

ZPower Best Practices



ReSound GN

Vida Rechargeable Battery Life

With the proper care, Vida Rechargeable hearing aids have the potential to deliver continuous, uninterrupted power for up to 16 hours with no streaming and up to 14 hours with 2 hours of direct streaming.

However, deep discharging of the rechargeable battery can significantly reduce the capacity of the battery to hold a full charge and potentially reduce the overall number of charging cycles. The rechargeable batteries can recover from this but it can take 5 to 10 charging cycles. If deep discharging is a common occurrence, the rechargeable batteries will not recover and will need to be replaced.

The risk of deep discharging can be significantly reduced and members can prolong the life of the rechargeable batteries with the following guidance:

- 1. Do not reboot** hearing instruments after low battery warning beeps.

When the low battery warning is heard, it is an indication to immediately charge the hearing instruments in the charger or replace with zinc air batteries. Do not attempt to reboot the hearing instruments by opening and closing the battery doors. Doing this will cause the circuitry in the battery door to assume the battery is a zinc air battery. While the battery will continue to work for some time, it will deep discharge and damage the battery.

- 2. Fully charge the hearing instruments EVERY DAY.**

It is important to ask your members to charge the hearing instruments every night by placing them in the charger. Try to avoid **partial charging** or **charging every other day** as this can lead to deep discharging. It can take up to 7 hours for the batteries to be fully charged depending on how much charge is left in the batteries. If the battery has been fully depleted, it will take longer to charge and may not fully charge until the next charging cycle.

- 3. Verify that the hearing instruments are charging.**

The green light on the charger will start flashing immediately when hearing instruments are placed in the charger. This indicates the charging process has started. The lights on the charger

will turn solid green when charging is complete and stay this way until hearing instruments are removed from the charger.

The charger will go through a self-check mode every time the hearing aids are placed in the charger and will display a solid red light if it detects any errors. The self-check mode is a safety measure that ensures there are rechargeable batteries in the hearing instruments and the charging circuitry is fully functional. If it detects zinc air batteries or other faults, the charging process will not begin. It may take up to 7 minutes to complete the self-check mode, so it is possible that even if the green light is flashing when hearing instruments are placed in the charger, it may turn into solid red light after the self-check and stop charging.

Ask members to check the following when charging their hearing instruments:

- Verify rechargeable batteries are in the hearing instruments
- Ensure the green lights start flashing and continues for 10 seconds

If a solid red light appears, please check the following:

- There are rechargeable batteries in the hearing instruments
- The hearing instruments are properly aligned in the charging base
- There is no debris accumulated in the charger. If debris is visible, use a cleaning brush or cotton swab to remove.

If solid red lights continue, please return the hearing instruments, batteries and charger to ReSound for service.

4. Keep the hearing instruments in the charger when not in use.

When the hearing instruments are not in use, members should store them in the plugged-in charger. Hearing instruments will not overcharge even if they are in the charger after the batteries are fully charged. Do not unplug the charger with the hearing instruments inserted as this can cause deep discharging of the batteries.

If the charger is not available or the hearing instruments will not be used for more than two days, members should remove the batteries from the hearing instruments. Do not leave the hearing instruments with the battery doors open as the circuitry in the battery door will continue to discharge the batteries even if the battery door is open, causing a deep discharge.

5. Remove the batteries when using the drying devices.

Members must remove the rechargeable batteries when hearing instruments are placed into a drying device. The circuitry in the battery door will continue to discharge even if the hearing aids are turned off. Also, the temperature ranges of some drying devices may exceed the battery's operating temperature which will damage the batteries and can reduce battery life.

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