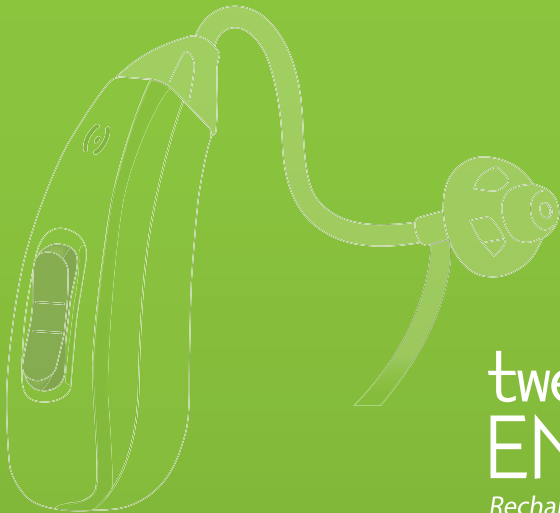


enhance otc user manual



tweak  
**ENHANCE**<sup>TM</sup>  
Rechargeable OTC Hearing Aid



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## 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.

 **WARNING: You have active implantable devices.**

If you have active implantable devices (such as a pacemaker), keep magnets (charging base) at least 6 inches away from the active implant. Tweak recommends you always follow the guidelines of the implant manufacturer. If you suspect any interference to your implant, immediately discontinue use of electronic

devices, including hearing aids. Contact implant manufacturer and Tweak Hearing to report the suspected interference.

 **WARNING: Electromagnetic testing**

Prior to any CT, MRI scans or other electromagnetic procedure, remove your hearing aids.

 **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	
	<b>Caution / Warning</b> This symbol indicates there are specific precautions or warnings associated with the OTC hearing aids.
	<b>Important Information</b> This symbol indicates important information about handling and product safety.
	<b>Consult User Manual</b> for details about using the OTC hearing aid.



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## congratulations

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

Tweak Enhance is a sophisticated OTC hearing aid utilizing innovative technology. This unique device allows you to select and set your desired amplification setting from a range of acoustic alternatives.

Developed by an audiologist in conjunction with a team of acoustic engineers, Tweak Enhance 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 Enhance 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](http://www.tweakhearing.com/support)



*If you have questions  
about using  
Tweak Enhance OTC  
hearing aids, call us at  
1-888-815-3240 or visit  
[www.tweakhearing.com](http://www.tweakhearing.com)*



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### **Intended Use**

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

### **Indications for Use**

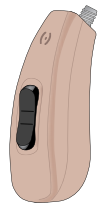
Tweak Enhance OTC hearing aids are intended to address perceived mild-to-moderate hearing loss in people aged 18 or older. OTC hearing aids offer cost savings for consumers who wish to buy lower cost hearing aids without professional services.



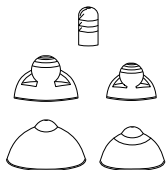
*Due to software and firmware updates, content in this user manual may be different than what's shown in the Tweak Enhance OTC app.*

*Refer to the app for the most up to date information.*

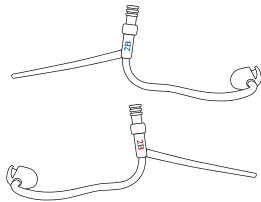
## box contents



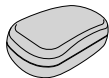
tweak enhance otc  
hearing aid (1)



sound domes/tips (5)



sound tubes (2)



carrying case (1)



cleaning line (5)

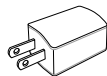


charging base (1)

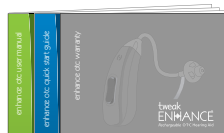
Contents shown represent a single hearing aid. A pair of hearing aids includes 10 sound domes/tips, and 4 sound tubes. All other items remain at the single device quantity.



power cable (1)

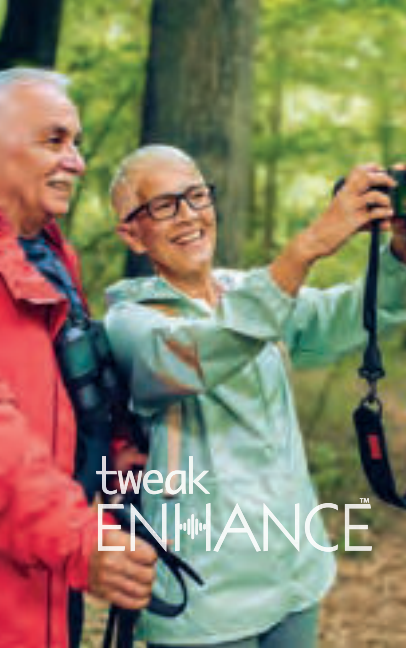


power block (1)



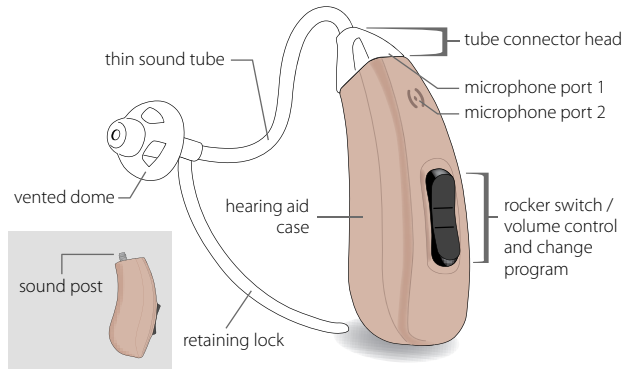
tweak enhance otc manuals

Accessories	Description
Tweak Enhance 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
Carrying case	Store your hearing aids inside when they're not in use
Cleaning lines	Used to remove wax from inside the sound tube
Charging base	Charges your OTC hearing aids
Power cable	Full-size USB on one end with USB-C on the other. Used with charging base to charge your OTC hearing aids.
Power block	Used with charging base and power cable to charge your OTC hearing aids
Tweak Enhance OTC manuals	User manual, quick start guide, and warranty



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## tweak enhance 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
Rocker switch	Press to change between listening programs. Also used as a volume control—makes sounds louder or softer as needed
Tube connector head	End of the sound tube that attaches to sound post on the hearing aid
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



**Use ONLY components included with your Tweak Enhance.**  
Replacement tips/domes and tubes are available at [tweakhearing.com](http://tweakhearing.com)

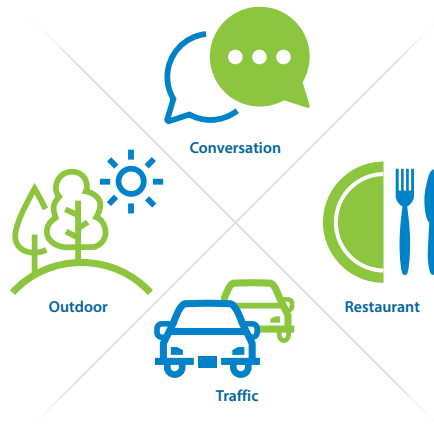


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## introduction

Tweak Enhance is a rechargeable OTC hearing aid. You'll discover Tweak Enhance is like having four hearing aids in your ear.

The hearing aid has four listening modes: **Conversation**, **Restaurant**, **Traffic**, and **Outdoor**.



## charging information

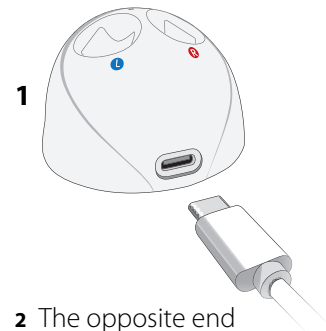
Tweak Enhance is powered by a lithium polymer battery that is rechargeable. It's best to charge your hearing aid completely prior to each use.

When not in use, turn off the hearing aid to prevent unnecessary battery drain or leave it in the charging base. See page 46 for instructions on turning power on/off.

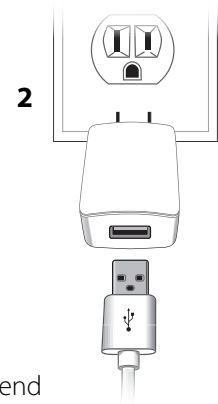
Enhance hearing aids have a nonremovable lithium-polymer battery. Your hearing aids can be taken onto airplanes in carry-on luggage.

CHARGING TIME / BATTERY LIFE	
Time to fully charge	<b>Approximately 3 hours</b>
Battery life of full charge	<b>Approximately 20 hours</b> <i>Keep in mind some functions of the hearing aid (volume level, noise compression, etc.) require more energy than others. You may find the battery needs recharging sooner than 20 hours.</i>

**1** Tweak Enhance comes with a charging base, power block and power cable. The cable provided has a USB-C connector on one end that plugs into the charging base.



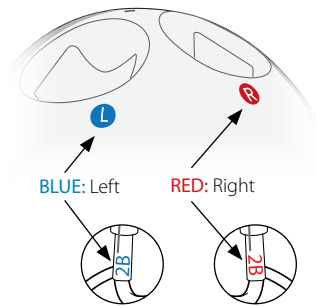
**2** The opposite end of the cable has a full-size USB connector. Plug this cable end into adapter block then connect with power source.



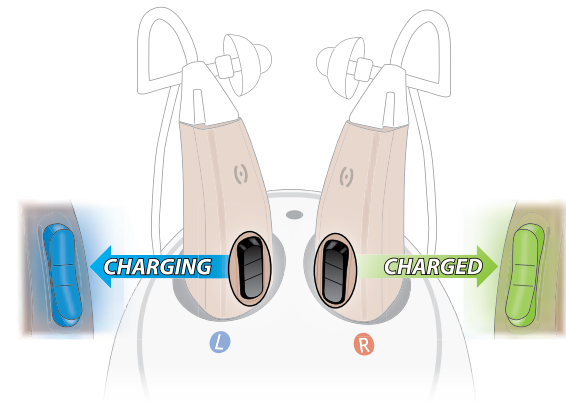
## charging information continued

The charging base is marked with blue and red circles. Place each instrument in the correct port. Match the colored text on the sound tube with the correct port.

Fully charge Tweak Enhance before proceeding to setup. The hearing aid battery will be fully charged in about 3 hours. Leaving the device in the charging base will not damage the battery. It will not overcharge.



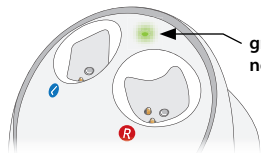
Place the hearing aid in the charging base. If the hearing aid is on, it will shut off automatically when placed in the charger. The rocker switch will glow blue while charging. When fully charged, the rocker switch will glow green.



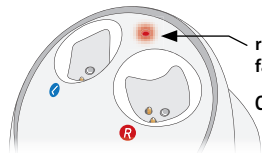
*The lithium polymer battery should not be removed by the user. The battery must be replaced by the manufacturer. Call 1-888-815-3240 for assistance.*

## charging information continued

### Voltage Status Indicator



green light on base —  
normal operation



red light on base —  
fault in the instrument, base, cable or adapter

Call 1-888-815-3240 for assistance.

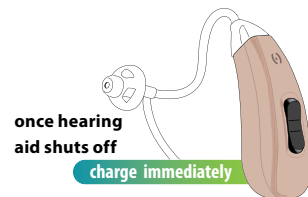
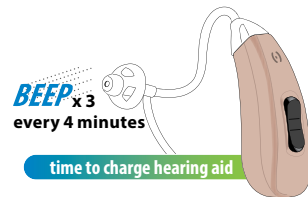
## low battery warning

Once the voltage drops to 3.45V, you will hear three beeps every 4 minutes, which indicates it's time to charge the hearing aid.

When the battery voltage falls to 3.12V, Tweak will automatically shut down. Charge the hearing aid immediately.



*The battery life of a full charge is approximately 20 hours. Keep in mind some functions of the hearing aid (volume level, noise compression, etc.) require more energy than others which depletes the battery more quickly.*

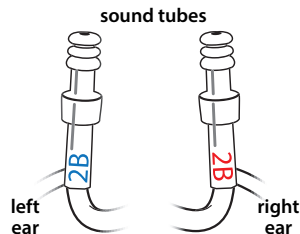
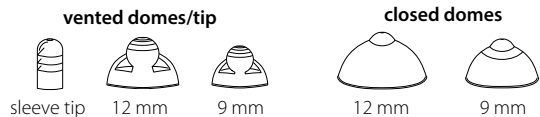


## preparing for use

### Sound Tubes

Tweak Enhance comes with two standard sound 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 domes/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.



### Choosing the Proper Dome/Tip

When choosing the proper dome/tip, the goal is to get a fit that is comfortable and secure enough to keep domes/tip in the ear. Larger domes 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.



Replacement tubes and tips can be ordered online at [tweakhearing.com](http://tweakhearing.com) or by calling 1-888-815-3240.

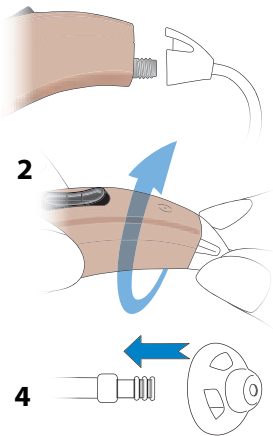
## preparing for use continued

### Connecting the Tube and Dome/Tip

- 1 Choose either the left or right sound tube (pictured on page 26).
- 2 Align the sound tube connector end with the sound post on the hearing aid. Twist the tube clockwise onto the sound post until it's snug.

**⚠ Be sure it is securely fastened to the sound tube before inserting it in your ear.**

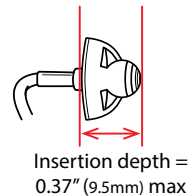
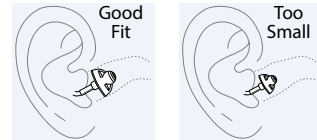
- 3 Choose a dome/tip to use with the sound tube (pictured on page 27).
- 4 Align the dome/tip with the end of the sound tube and push it straight on.



### ⚠ Dome/Tip Insertion Depth

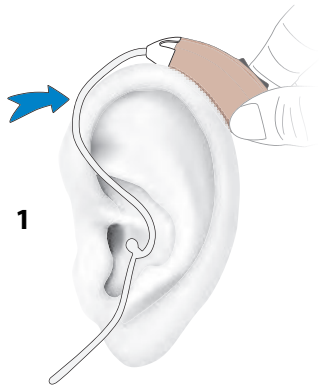
The dome/tip should be completely in the ear canal without touching the eardrum. Proper insertion of the dome/tip is key to getting adequate loudness with no feedback (“whistling”).

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.

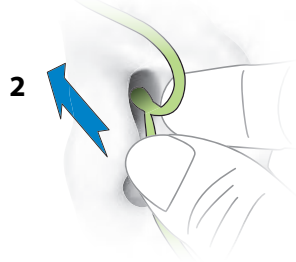


## wearing tweak enhance

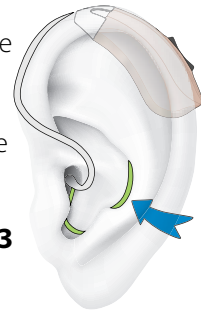
- 1 Place Tweak Enhance over your ear. The curve of the sound tube should rest on top of your ear comfortably, even with glasses.



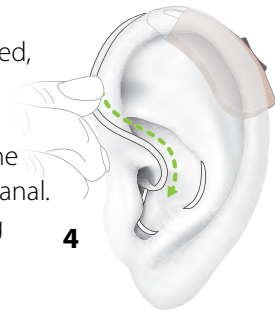
- 2 Grab the loose end of the tubing and gently insert the tip into the ear canal.



- 3 Position the retaining lock in the bowl of the ear.



- 4 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.



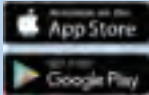
*If the tip doesn't stay in your ear, you may need a different length sound tube. Additional sizes are available at [tweakhearing.com](http://tweakhearing.com) or by calling 1-888-815-3240.*



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using the app to  
program your devices





The Tweak Enhance™ OTC app's primary feature is to customize the user's preferred profile settings that will provide a great fit and comfortable hearing experience.

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 *Due to improvements made to the app over time, your app may look and act differently from what is shown in this manual. If so, follow the instructions within the app.*

## download the app

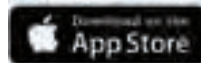
Search for the Tweak Enhance OTC app on Google Play or the App Store. Then, download the app on your smartphone.



*Use with iPhone 5 or above with iOS 9 or higher; Android 6 or above.*



Tweak Enhance OTC



## before you begin

### Make sure...

- Bluetooth on your smartphone is turned on.
- Your hearing aid is fully charged.
- Your hearing aid is within 5 feet of your smartphone.
- You're using iPhone 5 or above with iOS 9 or higher; Android 6 or above.



*Tweak Enhance utilizes Bluetooth® Low Energy for communication between the app and hearing aids. It does not support streaming music or phone calls.*

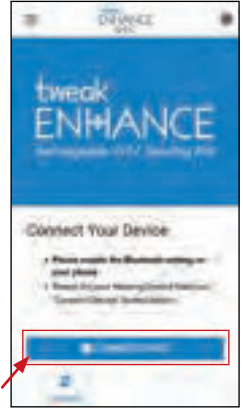


Open the app



Tweak Enhance OTC

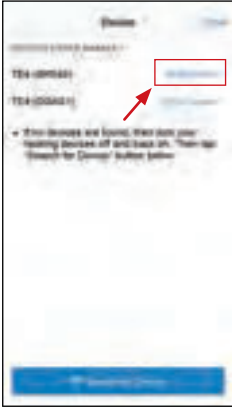
Follow prompts to connect your devices.



Connect

Connect devices one-by-one for the appropriate ears.

Devices are labeled TE4 (xxxx) with (xxxx) being an internal identifier.



# using the app

## Control

Adjust the volume with the circular slider.

Control volume for both devices (linked) OR individually (unlinked).

Tap chain link to switch between linked or unlinked volume control.



## “More” options

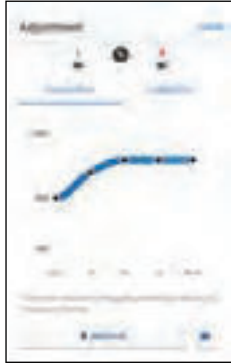
Additional adjustments are available by tapping **More** on the screen.

### EQUALIZER

Adjust individual frequency bands.

### COMPRESS

Adjust gain for loud sounds.



# using the app continued

## ARCHIVE

Use the **ARCHIVE** function to save and retrieve your favorite settings.

To save a setting, click the **ARCHIVE** button, name your setting, click **SAVE ARCHIVE**.

To use a saved setting, click the folder icon, select the desired setting, click **APPLY TO DEVICE**.



## Device Options

Device options are available by clicking on the gear icon in the upper right corner.

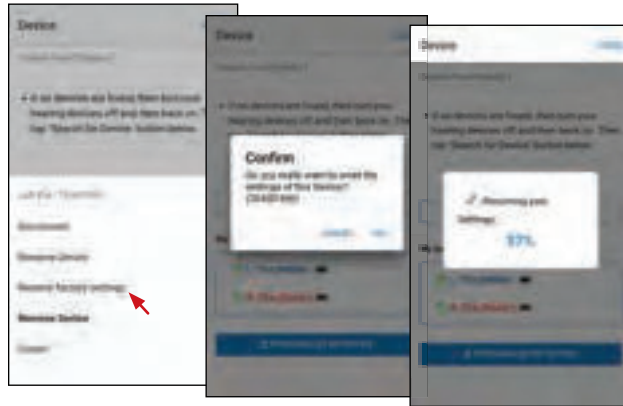
On the next screen, click the ... beside each device to choose an action.



# using the app continued

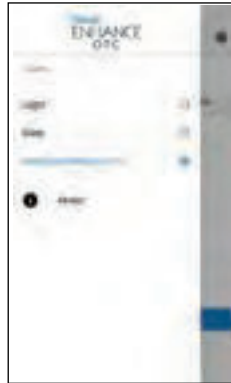
## Resetting (Restore Factory Settings)

Select **Restore factory settings** and follow the prompts to reset the devices.



## Menu Button

**App theme** and **About** are available by clicking on the menu button in the upper left corner.

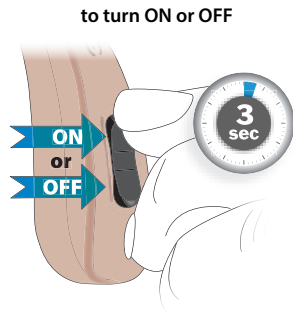


## using tweak enhance

### Turning ON and OFF

To turn ON, press and hold the **upper portion** of the rocker switch until you hear a beep (approx. 3 seconds) then release. While you are holding the rocker switch, it will turn green. The green light will turn off once the hearing aid is ON.

To turn OFF, again press and hold the **upper portion** of the rocker switch until you hear a beep (approx. 3 seconds) then release. While you are holding the rocker switch, it will turn blue. The blue light will turn off once the hearing aid is OFF.



Also, the hearing aids will automatically power OFF once they are seated properly in the charging base. However, after removing the hearing aids from the base it will be necessary to power them ON using the rocker switch.

**ON** —  
rocker switch will flash  
green; power is ON



**OFF** —  
rocker switch will flash  
blue then shut OFF



*Once setup is complete, every time you turn on your Tweak Enhance, it will revert to the last program and volume setting you used.*



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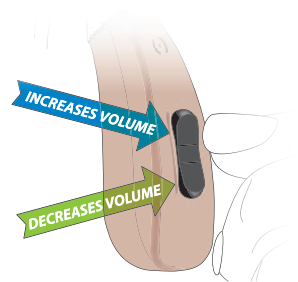
## using tweak enhance continued

### Volume Control

The rocker switch is used as a volume control. Pressing the upper portion of the rocker switch increases the volume, while the lower portion reduces the volume.

As you increase/decrease the volume, you will hear beep sounds for each sound level.

Level 1	Level 2	Level 3	Level 4 MAX Volume
Beep	Beep	Beep	2 Beeps
Level 1	Level 2	Level 3	Level 4 MIN Volume
Beep	Beep	Beep	2 Beeps

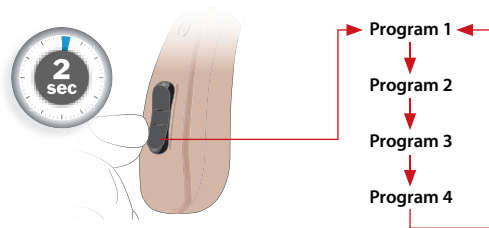


## using tweak enhance continued

### Memory Switch

When the hearing instrument is turned ON, it will revert to the last program and volume setting.

To switch programs, press and hold the **lower portion** of the rocker switch for two seconds then release. Do the same to switch to the other programs.



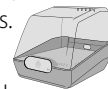
Program	Suitable for	Indicator
1	Conversation	1 Beep
2	Restaurant	2 Beeps
3	Traffic	3 Beeps
4	Outdoor	4 Beeps

## care

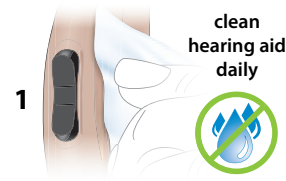
### Cleaning the Exterior

**1** You should inspect and clean your Tweak Enhance 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 DryBoost UV<sup>®\*</sup> appliance is recommended to reduce moisture and wax buildup.



\*This product can be purchased at [tweakhearing.com](http://tweakhearing.com) and [dryandstore.com](http://dryandstore.com)



**1** most hearing aid repairs are caused by moisture and earwax

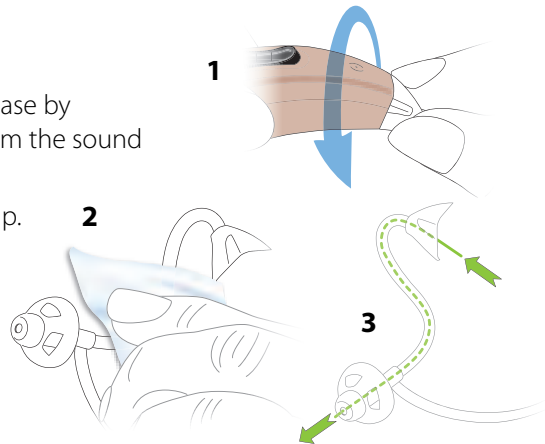


*Do not rinse or submerge these parts in water. There is risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to Tweak Enhance's electronics.*

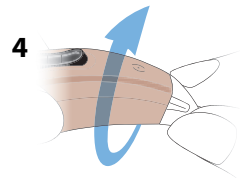
## Care continued

### Cleaning the Tip and Tube

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



- 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](http://tweakhearing.com)



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

Change tubes and tips

**2-3** TIMES  
PER YEAR

## Care continued

### Extended Storage

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

- 1 Clean your Tweak Enhance according to instructions in the Care section of this manual.
- 2 A full cycle in a DryBoost UV\* appliance is recommended prior to extended storage.



DryCaddy Disc



Dry-Brik Mini

- 3 Place Tweak Enhance 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 [tweakhearing.com](http://tweakhearing.com) and [dryandstore.com](http://dryandstore.com)



*While in storage, we recommend charging the hearing aids every six months to maintain battery charge.*

## enhance tips



Place your Tweak Enhance hearing aid in a DryBoost UV drying appliance every night to remove moisture and prevent corrosion. DryBoost UV also sanitizes to remove common germs and viruses from the hearing aid plus recharge the battery!

Safely store Tweak Enhance 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 Enhance 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 Enhance when using a hair dryer or when at the beauty salon, spa or barber.

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

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

Don’t store Tweak Enhance 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

Make sure the tip is not clogged.

Fully charge the battery.

Make sure the hearing aid case and sound tube are clean and dry. (Refer to page 51.)

Make sure that the hearing aid case is positioned correctly 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 Enhance. Contact a hearing healthcare professional if you suspect any change in your hearing condition.

Your Tweak Enhance may need to be reset. See page 44 for instructions. Follow prompts on the screen to set up the hearing aid.

### Whistling (“feedback”)

Your Tweak Enhance 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 correctly 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. (Refer to page 52.)

Try adjusting the equalizer via the Enhance app – decrease the higher frequencies.

If the above fails to reduce feedback, contact Tweak for assistance at 1-888-815-3240.



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ENHANCE™

## troubleshooting continued

### Sound is Distorted, Unclear, Intermittent or has Static Noise

Make sure the tube and tip are not clogged. (Refer to page 52.)

Make sure the hearing aid is clean and dry. We recommend nightly use of a DryBoost UV 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 Enhance may need to be reset. See page 44 for instructions. Follow prompts on the screen to set up the hearing aid.

If problem persists, contact Tweak for assistance at 1-888-815-3240.

## 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 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](mailto:info@tweakhearing.com)

## technical information

Tweak Enhance OTC hearing aid is manufactured by Xiamen Newsound Technology Co. and distributed in the USA by Ear Technology Corporation.

1-888-815-3240 | [support@tweakhearing.com](mailto:support@tweakhearing.com) | Johnson City, TN 37601 USA

### Tweak Enhance OTC Operational Conditions

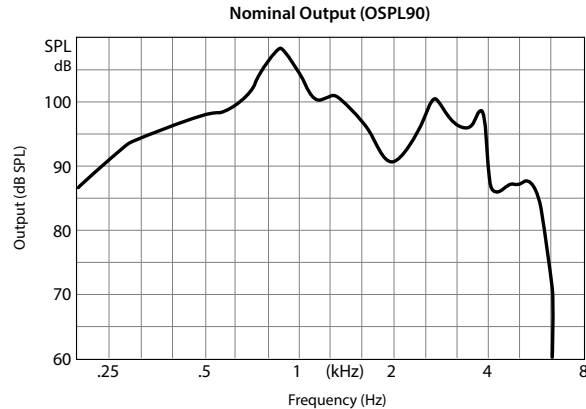
	Working Conditions	Transportation Conditions	Storage Conditions
Temperature	50 - 104° F	-4 - 140° F	-4 - 140° F
Air humidity	0 - 80%	0 - 90%	0 - 80%
Air pressure	500 - 1200 hpa	500 - 1200 hpa	500 - 1200 hpa

### Tweak Enhance

Dimensions	1.41" x 0.56" x 0.34"
Weight	.106 oz.
Charging Time	500 - 1200 hpa

### Tweak Enhance OTC Technical Data

Maximum Output Limit Value Output Sound Pressure Level 90 (OSPL 90)	116 dB	Self-generated Noise Value	23.4 dB
Full-on Gain Value Gain with 50 dB Sound Pressure Level (SPL) pure-tone input and volume set to full on.	27 dB	Latency Value	< 15 ms
Total Harmonic Distortion Value	< 1%	Upper Cutoff Frequency for Bandwidth Lower Cutoff Frequency for Bandwidth	< 6500 Hz < 250 Hz



Nominal output curve (OSPL90) as measured in a 2 cc coupler.

## regulatory and legal information

### FCC Statement

#### FCC: 2AX37-TWEAKENHANCE

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 the one in which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.



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Rechargeable OTC Hearing Aid

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The Tweak Hearing Privacy Policy is available at  
<https://tweakhearing.com/privacy-policy/>

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Android and Google Play are trademarks of Google LLC.

The Bluetooth® word mark is a registered trademark owned by Bluetooth SIG, Inc.

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## Owner Information

See warranty card for more information.

Each Tweak Enhance 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		
Preferred Profile Selected		

---

Owner Name

Tweak Enhance OTC Purchase Date

### PLACE OF PURCHASE

---

Business Name

Phone Number

---

City

State

Country

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ENHANCE™

Rechargeable OTC Hearing Aid

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



**Manufactured by** Xiamen Newsound Technology Co., Ltd.  
1st and 2nd Floor, No.13 of Xiangyue Road,  
Torch Hi-Tech Industrial Development Zone,  
Xiang An District  
Xiamen Fujian, CN 361001

**FDA** 1056339

**FCC** 2AX37-TWEAKENHANCE

tweakhearing.com

1-888-815-3240

info@tweakhearing.com  
www.tweakhearing.com