

Cochlear Family

Practical guide for travel



Introduction

Travelling with your Cochlear™ hearing implant can be easy, but it's important to plan ahead. This guide contains practical advice to help you prepare for your trip. We also share tips on what to pack in your luggage to get your holiday off to a flying start.

Prepare important information

Find your closest clinic:

- 1 Visit the Cochlear website and familiarise yourself with the local customer service contact details at your destination. Or use the Find a Clinic function on the website to locate the closest clinic to where you are staying.

Hearing healthcare clinician details:

- 2 We recommend noting down the phone number, email address, and website information of your hearing healthcare professionals and hearing implant surgeon.

Obtain a copy of your current MAP(s):

- 3 We suggest asking your hearing healthcare clinician for a paper or electronic copy of your current MAP(s).

Insurance and warranty:

- 4 While Cochlear's warranty coverage is global, it is important to remember that warranty does not cover a lost or damaged sound processor. Prior to travelling, we recommend insuring your sound processor against loss, damage or theft.

Cochlear Family* or Patient ID card:

- 5 We recommend bringing your Cochlear Family or Patient ID Card. These cards help to identify you as a Cochlear implant recipient and have important information for MRI and security screening at airports. You may want to pack some extra photocopies and keep them in your luggage in case anything goes missing.

Packing checklist

Depending on the type of holiday you have planned and your final destination, we have prepared a list of items that you may wish to consider including in your luggage.

Back-up sound processor with spare coil and cables:

- ☐ If you have upgraded to a new sound processor, we suggest packing your previous model as a spare to help keep you hearing in case of an emergency.

Wireless devices and accessory cables:

- ☐ Many recipients have reported the benefits of bringing their wireless devices on holidays. For example, they have used their their assistive hearing devices to hear tour operators, stream in-flight entertainment or even hear their travelling companion more easily whilst travelling in the car, on a bus or the train. If you have wireless devices that you use day to day, we recommend bringing these devices and their cables. Alternatively, if you use a personal audio cable with your sound processor, we recommend packing this so you can connect personal music systems, handheld games or other battery powered equipment to your processor.

Spare batteries and chargers:

- ☐ Remember to pack extra rechargeable and/or disposable batteries as well as chargers. If you are travelling by air to your destination, check airline regulations about carrying spare batteries in your check-in or carry-on luggage.

International plug adapter:

- ☐ If your holiday destination is in another country, we recommend checking their voltage and bringing the correct adapter.

Care and maintenance accessories:

- ☐ We recommend packing your care and maintenance accessories. Depending on your destination, you may wish to pack your Dry & Store[®] kit, drying capsules, spare microphone covers and soft microfibre cloth.

Aqua+ and retention accessories:

- ☐ Depending on the activities you have planned for your holiday; you may wish to bring an Aqua+ for water sports.^{1,2,3} Also, if you have activities planned where there is a higher risk of dislodging your sound processor, we recommend packing a compatible retention accessory to help keep your device secure.

Air travel

If your trip requires air travel to reach your destination, there are a few extra factors to consider.

Speak to your airline:

- 1 Contact your airline prior to departure and asking them about their policy for packing batteries in your luggage. You may also wish to ask if their in-flight entertainment system uses a two or three-pronged socket. This will help you connect your devices more easily to the in-flight entertainment system.

Security screening:

- 2 We suggest informing security personnel about your hearing loss and that you wear a hearing implant. You may also wish to show them your Patient ID or Cochlear Family card*.

Walking through a security scanner will not affect your implant or sound processor, so it is not necessary to remove external hearing devices at security screening checkpoints. However, you may hear a buzzing sound as you pass through the detectors.


If you are asked to remove your sound processor, do not place it directly onto the conveyor belt as the static electricity could affect your MAP(s). Switch it off and store it inside your carry-on bag before putting it through the X-ray machine.

Take-off and landing:

- 3 Your device will not interfere with the plane's navigation or communication systems. Although your implant transmits radio frequency (RF) signals, these are very short range and limited to a distance of less than 1.5 metres from the external coil. Therefore, there is no need to turn your device off during take-off and landing. You may however, be asked to turn off remote assistant devices.

In-flight entertainment:

- 4 If you have a long-haul flight, make the most of the in-flight entertainment. For improved sound and speech clarity, we recommend directly streaming the audio to a compatible sound processor or use an assistive listening device. Simply plug the accessory cable into the plane's audio out-socket.



“Having a cochlear implant doesn’t stop me from trying new and exciting adventures. Some of my favourite activities include going to Whitehaven Beach in Australia – it’s one of the most beautiful places I’ve been to. I’ve been hiking with three giant, wonderful Saint Bernard dogs in Switzerland and paraglided in the Swiss Alps.”

Alana, Cochlear™ Nucleus® system recipient.

Ground travel

Security screening:

- 1 If you are required to pass through security screening for coach or train travel, please refer to the security screening information on page 5.

Assistive listening devices:

- 2 If you are travelling in the car, on a loud coach or train carriage, using an assistive listening device can make it easier for you to hear conversations. If you are travelling with only one companion, try clipping this to their shirt lapel. Alternatively, position the device in the centre of your travel group.

At your destination

- 1 If you are staying at a hotel, we recommend informing the check-in staff that you have hearing loss. This way, they will know to notify you and wake you up in the event of a fire alarm or emergency evacuation.

For more information, please contact your local Cochlear customer service team.

Hear now. And always

Cochlear is dedicated to helping people with moderate to profound hearing loss experience a world full of hearing. As the global leader in implantable hearing solutions, we have helped more than 700,000 people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to next generation technologies. We collaborate with leading clinical, research and support networks to advance hearing science and improve care.

That's why more people choose Cochlear than any other hearing implant company.

www.cochlear.com

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always follow the directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear Technology.

^ The Cochlear Family Card is not available in all countries.

The Cochlear Nucleus 6 Sound Processor with Aqua+ is dust and water resistant to level IP68 of the International Standard IEC60529 when you use a Cochlear Rechargeable Battery Module. Refer to the relevant User Guide for more information. The Cochlear Nucleus 7 Sound Processor(s) with Aqua+ are dust and water resistant to level IP68 of the International Standard IEC60529 when you use a Cochlear Rechargeable Battery Module. Refer to the relevant User Guide for more information. Some models of Aqua+ accessories require the earhook to be removed before inserting the sound processor into the accessory. Please consult the instructions for use for more information. The Cochlear Nucleus Kanso Sound Processor with Aqua+ is dust and water resistant to level IP68 of the International Standard IEC60529 when used with LR44 alkaline or nickel metal hydride disposable batteries. Refer to the relevant User Guide for more information. The Cochlear Nucleus Kanso 2, Nucleus Kanso 3, Nucleus 8, Nucleus 8 Nexa, Nucleus Kanso 3 Nexa sound processors with Aqua+ are dust and water resistant to level IP68 of the International Standard IEC60529. The [insert any of the sound processors listed below] with Aqua+ can be continuously submerged under water to a depth of up to 3 metres for up to 2 hours. Refer to the relevant user guide for more information.

For information regarding the compatibility of Cochlear's sound processors with Apple or Android devices, visit www.cochlear.com/compatibility. Cochlear™ Nucleus® implant systems are intended for the treatment of moderately severe to profound hearing loss. Baha implant systems are intended for the treatment of moderate to profound hearing loss. Cochlear, Hear now. And Always, the elliptical logo, True Wireless, Nucleus, ForwardFocus*, Kanso and Baha are either trademarks or registered trademarks of Cochlear group of companies.

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