



Cochlear®

Hear now. And always

Funding a new sound processor

A simple path to our latest
hearing technology



“My hearing is clearer than ever before so it’s easier to understand what my grandchildren are saying, and that is an absolute gift to me.”

Susan, Cochlear® Nucleus® System recipient

Stay ahead of change

Your path to smart hearing technology starts here

Life moves quickly, but with better hearing, you can truly embrace the moments that matter – the laughter, the conversations, and the shared experiences that make life so rich. Imagine then, upgrading to a new sound processor that can help you stay ahead at every life stage.

Our technology, just like you, is constantly evolving. Our latest sound processors* offer advanced hearing performance, enhanced connectivity, and greater capabilities – all while being compatible with most cochlear implants. ‡

Your funding options made easy

Even if you've had your sound processor for years or upgraded your device more recently, getting a new sound processor is simpler than you might think. With our simple-to-follow guide to different funding options, you can enjoy the benefits of our

latest sound processors* whenever you choose to do so.

Live your best life with better hearing

Find out how a new sound processor can help you stay connected to loved ones and the world around you, whether you're learning new skills, socialising with friends, doing laps in your local pool, or travelling on exciting adventures.

Ask your audiologist how a new sound processor might benefit you.

For information about your funding options, contact the Upgrades

Support Team on email: upgradesupportanz@cochlear.com

Six reasons to upgrade your sound processor

A new sound processor could be the next step for you. Here are the main reasons people decide to make the switch:

1 Focus on the sounds that matter

Our latest sound processors* can adapt to different listening environments and screen out background noise,¹⁻⁴ with features like SmartSound® iQ2 with SCAN 2 technology and improved and automated ForwardFocus.†

2

Stream calls, music, and more – direct to your ears

Direct streaming from your compatible smartphone** to your sound processor means you'll have easier access to phone calls, video chats, music, and more, all without the need for additional accessories.⁵

The evolution of Cochlear technology



1983



1989



1997



2002



2005



2009



Track, adjust and hear better – all in one app

With the Cochlear™ Nucleus® Smart App,** you can easily adjust your sound processor's settings, check battery status, switch programs, and track your hearing performance, all from a compatible smartphone.** Plus, the app is compatible with ReSound hearing devices† and offers Remote Care™ options so you can connect with your audiologist at your convenience.

Stay in warranty and ahead of change

Your sound processor might be reaching the end of its useful lifecycle, so it may be time to take advantage of our latest hearing technology.*

3

4

5

6

Small in size, big in comfort

Our latest sound processors* are smaller and lighter than ever before, with an improved rechargeable battery life~ compared to legacy devices, and a range of colours to fit your personal style. You can also choose between behind-the-ear (BTE) or off-the-ear (OTE) models.

Lost or damaged your sound processor?

Accidents happen. We encourage you to insure your sound processor against loss or damage. Some insurers may permit an upgrade to the latest generation sound processor* as a viable replacement.**

Nucleus 6
(CP910/
CP920)



First
Made for
iPhone⁹



Nucleus 7
(CP1000)

Smallest
and lightest
BTE⁷⁻⁹



Nucleus 8
(CP1110)

Smallest
and lightest
OTE⁹



Kanso 3

2013

2016

2017

2020

2022

2025

First
OTE⁹



Kanso
(CP950)



Kanso 2
(CP1150)

Stay ahead of change

Discover what our latest sound processors* can do

When you were first implanted, your sound processor opened doors to a world of sound, helping you to embrace life with confidence.^{6,7}

Imagine then if new technology could enhance your hearing experience. Whether it's streaming music on your morning walk, chatting to friends in a noisy café, sharing bedtime stories with your grandchildren or catching flight announcements at the airport, our latest hearing technology* is designed to help you stay connected in more places and to more people than ever before.

The Cochlear® Nucleus® 8 Sound Processor

Explore your world with confidence and clarity with the world's smallest and lightest behind-the-ear sound processor.^{8,9} The Nucleus 8 Sound Processor is ready for next-generation Bluetooth® connectivity* in the future, and offers smarter hearing performance so you can experience improved hearing.^{6,11-14}

The Nucleus 8 is the world's

smallest & lightest

behind-the-ear sound processor that's ready for the next generation of Bluetooth.^{7-9,*}



The all-new Cochlear® Nucleus® Kanso® 3 Sound Processor

As the world's smallest, off-the-ear sound processor,⁹ the Kanso 3 Sound Processor has been designed to help you connect, focus, and explore like never before. Ready for next-generation Bluetooth® connectivity* in the future and built with Smart Sound iQ2 with SCAN 2 technology and improved and automated ForwardFocus[^], it will adapt to your listening environment and help you focus on face-to-face conversations wherever you are.^{9,15-16}

SmartSound iQ 2 with SCAN 2 offers an

11%

improvement in classifying all sound environments⁶





“I don’t even have to think about my hearing anymore. I simply leave my phone in my pocket and enjoy communicating with my family and friends.”

Caroline, Cochlear[™] Nucleus[®] System recipient

Know your funding options

A simple guide

Thinking about a new sound processor? There are a range of funding options available across Australia and New Zealand that could make upgrading to a new device more affordable than you might expect, subject to conditions and eligibility criteria.



Public Funding in Australia

Hearing Australia

Recipients under 26 years may be eligible to upgrade every 5–6 years.

National Disability Insurance Scheme (NDIS)

Recipients aged 26–64 may be eligible to upgrade every 6 years.

Funding must be pre-approved as part of annual NDIS process. Enrolment as an NDIS participant must occur before your 65th birthday to remain eligible.



Public Funding in New Zealand

If your implant surgery was publicly funded, you may be eligible for a publicly funded upgrade - typically every seven years.

Ask your audiologist.



Self-funding

Purchase by credit card, direct deposit or pay through Zip Money (Australia), or Latitude Finance (New Zealand) - subject to providers' terms and conditions.

To find out if you are eligible, talk to your audiologist or contact our Upgrade Support Team at upgradesupportanz@cochlear.com

The criteria for funding options provided by third parties may be subject to change.

We're here to help you

Along with your audiologist, we're here to help. If you have any questions or queries about your upgrade funding options or how to access them, please contact us at: upgradesupportanz@cochlear.com.



Compensation

Department of Veterans' Affairs (DVA)

DVA Gold/White card holders in Australia (with hearing specified) may apply for upgrade funding every 3 years.

Compensation Schemes

- WorkCover (Australia)
- Transport Accident Commission (Australia)
- Accident Compensation Corporation (New Zealand)

Upgrade applications considered case-by-case. Ask your audiologist.



Private Health Insurance in Australia

Upgrade cycles typically range from 3 to 5 years, and in some cases, pre-approval may be required, including a clinical support letter or pre-upgrade testing. It's important to carefully compare policies and read the fine print before selecting one.

If you're switching from one insurer or policy to another, be sure to ask about the eligibility criteria for upgrades under the new policy. Some policies include an initial qualifying period when moving to a higher level of cover.

To find out if you are eligible, talk to your audiologist or your private health insurance provider.

Frequently Asked Questions

about sound processor upgrades

Will a new sound processor improve my hearing clarity?

With new in-built technology such as SmartSound iQ 2 with SCAN 2 and improved ForwardFocus,[^] our latest sound processors^{*} have been designed to help improve speech clarity wherever you are, whether it's a noisy café, a windy spot, or a quiet meeting room.¹ Ask your audiologist how a new sound processor might benefit you.

What lifestyle benefits can I expect from the latest technology?

With better connectivity, you'll be able to stream phone calls, music, audiobooks, and podcasts to more devices from more places than ever before. And with splash-proof, dust-proof, and water-resistant accessories, you'll have peace of mind to enjoy all your activities, whether they are in water or outdoors.[#]

Can a new device help reduce my listening effort?

Your ears work in partnership with your brain to help you interpret sounds, so if you're struggling to hear in noisy environments, listening can be tiring. Studies show that cochlear implant recipients experienced improved hearing performance when using a sound processor with noise reduction technologies such as ForwardFocus.^{16^} With less effort and concentration needed to follow conversations, they felt significantly less tired by the end of the day.¹⁷ Ask your audiologist how a new device might benefit you.

Will a new sound processor make it easier to communicate?

The ability to stream phone and video calls directly to your sound processor, without additional accessories, makes staying connected to friends, family and the activities you love easier than ever. In fact, 88% of users are satisfied with their ability to talk on the phone using the latest Cochlear processors.¹⁸

What are the benefits of the Cochlear Nucleus Smart App?

By downloading the app to a compatible smartphone,** you'll have control of your sound processor at your fingertips. You can adjust settings, check your battery status, track your hearing performance and even locate a missing sound processor. The app works with a compatible Resound hearing aid too,+ and there's also an opportunity to use Remote Care~ so, you have the convenience of connecting with your audiologist or clinician from the comfort of your own home.

How Does SmartSound iQ 2 with SCAN 2 work?

This in-built technology automatically adjusts your hearing settings to match the environment you're in, whether it's noisy or quiet. It optimises your hearing, so you don't have to worry about adjusting settings throughout the day.

What accessories do I need to swim with my sound processor?

Being able to enjoy water activities is one of the benefits of our latest hearing technology.* Nucleus sound processors come with the highest water resistance rating, so they're sweatproof and splashproof, even in humid conditions.# And with the Aqua+ you can continue to enjoy water-based activities.# Your audiologist can advise on the best options for you. Your audiologist can advise on the best options for you.

How long does it take to adjust to a new sound processor?

The beauty of our latest sound processors* is that they've been designed with your ease-of-use in mind. They are small, comfortable to wear, come with rechargeable batteries and portable USB chargers~ are also available. Your audiologist can advise you on the best option for your hearing needs and lifestyle preferences.



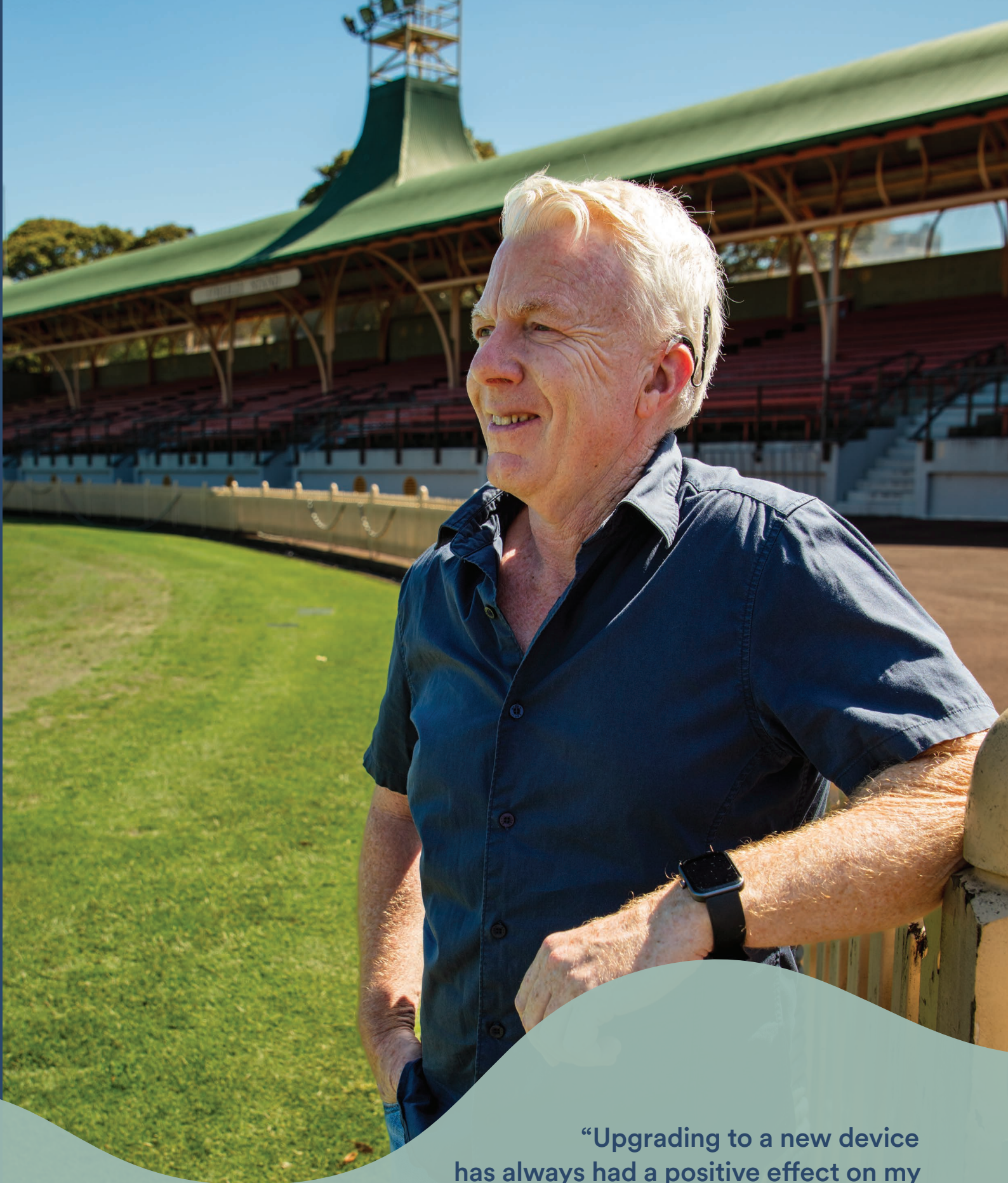
Take the next step:

Talk to your audiologist about the available options

When exploring your upgrade options, chatting with your audiologist can be a helpful first step. They can explain how a new sound processor might benefit you and guide you through the upgrade process to find the right solution for your needs.

Six questions to ask your audiologist

- 1 What sound processor would you recommend for me and why?
- 2 How long would it take me to adjust to a new sound processor?
- 3 Are there any new features that would benefit me in my daily life?
- 4 What improved connectivity options are there for me to consider?
- 5 How does the battery life and technology compare to my current device?
- 6 Are there any new customisation options available?



“Upgrading to a new device has always had a positive effect on my life, whether it be at work or socially, because with every upgrade there’s always something that makes it better. I can’t wait for the next thing they bring along”

Bernie, Cochlear™ Nucleus® System recipient

Five easy steps to an upgrade

Start your new hearing journey today



Talk to your audiologist about your upgrade options.



Find out your funding options –
your audiologist, the Cochlear Upgrade Team or your private health fund provider can assist you.

“Each advancement in the technology puts in my hands access to tools or methods by which I can hear more clearly and well, with less effort [and] without a doubt, my quality of life improves.”

Jack, Cochlear™ Nucleus® System recipient

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Read our Frequently Asked Questions –
if you have any other questions or queries, please don't hesitate to contact us.



4

Book an appointment with an audiologist -
they can help you place an order for a new sound processor, including available colour and accessory options.

5



Enjoy your new sound processor!

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 provided more than 750,000 devices and helped 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.

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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.

In Australia, Cochlear® Nucleus® implant systems are intended for the treatment of moderately severe to profound hearing loss.

*For Cochlear® implant, Osia® and Baha® systems: This product is not available for purchase by the general public. For information on funding and reimbursement please contact your healthcare professional.

Private health insurers may be able to provide a full reimbursement of a hearing implant. Coverage of surgical and hospital costs will depend on your insurance level. Contact your health insurance provider or hearing health professional to determine your eligibility for coverage.

Any testimonial featured is not intended for a New Zealand audience.

This material contains general information about funding and should not be used in place of your own enquiries about funding options available to you. Cochlear accepts no liability for use or reliance placed on this information. Contact your healthcare professional and/or health insurer or the relevant government agency to confirm your coverage.

* Cochlear Nucleus 8 Sound Processor, Cochlear Nucleus Kanso 3 Sound Processor

‡ Cochlear Nucleus 8 Sound Processor and Kanso 3 Sound Processor are not compatible with N22 implants.

^ ForwardFocus is a clinician-enabled, user-controlled feature.

**The Cochlear Nucleus 8 and Kanso 3 Sound Processors are compatible with Apple and Android devices. The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

+ For compatibility information and devices visit cochlear.com/compatibility and resound.com/compatibility

≈ Remote Care solutions are not available in all countries. See your clinician for more details.

¥ When the technology becomes available for the Cochlear Nucleus 8 Sound Processor, a firmware update to your sound processor will allow you to connect to Bluetooth LE Audio compatible devices.

~ Battery life varies for every user, according to the age of the battery, the programs used each day, your implant type, the thickness of skin covering your implant, and the size and type of battery used. Streaming from compatible devices, True Wireless devices or FM may decrease sound processor battery life depending on how often and for how long streaming is engaged.

The Cochlear Nucleus 8 and Kanso 3 sound processors are dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 and Kanso 3 sound processor were tested to a depth of up to 1 metre for up to 1 hour. The Nucleus 8 and Kanso 3 sound processors with Aqua+ are dust and water resistant to level of IP68 of the International Standard IEC60529. The Nucleus 8 and Kanso 3 sound processors 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.

ReSound is part of the GN group. GN makes life sound better through intelligent audio solutions.

The Cochlear Upgrade Support Team provides general information about Cochlear products which does not constitute medical advice. 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. Cochlear, Here Now. And Always and the elliptical logo are either trademarks or registered trademarks of the Cochlear group of companies.