

Frequently asked Questions

Standard Zinc Air and Mercury Free Zinc Air Hearing Aid Batteries

Why do we offer Mercury Free batteries?

It's green!

As battery technology advances, the focus is on mercury free batteries.

More and More countries are now legally required to use mercury free batteries, and the number is growing yearly. Mercury Free technology is State of the Art and the only battery fulfilling the **new IEC Standard defined for streaming HI's. Key parameter in the IEC Standard is 15min non stop Streaming. During this 15 min a very high current is drawn from the battery, if the battery is not specifically made for this purpose there is a high risk that the HI stops or partially interrupts.**

How are Mercury Free batteries different from Standard batteries? How do they compare to each other in performance?

The running time for Mercury Free and Standard batteries is equal when used within the same category of hearing instruments. Mercury Free cells are also more environmentally friendly because there is no mercury added to the cell.

The Mercury Free cells are developed for new requirements of hearing aids with wireless functionality.

Note: Be aware that for hearing instruments with wireless functions, battery life in general is shorter than it would be with a non-wireless hearing instrument. This is independent of battery composition (Mercury Free or Standard Zinc Air).

Can Mercury Free batteries be used in any hearing aid?

Yes.

Why do Zinc Air hearing aid batteries have a tab?

Zinc Air hearing aid batteries use air as an energy source, and the tab seals the air holes on the battery. Once the tab is removed, it takes approximately **two minutes** before the hearing aid battery is activated/charged. At that point, the battery compartment can be closed. If not activated correctly the battery can in the worst case be damaged and will not come back to normal Voltage level needed!

Please remember not to remove the tab before the hearing aid battery is to be used. Reattaching the tab will not prolong the running time of the battery.

How long is the Zinc Air battery's shelf life?

Our batteries have a minimum "shelf-life" of two years. However, this estimate cannot be guaranteed if the batteries were previously stored incorrectly.

How should hearing aid batteries be stored?

Optimal room storage temperature for storing hearing aid batteries is between 10 and 25°C. Heat may shorten the running time and a humid environment is not suitable for storage. Finally, avoid storing hearing aid batteries in the refrigerator.

Contact with metal objects such as keys or coins can cause a hearing aid battery to short-circuit, therefore it is recommended to never carry individual batteries loose in a purse, wallet or handbag.

What do I do if a battery is swallowed?

Hearing aid batteries, whether they are used or new, must be stored out of the reach of small children and pets to prevent them from swallowing a battery. If batteries are ingested, seek medical help immediately.

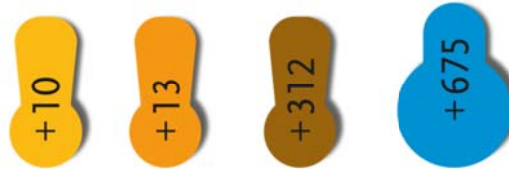
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What are the various sizes of hearing aid batteries?

The standard sizes of the hearing aid batteries are 10, 13, 312 and 675. They are color-coded for easy identification:

- size 10: yellow
- size 13: orange
- size 312: brown
- size 675: blue



How does a hearing aid battery deliver its best performance?

Please make sure you protect the hearing aid battery air holes from moisture. If the battery should get wet due to sweating or other, dry it!

Switching off your hearing aid when not in use will also prolong the life of the battery.

How long is the running time of a hearing aid battery?

The running time of the hearing aid battery depends on the hours of use per day, the amplification and the type/features of the hearing aid being used. Streaming has a direct influence on the running time of a battery due to the high currents the HI draws in this mode. As the streaming mode is activated automatically running times of batteries vary depending on how often and how long streaming is active over the day.

Do more air holes mean a longer battery life and greater power?

An important factor for longer battery life and greater power is the quality and design of the electrodes.

The number and size (diameter) of the air holes have as well an influence on the power of the battery.

How do I dispose a used hearing aid battery?

Zinc Air button cell batteries are classified as non-hazardous waste.

However it is recommended to bring the batteries to the common local collecting points for batteries to make sure they can be recycled.

Why is my hearing aid not working despite having a new battery?

There could be several reasons for this. Here are some things to check:

- Not enough time for battery to be activated/"charged" after removal of the tab.
- Dented battery surface causes poor contact with battery terminal of the hearing aid.
- Battery is dead (even if it is brand new). This is very rare. Can as well happen when not activated correctly!!
Built up dirt on the battery terminal of the hearing aid causes poor contact.
- In very rare circumstances it can happen that the battery due to a technical reason cannot be activated. Then replace the battery.

If hearing aid does still not work properly after replacing with a new battery (wait two minute after removing the tab before use) -please take your hearing aid to your hearing care provider for further troubleshooting.

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When might a hearing aid battery expand and leak?

If the discharged battery is left in the hearing aid after end of life, humidity can influence the battery chemistry and lead to swelling, especially in extreme weather conditions such as a tropical environment. Once a battery is at the end of its life, it should be removed from the hearing aid

Why does my hearing aid battery suddenly last a shorter time?

Statistics show that, in most of the cases, the reasons for a short running time are not necessarily production faults, but rather:

- Environmental influences (e.g. humidity, temperature).
- Personal hearing habits have changed (longer period of use per day, higher noise level, new features of the hearing aid are being used).
- The hearing aid was in use longer than usual (e.g. night at the theater).
- The hearing aid is new, or the type or brand of the hearing aid has changed.
- The new hearing aid has additional features that require more energy, for example streaming.

Improper handling can also reduce the running time of the hearing aid battery, e.g.:

- The battery tab is removed and activation period was too short!! It has to be 2 Min or more! before it is inserted into the hearing aid.
- The hearing aid is not switched off over night or after a long period of non-use.
- The battery loses capacity due to a short circuit when mishandled (e.g. through contact with metal objects).
- The battery is stored in a warm environment (e.g. in a parked car in the sun).

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