



**Cochlear®**  
Hear now. And always

A photograph showing a person's hands holding a black, rectangular carrying case for a Cochlear device. The case has the Cochlear logo and name printed on it. The person is looking down at the case, which is resting on a dark wooden table. The background is slightly blurred, showing a white object and a wooden surface.

# Guide to device care and maintenance

Keep your sound  
processors in tip  
top shape using this  
simple guide

# Tips for daily care



## Keep your processor dry

- Moisture is often the main cause of sound processor problems. You can prevent this by wiping down your external processor each evening with a soft cloth and then placing it in the Dry & Store Unit.
- Set a reminder in your diary to replace the Dry Brik in your kit every two months.



## Get into a cleaning routine

- **Behind-the-ear sound processors:** Cleaning your device daily will make maintenance easier. Remember to wipe down your processor, coil cable, magnet coil and earhook with a soft dry cloth every day. You do not have to disconnect the earhook or coil cable.

**TIP:** after wiping down all the components, make sure the coil cable is still fully inserted into the socket on the coil. A loose cable can be the cause of a range of issues, like intermittent sound, or even no sound at all.

- **Off-the-ear sound processors:** If you have an off-the-ear sound processor, simply wipe down the sound processor with a soft cloth.



## Check your microphone cover

- Distorted or unclear sound might be caused by something as simple as a dirty microphone protector, so check for signs of dirt or grime every night.
- To maintain clear sound we recommend replacing your microphone cover every three months (or as needed). It's very important to change microphone protectors regularly because they keep particles out of your processor unit. Over time, they block up, so when you change them, you will find the sound is much louder and clearer.

# Tips for battery usage



## Check for signs of corrosion daily

- In warmer or more humid climates, corrosion can be a common cause of problems with sound processors.  
So, remember to clean the battery connections and battery daily.



## Maintenance will depend on the type of battery you use

- There are two types of batteries: disposable zinc air batteries and rechargeable batteries which can last for at least 365 charge cycles.

**TIP:** For rechargeable batteries, remember that a completely empty rechargeable battery will take about four hours to recharge. Make sure you have spare batteries available and ready.



## Rechargeable batteries will require a bit of extra care

- Check that you have inserted only rechargeable batteries into your charger.
- If the battery charger is splashed with liquid, carefully shake out the liquid and dry the battery charger thoroughly with a dry soft cloth. Leave it in a dry area for 24 hours. Don't use the charger until it's completely dry.
- Remember to give your charger a good clean regularly. Unplug your charger, turn it upside down and tap it to remove dirt. Wipe the charger sockets with a soft, dry cloth.
- When not in use, turn the battery charger over so it is facing down. For the Nucleus® 7 Sound Processor USB charger, put the cover on the connector when not in use. This will help prevent dust/dirt accumulating in the battery charger sockets.

**TIP:** To ensure you do not wear out one socket, cycle your batteries in different sockets when you recharge.

For more information contact your local customer service team or get connected with Cochlear Family to receive updates on device usage.

# Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to helping people with moderate to profound hearing loss experience a life full of hearing. We have provided more than 700,000 implantable devices, helping 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 innovative future technologies. We have the industry's best clinical, research and support networks.

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 read the instructions for use and refer to the relevant user guide for more information. Not all products are available in all countries. Please contact your local Cochlear representative for product information. Consult your health professional to determine if you are a candidate for Cochlear technology.

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