



IMPORTANT SAFETY NOTICE REGARDING CHARGING PRACTICES May 2023

GN provides our hearing aid customers with rechargeable devices because of their increased convenience and reduced waste of disposable batteries.

In rare cases (less than 1 in 30,000) these chargers may overheat, causing damage, discoloration, melting, sparks or smoke. While we are not aware of any incidents of harm to any users, we are providing additional guidance to purchasers of any of GN's rechargeable systems.

Please see the instructions below to ensure proper and safe use of your GN charger. Following these instructions will minimize the risk of consequences of overheating (such as damage to the charging cable, the port and/or the charger itself).

- Only use the charging cable and power adapter that came with your product. Contact our customer care team at 800-447-0785 if you need a replacement charging cable or power adapter.
- Please ensure that you have clean and dry hands when connecting the cables and while using the charger.
- Take care when plugging and unplugging your charging cable. Do not force or bend the end of the charging cable into the power source.
- When charging, always place your charger on a flat surface and do not cover the unit or charge in an enclosed space. The charger must be used in open areas away from flammable materials.
- Do not touch the contacts of the charger when it is connected to a power source.
- Always disconnect the charger from its power source before cleaning. Use a dry cloth to clean the connector port and cord. Never blow air into the charging port or cable or use hard, sharp objects to clean it.
- Inspect the charging port and cable for any damage or discoloration before charging. **IF YOU SEE ANY DAMAGE OR DISCOLORATION, DO NOT USE** the charger and/or hearing aid and/or the charger/case, and contact our customer care team at 800-447-0785.



FIGURE: The above photo illustrates the chargers showing the different connectors where there can be discoloration or damage due to overheating

- If you notice any of the changes described above, please disconnect the power source immediately and wait for the charger, hearing aid and/or case to cool down before touching them.

If you are NOT experiencing any issues with your charger, please continue to use your GN hearing aids as usual following the additional guidelines outlined above. If you have any questions about these instructions, please contact our customer care team at 800-447-0785.

At GN, we are continuously working to provide hearing systems with the latest technological features, while ensuring quality and safety, to achieve our mission of **bringing people closer**. To that end, we are focused on further enhancing the robustness of our charging systems with the aim of making these rare cases even more rare.