

NELPO NELPO

NELPO Hearing Aid User Manual

Model: NELPO

INTRODUCTION

This manual provides essential information for the safe and effective use of your NELPO Hearing Aid. Please read these instructions carefully before using the device and retain them for future reference. Proper use and maintenance will ensure the longevity and optimal performance of your hearing aid.

SAFETY INFORMATION

- Keep the device out of reach of children and pets to prevent accidental ingestion of small parts.
- Do not expose the hearing aid to extreme temperatures, humidity, or direct sunlight.
- Avoid dropping the device or subjecting it to strong impacts.
- Consult a medical professional if you experience any discomfort or adverse reactions while using the hearing aid.
- Do not attempt to repair or modify the device yourself. Contact customer support for assistance.

PRODUCT OVERVIEW

The NELPO Hearing Aid is designed to enhance sound perception for individuals with hearing loss. It features a compact design and user-friendly controls.

Components

- Main Unit (Hearing Aid)
- Ear Domes/Tips (various sizes)
- Charging Cable (if rechargeable) or Battery Compartment
- Cleaning Brush



Figure 1: The NELPO Hearing Aid. This image displays the compact design of the hearing aid, typically showing the main body, ear hook (if applicable), and ear dome.

SETUP

1. Unboxing

Carefully remove all components from the packaging. Verify that all listed items in the 'Product Overview' section are present.

2. Battery Installation / Initial Charge

For Battery-Powered Models: Open the battery compartment gently. Insert the correct battery type (e.g., Zinc-Air size 10, 13, 312, or 675) with the positive (+) side facing the correct direction as indicated inside the compartment. Close the compartment securely.

For Rechargeable Models: Connect the charging cable to the hearing aid and a suitable power source. Allow the device to charge fully before first use. An indicator light will typically show charging status (e.g., red for charging, green for fully charged).

3. Selecting and Attaching Ear Domes

Choose an ear dome size that fits comfortably and securely in your ear canal. Gently push the selected ear dome onto the sound outlet of the hearing aid until it is firmly attached. Ensure it is not loose to prevent it from detaching in your ear.

4. Inserting the Hearing Aid

Hold the hearing aid with the ear dome pointing towards your ear canal. Gently insert the ear dome into your ear canal until it feels snug. Position the main body of the hearing aid behind your ear, ensuring the tubing or wire sits comfortably.

OPERATING

1. Turning On/Off

To turn on the hearing aid, close the battery compartment fully (for battery models) or press and hold the power button for a few seconds (for rechargeable models). To turn off, open the battery compartment or press and hold the power button again.

2. Volume Control

Adjust the volume using the designated volume rocker or button(s) on the device. Press the '+' button to increase volume and the '-' button to decrease it. Start with a lower volume and gradually increase it to a comfortable level.

3. Program Selection (if applicable)

Some NELPO Hearing Aid models may feature multiple listening programs for different environments (e.g., quiet, noisy, music). Press the program button to cycle through available programs. A short beep or voice prompt may indicate the current program.

MAINTENANCE

1. Daily Cleaning

Use the provided cleaning brush and a soft, dry cloth to gently wipe the hearing aid daily. Pay attention to the ear dome and sound outlet to remove any earwax or debris. Do not use water, solvents, or cleaning sprays directly on the device.

2. Storage

When not in use, store your NELPO Hearing Aid in its protective case in a cool, dry place. If using disposable batteries, open the battery compartment or remove the batteries to prevent corrosion.

3. Ear Dome Replacement

Ear domes should be replaced regularly (e.g., every 1-3 months) or if they become stiff, discolored, or damaged. Gently pull off the old ear dome and push on a new one, ensuring a secure fit.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No sound or weak sound	Low battery; blocked ear dome/sound outlet; incorrect volume setting.	Replace battery or charge device; clean ear dome/sound outlet; increase volume.
Whistling or feedback	Improper fit; earwax buildup in ear canal; volume too high.	Re-insert device for a snug fit; consult a doctor for earwax removal; lower volume.
Sound is distorted or unclear	Low battery; moisture in device; damaged ear dome.	Replace battery or charge device; place in a drying kit; replace ear dome.

Problem	Possible Cause	Solution
Device does not turn on	Dead battery; battery compartment not closed properly; device malfunction.	Replace battery or charge device; ensure battery compartment is fully closed; contact support if issue persists.

SPECIFICATIONS

- **Model:** NELPO
- **Brand:** NELPO
- **Color:** White
- **Package Dimensions:** 1.97 x 1.97 x 1.97 inches
- **Item Weight:** 1.76 pounds
- **Manufacturer:** NELPO

WARRANTY AND SUPPORT

Your NELPO Hearing Aid is covered by a limited warranty against manufacturing defects. Please refer to the warranty card included in your packaging for specific terms and conditions. For technical support, troubleshooting assistance, or warranty claims, please contact NELPO customer service through the retailer where the product was purchased or visit the official NELPO website.

Please note: Unauthorized repairs or modifications may void your warranty.