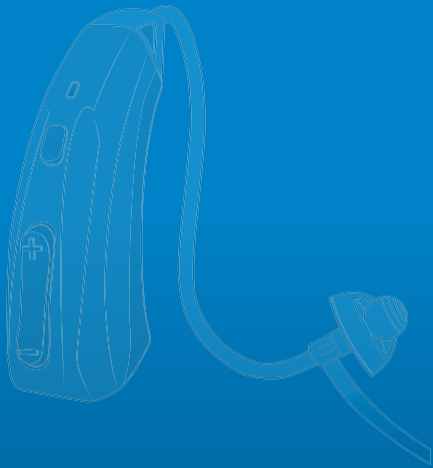


focus+t otc user manual



6 PROFILES
with
ClikFIT® Technology

tweak®
FOCUS+t
O·T·C Hearing Aid

Warnings



WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.



WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.

- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.



WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.



Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.



Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.



Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

 **Note: If you remain concerned, consult a professional.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Also if you experience side effects from wearing the hearing aids, contact a hearing healthcare professional. Possible side effects may be: dizziness, tinnitus, perceived worsening of hearing loss, nausea, headache, skin reaction, or excessive ear wax accumulation.

 **Note: What you might expect when you start using a hearing aid**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.




People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more benefit from using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

 **Note: Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at **<https://www.fda.gov/Safety/MedWatch>** or call **1-800-FDA-1088**. You can also download a form to mail to FDA.

SYMBOL DESCRIPTIONS	
	Caution / Warning This symbol indicates there are specific precautions or warnings associated with the OTC hearing aids.
	Important Information This symbol indicates important information about handling and product safety.
	Consult Instructions for details about using the OTC hearing aid.



tweak
FOCUS⁺t

congratulations

Congratulations on your Tweak® purchase. Tweak Focus+T is an over-the-counter (OTC) hearing aid. We know your new Tweak will soon be indispensable to you. With amazing sound quality, Focus+T delivers both confidence and comfort so that you never miss a moment!

Focus+T is a sophisticated OTC hearing aid utilizing innovative, patented technology. This unique device allows you to select and set your desired amplification profile from a range of acoustic alternatives.

Developed by an audiologist in conjunction with a team of acoustic engineers, Tweak Focus+T OTC can help you hear better in group settings, restaurants, theaters, meetings, and other environments where you have difficulty hearing.

Read entire user manual before using Tweak OTC hearing aids. Doing so will ensure you know how to operate the hearing aids correctly. Download a copy of this manual at www.tweakhearing.com/support



*If you still have questions about using these Tweak OTC hearing aids, call us at **1-888-815-3240** or visit **www.tweakhearing.com***

A photograph of an older man and a young child fishing together by a pond. The man, on the left, is wearing a red and black plaid shirt, blue jeans, and a straw hat. He is sitting on a red and white cooler, holding a fishing rod. The child, on the right, is wearing a red rain jacket, dark pants, red rubber boots, and a grey baseball cap. The child is also holding a fishing rod. The background shows a calm pond reflecting the surrounding green trees and foliage under a clear blue sky.

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Intended Use

Tweak Focus+T OTC hearing aids are intended to address perceived mild-to-moderate hearing loss in people aged 18 or older.

Indications for Use

Tweak Focus+T OTC hearing aids are intended to address perceived mild-to-moderate hearing loss in people aged 18 or older. OTC hearing aids offer cost savings for consumers who wish to buy lower cost hearing aids without professional services.



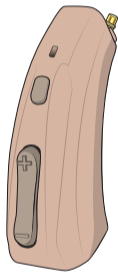
tweak
FOCUS⁺t



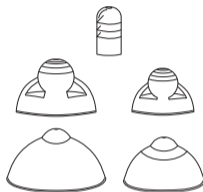
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box contents



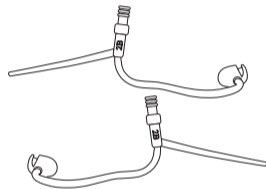
tweak focus+t
otc hearing aid (1)



domes/tip (5)

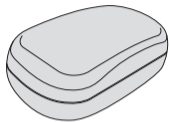


size 312
zinc-air batteries (4)



sound tubes (2)

Contents shown represent a single hearing aid. A pair of hearing aids includes 10 sound domes/tip, 4 sound tubes, and 8 batteries.



carrying case (1)



cleaning line (1)



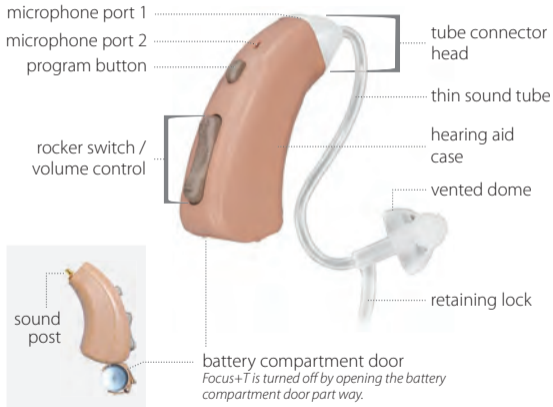
tweak focus+t otc manuals

Accessories	Description
Tweak Focus+T OTC hearing aid	Amplifies sounds picked up by the microphones
Sound tubes	Size 2B, left and right. Connects your dome to the hearing aid; sound travels through the tube and dome into the ear canal.
Sound domes/tip	Multiple sizes. Attaches to sound tube; helps to guide sound into the ear
Batteries	Size 312 zinc-air battery powers the hearing aid
Carrying case	Store your hearing aids inside when they're not in use
Cleaning lines	Used to remove wax from inside the sound tube
Focus+T OTC manuals	User guide, quick start guide, and warranty



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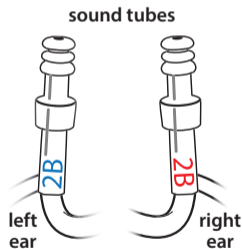
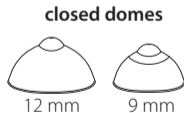
focus+t components



Components	Description
Sound post	Amplified sounds exit the hearing aid through sound post; sound tube attaches to the sound post, and sound travels through the tube and dome into the ear canal.
Microphones	Pick up sounds to be amplified by the hearing aid
Program button	Changes listening mode
Rocker switch	Decreases or increases volume
Battery compartment door	Where battery is located; door serves as ON/OFF for the hearing aid.
Tube connector head	Attachment point for sound tube
Thin sound tube	Connects to the hearing aid and carries sound to the dome and into the ear canal
Vented dome	Attaches to the sound tube; helps to guide sound into the ear
Retaining lock	Sets in the bowl of the ear to keep sound tube and dome positioned correctly

preparing for use

Focus+T comes with two standard tubes (size 2B, left and right). Tubes are marked with red lettering for the right ear and blue lettering for the left ear. There are a variety of tips included with your hearing aid. The sleeve tip will work for most users. However, for more bass sound use a vented or closed dome.



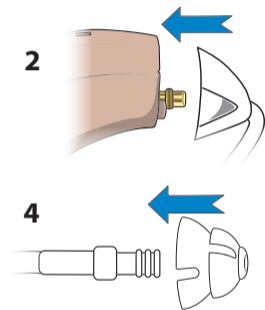
When choosing the proper tip, the goal is to get a fit that is comfortable and secure enough to keep tip in the ear. Larger tips will create a more snug fit and increase the bass sounds (lower frequencies) and reduce feedback.

Domes/Tips	Description
Closed dome	Closed domes do not have holes in them and are used when the hearing aid seems too quiet. They can also help to prevent your hearing aids from “whistling” at higher volumes.
Open dome	Open domes have holes in them, to prevent the ears from feeling blocked. This type of dome can help in cases where your own voice seems too loud or the hearing aid seems too noisy.
Sleeve tip	The sleeve tip fits most users. Try it first.

preparing for use continued

Connecting the Tube and Dome/Tip

- 1 Choose either the left or right sound tube.
- 2 Align the sound tube connector end with the sound post on the hearing aid, then push the tube straight onto the sound post.
⚠ Be sure it is securely fastened to the sound tube before inserting it in your ear.
- 3 Choose the tip to use with the sound tube.
- 4 Align the dome/tip with the end of the sound tube and push the dome straight on.

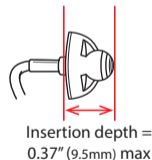
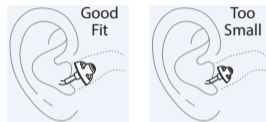


Replacement tubes and tips can be ordered online at tweakhearing.com or by calling 1-888-815-3240

Dome/Tip Insertion Depth

The dome/tip should be completely in the ear canal without touching the eardrum. Proper insertion of the dome/tip is key to getting adequate loudness with no feedback (“whistling”).

For adults, the length of the ear canal varies from 0.9” to 1.1”. The maximum insertion depth is 0.37”. While wearing the hearing aid, the distance from the dome/tip to the eardrum is at least 0.53”. This is greater than the lower limit of 0.39” as specified by OTC guidelines, meaning there is more space between the dome/tip and eardrum.

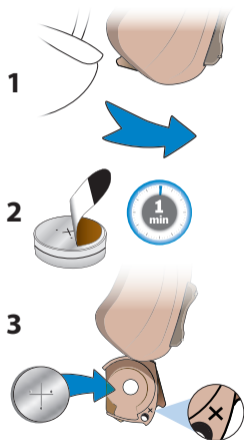


inserting a battery

battery: size 312 zinc-air (brown tab)



- 1** Lift the notch at the edge of the battery compartment and swivel open the door of the battery compartment.
- 2** Remove the brown-colored tab on a new battery. Wait one minute for the battery to activate.
- 3** Notice the “+” on the edge of the battery door to assist you in finding the proper orientation. Insert the battery with the positive “+” side facing up.



- 4 Gently close the battery door. It should close easily; do not force the door closed.

If resistance is experienced while closing the battery door, make sure the battery is inserted properly as it may be upside down. When the battery door is completely closed, your Tweak is on, ready for operation.

battery door open



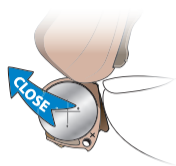
tweak is OFF

battery door closed



tweak is ON

4



Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of reach of pets and small children. In case of ingestion, seek medical attention immediately or call the National Battery Ingestion Hotline at (202) 625-3333. For more info visit <https://www.poison.org/battery>

battery information

Low Battery Warning

You will hear three sets of double beeps every 10 minutes, which indicates it's time to change the battery.

Once the voltage drops below 0.95V, Tweak emits six sets of double beeps, then shuts down. Remove and replace the battery immediately.



Dispose of batteries in an environmentally-friendly way in accordance with federal and state requirements.



time to replace battery



replace battery immediately

Battery Tips

- Open the battery door when not in use. This turns off the hearing aid.
- Store batteries in original packaging. Do not remove the brown-colored tabs from the batteries until you're ready to use them.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave exhausted batteries in your Tweak.



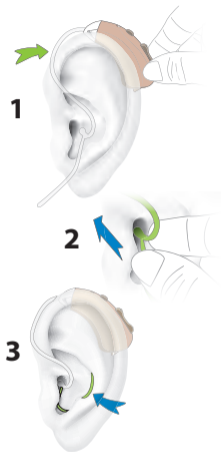
The average battery life is 5 to 7 days. Keep in mind some functions of the hearing aid (volume control, noise compression, etc.) require more energy than others which depletes the battery more quickly.



wearing tweak

- 1 Place Tweak over your ear. The curve of sound tube should rest on top of your ear comfortably, even with glasses.
- 2 Grab the loose end of the tubing and gently insert the tip into the ear canal.

3 Position the retaining lock in the bowl of the ear. When properly inserted, the tubing will lay close to the head around the front of the ear and into the ear canal. Check this by moving your finger down the tubing, into the ear.



If the tip doesn't stay in your ear, you may need a different length sound tube. Additional sizes are available at tweakhearing.com or by calling 1-888-815-3240

tweak setup

Selecting Your Amplification

With a fresh battery in your Tweak and wearing the hearing aid, you are ready to choose an amplification profile.

- 1 Start out in a relatively quiet environment with someone speaking or the TV playing. The first time you turn Tweak on, it will be at the lowest amplification profile. How does it sound?
- 2 To try the next level of amplification, press and release the upper portion of the rocker switch. You will hear two beeps, indicating you are now in Amplification Profile 2.

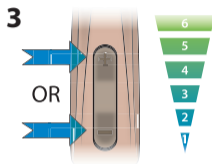
What you are doing is sampling the available acoustic settings for quiet environments. There are six different profiles for you to try. Choose the one that sounds best to you—most natural, most helpful volume level.



tweak setup continued

- 3 Continue to press and release either the upper or lower portion of the rocker switch to try out the six different amplification profiles.
- 4 Once you've made your decision, press and HOLD the rocker switch for six seconds, until you hear a long beep. This procedure locks in your chosen amplification profile. Three programs are now available: Quiet, Noise, and Telecoil.

Congratulations, your set up is now complete!
Tweak remembers your preferred amplification profile from now on.



- 4 **to lock in your preferred listening amplification profile**

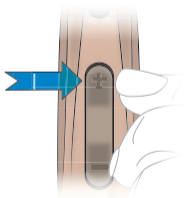


- hold the rocker switch (upper or lower) for 6 seconds until you hear a long beep**

If you find you can't get enough volume, call 1-888-815-3240 for additional options.

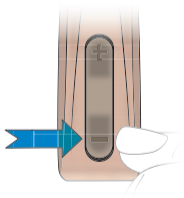
From this point forward, the rocker switch is used to adjust the volume of the hearing aid.

to increase volume

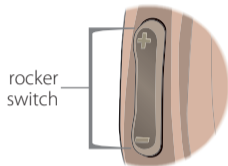


tap upper rocker switch

to decrease volume



tap lower rocker switch

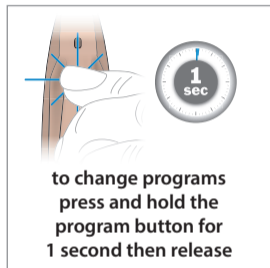
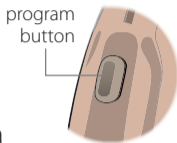


Every time you turn on your Tweak, it will start out in the Quiet program, at mid-volume.

tweak setup continued

To change programs

Press and hold the program button for one second. Once you release the button, you will hear a special sound that indicates which mode or “program” you have just entered.



QUIET PROGRAM




NOISE PROGRAM



TELECOIL PROGRAM



In all three listening programs you can still make minor adjustments to the volume by quickly tapping the rocker switch.

 *If you decide later that you want to reset your Tweak to a different amplification profile, see page 40.*

telecoil information

Telecoil

Tweak Focus+T OTC hearing aids are equipped with a telecoil. The telecoil serves as a wireless receiver that converts electromagnetic signals from the telephone into sound. Once you switch the hearing aids to the telecoil program, sounds from the telephone can be heard through your hearing aids.

Check your phone for **“Hearing Device Compatible”** labeling. This means it will work with a telecoil.

You can also use the telecoil program in looped environments such as airports, churches, auditoriums. (Look for the symbol shown at right to know the area is looped.) Telecoils can be used with assistive listening devices as well.



care

Cleaning the Exterior

You should inspect and clean your Tweak every day. To clean, gently wipe the surface with a soft, dry cloth or a moist non-alcohol disinfecting wipe. Do not allow water or liquid to enter any openings.

The daily use of a drying appliance by Dry & Store® is recommended to reduce moisture and wax buildup. www.dryandstore.com



Do not rinse or submerge these parts in water. There is risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to Tweak's electronics.

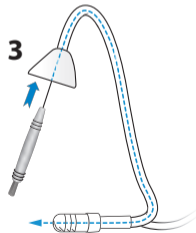
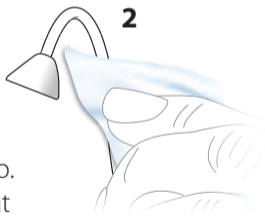
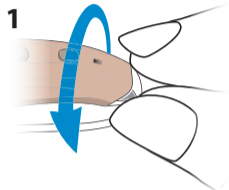


most hearing aid repairs are caused by moisture and earwax



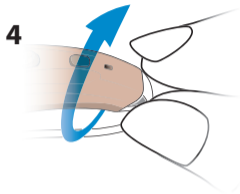
Cleaning the Tip and Tube

- 1 Remove the sound tube from the case by twisting the tube connector from the sound post (turning counterclockwise).
- 2 Wipe the exterior of the tube and tip.
- 3 Thread the cleaning tool wire through the tube connector and out of the tip. Wipe end of wire and repeat as necessary to remove moisture and debris from the tube.



Care continued

- 4 Re-attach the sound tube by aligning the connector end with the sound post on the hearing aid case then turn the tube connector clockwise onto the sound post until snug.



Changing the Tube and Tip

The tube and tip should be changed periodically, typically two or three times per year. When the tube or tip become soft, discolored, kinked, or damaged, the tube can break and become detached from the device. Obtain replacements by calling 1-888-815-3240 or visiting tweakhearing.com

Change tubes and tips

2-3 TIMES
PER YEAR



When you change the tip, make sure it is securely fastened to the sound tube before inserting it in your ear.

Extended Storage

If it is necessary to store your Tweak hearing aid for an extended amount of time, follow the steps below:

Remove the battery.

Clean your Tweak according to instructions in the Care section of this manual.

A full cycle in a Dry & Store* appliance is recommended prior to extended storage.

Place Tweak in an airtight container with a desiccant such as a Dry-Brik®* or DryCaddy® Disc*. Store in a cool dry place.

*These products can be purchased at dryandstore.com

tweak tips



Place your Tweak OTC hearing aid in a Dry & Store drying appliance every night to remove moisture and prevent corrosion.

Always carry spare batteries.

Safely store Tweak when not in use. Keep out of reach of small children and pets.

In particular, dogs may be irritated by the feedback (“whistling”) sound and attracted by the owner’s scent. This often results in a chewed and/or ingested device.



Don’t leave Tweak on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat or cold can damage the instrument.

Don’t wear Tweak when using a hair dryer or when at the beauty salon, spa or barber.

Don’t apply hair spray when wearing your Tweak. It can damage the microphone or other components.

Don’t wear Tweak while taking a bath, shower, or while swimming.

Don’t store Tweak in the bathroom during a shower or near a steam room, as moisture created by the steam may cause damage.

troubleshooting

No Sound or Not Loud Enough

Ensure that the battery door is closed.

Replace the battery.

Make sure the tip is not clogged. See page 32 for cleaning instructions.

Make sure the hearing aid case and sound tube are clean and dry.

Make sure that the hearing aid case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Make sure the volume is turned up, by tapping the upper portion of the rocker switch.

Excessive ear wax can prevent sound from entering the ear. Contact your physician.

Changes in your hearing can affect how you hear with Tweak. Contact a hearing healthcare professional if you suspect any change in your hearing condition.

Your Tweak may need to be reset. See page 40 for instructions.

troubleshooting continued

Whistling (“feedback”)

Your Tweak has a best-in-class feedback management system. However, when your hand is near the device, you may hear a whistling noise, which is called “feedback.” This may be caused by amplified sound bouncing off your hand back into the instrument. The noise usually quits when you take your hand away.

If the whistling doesn’t stop once you’ve moved your hand away, ensure that the hearing aid case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Try adjusting the volume. Tap the lower portion of the rocker switch to decrease the volume.

Make sure the dome/tip and sound tube are not clogged with wax or other debris. See page 32 for cleaning instructions.

Your Tweak may need to be reset. See page 40 for instructions. Once reset, repeat steps on page 27 and choose a lower Amplification Profile. (Example: if you’re currently on Amplification Profile 3, consider Amplification Profile 2.)

If the above fails to reduce feedback, contact your place of purchase.

Sound is Distorted, Unclear, Intermittent or has Static Noise

Replace the battery.

Make sure the tube and tip are not clogged. See page 32 for cleaning instructions.

Make sure the hearing aid is clean and dry. We recommend nightly use of a Dry & Store drying appliance to remove moisture and prevent corrosion.

If you are near an electromagnetic field (e.g. near a computer screen or fluorescent lights), step away to see if the static clears.

Your Tweak may need to be reset. See page 40 for instructions. Once reset, repeat steps on page 27 and choose a lower Amplification Profile. (Example, if you're currently on Amplification Profile 3, consider Amplification Profile 2.)

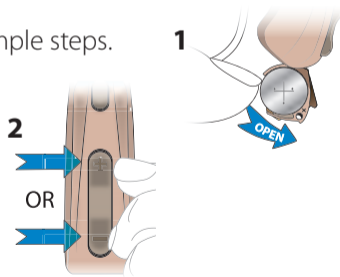
Your Tweak may have a poor battery contact or may not be set up properly. Contact your place of purchase.

how to reset

After wearing Tweak for a while, you may decide you want to try a different Amplification Profile than the one you initially selected. However, if you simply want more bass sound, remove the vented dome tip and attach one of the closed dome tips instead. This may resolve the issue and resetting is no longer necessary.

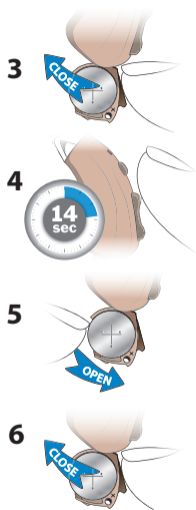
Tweak may be reset by following these simple steps.

- 1 With a battery inserted, open the battery door.
- 2 Press and hold the upper or lower portion of the rocker switch.



- 3 While still pressing and holding the rocker switch, close the battery door.
- 4 Continue holding the rocker switch. Wait at least 14 seconds before releasing the rocker switch.
- 5 Open the battery door.
- 6 When you close the battery door again, Tweak is reset.

You may now proceed to select a new Amplification Profile. See page 27 for setup.





tweak
FOCUS⁺

technical information

Tweak Focus+T OTC hearing aid is manufactured by Intricon and distributed in the USA by Ear Technology Corporation.

1-888-815-3240 | support@tweakhearing.com | Johnson City, TN 37601 USA

Tweak Focus+T OTC Specifications (program 4)	
Maximum Output Limit Value Output Sound Pressure Level 90 (OSPL 90)	109 dB
Full-on Gain Value Gain with 50 dB Sound Pressure Level (SPL) pure-tone input and volume set to full on.	34 dB
Total Harmonic Distortion Value	0.4%
Self-generated Noise Value	24.3 dB
Latency Value	< 15 ms
Upper Cutoff Frequency for Bandwidth Lower Cutoff Frequency for Bandwidth	< 6500 Hz < 250 Hz

warranty and service – north america

Warranty and Service–NORTH AMERICA

The manufacturer's warranty period is 12 months.

This warranty covers any defect in material or faulty production, specifically excluding batteries, tips, and tubes. Any and all warranties are invalidated if the Tweak OTC hearing aid has been tampered with or altered in any way, if the serial number has been altered or removed, or if any repairs have been made without authorization. The manufacturer reserves the right to repair or replace the instrument or any defective part, at manufacturer's expense, within the limits of the warranty.

This warranty does not include a promise of specific listening improvement.

Warranty service must only be performed by the manufacturer. Service performed by any unauthorized personnel voids all warranties. If service is needed, contact Tweak Hearing by calling 1-888-815-3240.

repairs and replacements

If your Tweak OTC hearing aid needs to be repaired or replaced during the warranty period, please contact us to arrange a return.

We will accept any Tweak OTC hearing aid or accessory for repair/service for a period of one (1) year after the date of purchase. Servicing or replacement after the warranty period has expired will be your responsibility.

contact us

1-888-815-3240 | info@tweakhearing.com

A photograph of three business professionals in a meeting. On the left, a woman with long brown hair, wearing a tan blazer and white shirt, sits in a chair with her hands clasped, smiling. In the center, a woman with glasses and a white blouse sits in a wheelchair, also smiling. On the right, a man in a light-colored suit is seen from the back, looking towards the women. They are in a bright room with large windows overlooking a parking lot. The text 'tweak FOCUS+t' is overlaid in the bottom left corner.

tweak
FOCUS+t

Owner Information

See warranty card for more details.

Owner information

Each Tweak OTC hearing aid has a serial number (S/N) located on the underside of the hearing aid. Record this serial number in the owner information section below.

	LEFT	RIGHT
Serial Number		
Color		
Amplification Profile Selected		

Owner Name

Tweak Purchase Date

PLACE OF PURCHASE

Business Name

Phone Number

City

State

Country

tweakhearing.com
1-888-815-3240

Distributed by Ear Technology Corporation, USA
P.O. Box 1017, Johnson City, TN 37605 USA



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