

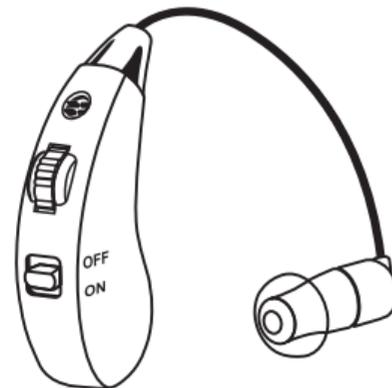
CERTIFICATE	
Product Name	Hearing Amplifier
Product Life	3 years
Model	JH-338
Lot No.	Outside packaging
Inspector	
The product conforms to the national and industrial standards and has passed inspection.	



VER: 338-20250617-V3

HEARING AMPLIFIER

Instruction Manual Model: JH-338



Please read this user manual thoroughly and completely before using the product.

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I. IMPORTANT SAFETY INSTRUCTIONS

Read all the information in this instruction manual and any other literature included in the box before using the device.

1. CONTRAINDICATION

The device should not be used in the following situations:

- Patients with chronic suppurative otitis media (CSOM), congenital ear atresia, or any type of ear discharge
- Anyone under 36 months old.

2. WARNINGS

- Keep small parts (hearing instrument, ear domes, battery or other detachable parts) that can be swallowed out of children's reach. Dropping, immersing in liquid, exposure to strong electromagnetic fields or excessive heat will damage the hearing amplifier. Remove devices prior to any type of X-ray, MRI, or CT scan. If parts become stuck in the ear canal, seek medical assistance—do not attempt to remove by yourself.

3. NOTICES

- Do not use at high volume for extended periods of time - ear injury can result.
- If you experience any pain or strong discomfort using the devices, remove and consult a doctor.
- Routine maintenance to keep the device clean is required. Ensure that ear domes are free of debris and moisture at all times.
- Avoid shocks or dropping the product.
- Do not store or use the product in environments of high humidity or temperature (such as sauna room), to avoid damage.
- Batteries should be properly recycled and not disposed in the trash.
- Keep the devices away from children. Injury or damage may result.
- Do not set volume levels too high. Listening with high-output devices for extended period of time at high volume levels can cause further hearing damage.
- Do not share your hearing amplifiers with others. Using a hearing amplifier configured for someone else can result in hearing damage or injury.
- Monitor for any unusual skin reaction. If you notice any

allergic reaction (itchiness, swelling, or rash), stop wearing the hearing amplifiers and consult a medical specialist.

- Do not touch the hearing amplifiers to any type of magnet or magnetized object. Your hearing amplifiers are delicate electronic instruments and may be damaged by contact with strong magnetic fields.
- Do not attempt to open or repair the devices yourself. Damage can result and will void the warranty.
- Do not store your devices in a hot/humid locations. You should never leave your hearing amplifiers near heating appliances or in direct sunlight.
- Do not leave your hearing amplifiers in the car as inside temperatures can reach dangerous levels which could damage the devices.

If the Bluetooth function is available for your device, do NOT connect the hearing amplifier and headsets to the mobile phone via Bluetooth simultaneously - noise, distortion or any other unexpected problems may occur to your hearing amplifier.

- Please contact the MANUFACTURER:
 - For assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.

Specific warnings / statements
Keep small parts away from children to avoid accidental ingestion.
Do not use the devices in explosive or oxygen-enriched atmospheres, as doing so may damage the devices.
Warning that it should only be used by intended person as using hearing amplifiers designed for someone else may result in hearing damage.

II. DO NOT USE IF ANY OF THE FOLLOWINGS APPLY TO YOU:

1. Congenital atresia of external ear or deformity of any part of the ear canal
2. Deafness is unstable, and the degree of hearing loss often fluctuates
3. Persistent headaches, dizziness, earaches, tinnitus or other symptoms that are not suitable for adaptation
4. Sudden onset of hearing loss within the past 3 months; rapid progressive deafness; unilateral hearing loss or other acute ear disease

5. Effusion (secretions/discharge) in the ear and/or frequent purulence (pus).
6. Central deafness (central nervous system) or non-organic deafness.
7. Patients with acute otitis externa and tympanitis.
8. Patients with acute and chronic suppurative otitis media (in the period of purulent infection).
9. Patients who are allergic to the materials of this product.

III. MATTERS NEEDING ATTENTION, WARNINGS AND TIPS

1. Do not immerse the hearing amplifier in any liquid. Remove the hearing amplifier before swimming or bathing. After swimming or bathing, wait for the ear canal to dry before wearing the hearing amplifier.
2. After removing the hearing amplifier at night, it should be placed in a case with a desiccant if possible, protected from light, high temperature and high humidity environment.
3. The external surfaces of the hearing amplifier should be kept clean, and earwax in the ear domes should be cleaned out daily.
4. Please choose the suitable product according to your

hearing loss level(WHO standard on 2021).

Grade	Hearing threshold ⁺ in better hearing ear in decibels (dB)
Normal hearing	Less than 20 dB
Mild hearing loss	20 to < 35 dB
Moderate hearing loss	35 to < 50 dB
Moderately severe hearing loss	50 to < 65 dB
Severe hearing loss	65 to < 80 dB
Profound hearing loss	80 to < 95 dB
Complete or total hearing loss/deafness	95 dB or greater
Unilateral	< 20 dB in the better ear, 35 dB or greater in the worse ear

5. If the device is rechargeable, please charge the devices regularly to avoid battery damage; The recommended charging interval of the devices is less than 28 days.

IV. HEARING AMPLIFIER AND CHARGING BASE CARE

1. Hearing amplifier care

- Keep your hearing amplifier clean. Extreme temperature (heat or cold), moisture, and foreign substance can result in poor performance.
- Use the cleaning tool to clean debris adhered to the buttons, microphones or other parts; inspect the receiver, ear domes or other parts regularly.
- Do NOT clean your hearing amplifier with water, solvent or oils.
- Charging contacts of the rechargeable devices should always be kept clean and dry.
- Always store your rechargeable hearing amplifier in the charging case when not in use.

2. Charging case care(rechargeable hearing amplifier)

- Keep your charger clean. Heat, moisture and foreign substance can result in poor performance.
- Use the enclosed cleaning brush to keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Store your charger in a clean and dry location.

*NOTE: Do NOT fix your devices by yourself. Doing so will not only void the warranty but also cause further damage easily. Check the "TROUBLESHOOTING" first when failures occur to your devices. Contact your hearing professional for assistance if needed.



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V.TIPS FOR BETTER COMMUNICATION

It will take practice, time, and patience for your brain to adapt to the new sounds that your hearing amplifier provide.

Hearing is only part of how we share thoughts, ideas and feelings.

Reading lips, facial expressions, and gestures can help the learning process and add to what amplification alone may miss.

1. Please review the following simple communication tips for you:

- Move closer to and look at the speaker.
- Sit face-to-face in a quiet room if possible.
- Try out different locations to find the optimal places to listen
- Minimize distractions.
- Background noises may be frustrating at first; remember, you have not heard them for a while.
- Let others know what you need; keep in mind that people cannot "see" your hearing loss.
- Develop realistic expectations of what your hearing amplifier can and cannot do.

- Better hearing with hearing amplifier is a learned skill combining desire, practice, and patience.

2. You will learn and adjust, it just takes a little time. Remember to be patient with yourself.

3. For Your Family and Friends:

Your family and friends are also affected by your hearing loss.

Request that they:

- Get your full attention before beginning to speak.
- Look at you or sit face-to-face.
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult.
- Rephrase rather than repeat the same words; different words may be easier to understand.
- Minimize distractions while speaking.

VI.NORMALIZED SYMBOLS

	Follow operating instructions		
	B type applied part		
	Disposal in accordance with Directive 2012/19/EU (WEEE)		
	CE Labeling This product satisfies the requirements of the applicable European and national directives		
	Date of manufacture		Manufacturer information
	Serial number		USE BY
	Warning/ Danger: Improper use might cause serious injuries.		
Storage/Transport 	Permissible storage and transport temperature and humidity		
Operating 	Permissible operating temperature and humidity		
	Keep Dry		Comply with Directive 2011/65/EU
	Paper Packaging Recycling		

Notes:This hearing amplifier is produced under the strict quality system of Huizhou JINGHAO Medical Technology Co.,Ltd.

VII.MAINTENANCE, CLEANING, STORAGE, AND DISPOSAL

● Maintenance

- 1) We do not authorize any institution or individual to maintain and/or repair the product.If you suspect that the products may be in question,please contact us immediately.
- 2) The user must not attempt any repairs to the device or any of its accessories.Please contact us for any repair needs.
- 3) Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to warranty. Warning : No modification of this equipment is permitted.

● Cleaning

1) Cleaning the eartips

Remove any earwax buildup using the clean stick.

Wipe clean with a tissue or soft cloth.

2) Cleaning hearing amplifiers

Use a soft cloth or tissue to wipe any moisture, perspiration, or debris from the surface of the hearing amplifiers.

Note: Do not use alcohol or other cleaning solvents to clean the hearing amplifiers as this could damage the protective covering.

● Storage

- 1) Always store your rechargeable devices in the Charging



Base when not in use.

2) Do not store or expose the devices and/or base to extreme hot/cold temperatures, moist/humid environments, or shock/vibration.

3) The hearing amplifiers should be fully charged before using for the first time. Do not store the hearing amplifiers for extended periods of time without recharging them (max. six months).

● Disposal



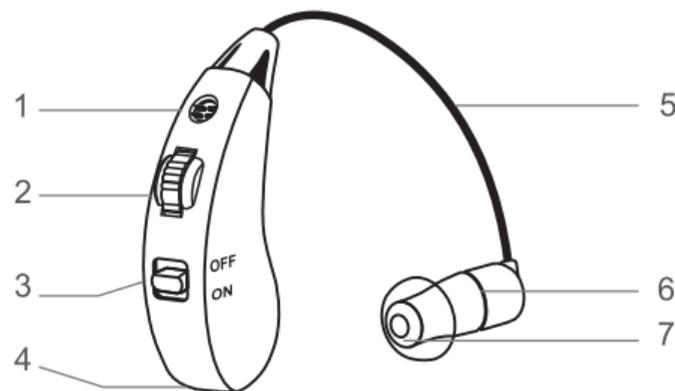
Please dispose of the device in accordance with the directive 2012/19/EU - WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

VIII.WARRANTY

This limited warranty covers defects in material and workmanship for a period of one (1) year from the date of purchase, which includes the hearing devices, charger base, and cord within the warranty period.

Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty. All other damage claims excluded. A warranty claim must be submitted with the purchase receipt.

IX.HOW TO USE YOUR DEVICE



- 1. Microphone
- 2. Volume control
- 3. ON/OFF switch
- 4. Charging contact

- 5. Ear tube
- 6. Receiver
- 7. Eartip

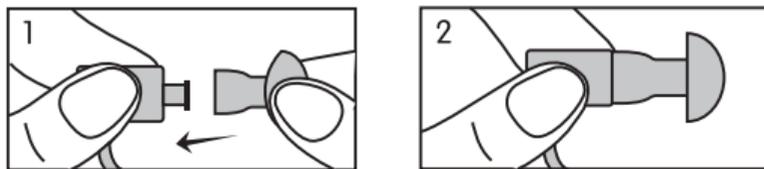
1. [HOW TO APPLY EARTIPS]

Please follow the following steps to apply eartips. The eartips may remain in the ear canal with incorrect replacement when taking the hearing amplifier off the ear, which will cause hearing damage.

Step 1: Choose a suitable size of eartip.



Step 2: Hold on to the end of the hearing amplifier and push firmly to ensure that the eartip is fastened securely.

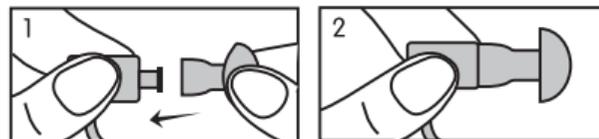


Notes: Please pull the eartips gently to check if it is installed firmly and ensure the eartips won't fall off easily.

2. [WEAR/REMOVE HEARING AMPLIFIER]

Wear hearing amplifier

Step 1: Choose a suitable size of eartip and install in your hearing amplifier.



Step 2: Wrap the hearing amplifier over your ear gently until it rests securely behind your ear.



Step 3: Push the ear tube into ear canal.

Remove the hearing amplifier

Step 1: Turn off the devices.

Step 2: Using your thumb and index finger, gently pull the ear tube from the ear canal.

Step 3: Take the devices away from your ear.

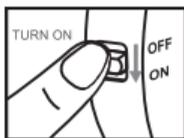


Notes:

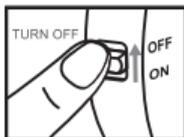
- It may be in a few circumstances that the eartip remains in the auditory meatus after the hearing amplifier is taken out. In that case, please ask a professional doctor to take the eartip out. DO NOT deal with it yourself, you could easily cause further damage.
- The hearing amplifier may give out the creaking sound, which is a normal phenomenon. The creaking sound can be used as a reference to determine whether the hearing amplifier is secured. If the hearing amplifier gives out squeaking, please check if it is taken on correctly. If the squeaking remains, please replace the eartip with the other size. When the hearing amplifier is not in use, please turn it off without delay.

3. [TURN ON/OFF]

Turn ON: Turn the switch down to "ON" and the hearing amplifier turns on.

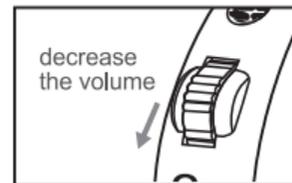
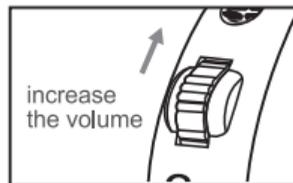


Turn OFF: Turn the switch up to "OFF" and the hearing amplifier turns off.



4. [VOLUME ADJUSTMENT]

- The hearing amplifiers have four(4) volume levels. Push up the volume control of the hearing amplifier to increase the volume and push down to decrease the volume.

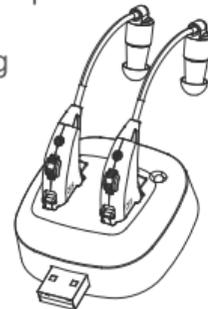


5. [CHARGING]

- (1) Turn off your hearing amplifier before charging.
- (2) Place the hearing amplifier in the charging base correctly.
- (3) Connect the charging base to an adapter or a computer with a USB port.
- (4) The hearing amplifiers will start charging automatically.
 - Red indicator lights indicate that the hearing amplifiers are charging.
 - Green indicator lights indicate that the hearing amplifiers are fully charged.

Note:

- Never use the appliance and its battery in extreme conditions (high or low extreme temperatures, high altitude...) during use, storage or transportation.
- Warning: Batteries shall not be exposed to excessive heat such as sunshine, fire or the like.
- Never damage the appliance and its battery.
- Never short circuit the battery.



X. HEARING AMPLIFIER AND CHARGING BASE CARE

1) Hearing amplifier care

- Keep your hearing amplifier clean. Extreme temperature (heat or cold), moisture, and foreign substance can result in poor performance.
- Use the cleaning brush tool to clean debris adhered to the buttons, microphones, and charging contacts; inspect the receiver, eartip, and charging base regularly.
- Do NOT clean your hearing amplifier with water, solvent or oils.
- Charging contacts should always be kept clean and dry.
- Always store your hearing amplifier in the charging base when not in use.

2) Charging base care

- Keep your charger clean. Heat, moisture and foreign substance can result in poor performance.
- Use the enclosed cleaning brush to keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Store your charger in a clean and dry location.

*NOTE: DO NOT fix your devices by yourself. Doing so will not only void the warranty but also cause further damage easily. - Checking the "TROUBLESHOOTING" first when failures occur to your devices. Contact your hearing professional for assistance if needed.

XI. TECHNICAL SPECIFICATION

Test Standard: IEC 60118-7 2005

Test Equipment: FONIX 8000

Test Coupler: 2CC HA-1

1). Hearing amplifiers technical specifications	
Model	JH-338
Max. Output(OSPL90)	$\leq 120\text{dB} + 3\text{dB}$
HFA-OSPL90	$111\text{dB} \pm 4\text{dB}$
The full-on gain value (HFA FOG@50)	$30\text{dB} \pm 5\text{dB}$
The total harmonic distortion value (THD)	$\leq 7\% + 3\%$
Equivalent input noise level(EIN)	$\leq 32\text{dB} + 3\text{dB}$
Frequency response (Not narrower than)	350Hz~3500Hz
Battery Current	$\leq 5\text{mA}$

2). Battery life & Discharge time of the charging base	
Test Items	Value
Battery life of hearing amplifiers	≥ 12h
Hearing amplifiers charging time	≤ 10h

Operation environment	Temperature: 0°C~40°C, Relative humidity:30%-75%RH, Atmospheric pressure range: 86~106kPa
Storage & transportation environment	Temperature: -10°C~+55°C, Relative humidity10%-90%, Atmospheric pressure range: 70-106kPa

- The actual battery life depends on battery quality, use pattern, active feature set, hearing loss and sound environment.
- The data are derived from the measured value of the product at the laboratory, not guaranteed values.

XII. ACCESSORIES LIST

Hearing Amplifier: 2
 Eartip: 8
 Manual: 1
 USB Cable: 1
 Cleaning Tool: 1

* Optional accessories list:
 Adapter: 1
 Input: 100-240V~50/60Hz 0.2A
 Output: 5V $\overline{=}$ 1A 5W

XIII. TROUBLESHOOTING GUIDE

1) Hearing amplifier fault self-checking table

Symptom	Possible causes	Solutions
No Sound	Volume too low	Increase volume if volume control available.
	Device is not charged	Charge the hearing amplifier until the indicator turns green.
	Microphones are clogged	Clean out debris from the mic holes.
	Eartips or receiver tip are clogged	Clean out debris from the eartips and receiver area with the cleaning tool.
	Battery is fully discharged	Charge your hearing amplifier.

Symptom	Possible causes	Solutions
Voices are low, very weak, or unclear	Low battery	Charge your hearing amplifier for at least 2 hours.
	Volume is set too low	Increase volume if volume control available.
	Eartips are too loose	Tighten the eartips.
	Earwax in eartips	Clean the eartips with the cleaning tools.
	The level of hearing loss has changed	Contact your physician and hearing care professional for assistance
Hearing amplifier is whistling in the charging base	Incorrect orientation	Reposition your hearing amplifier in the slot.

2) Charging base fault self-checking table

Symptom	Possible causes	Solutions
The indicator light does not light up when charging.	Poor contact between hearing amplifier and charging base	Reinsert the hearing amplifier into the charging base
	Hearing amplifier insert into charging base incorrectly	Insert hearing amplifier correctly into charging base
Hearing amplifier indicator light are dark or dim	Charging contacts become dirty	Clean the contacts of the hearing amplifier and the charging base

*Note: If the problem persists, contact your hearing care professional for assistance.