



# Troubleshooting the ZPower Rechargeable System for Hearing Aids

## General Troubleshooting:

### ZPower Batteries:

The ZPower Batteries cannot be tested with traditional hearing aid battery testers. There is an insulated 'cap' on the battery covering most of the battery's positive (+) side. If you test with a voltmeter, you will need to put the + on the side of the battery not covered by the cap.

### Changing Doors:

Instructions on changing battery doors are available at the ZPower website ([www.zpowerbattery.com](http://www.zpowerbattery.com)) and from manufacturers. These should be consulted prior to attempting to change the battery doors. Be sure to have the pin removal tools supplied by the hearing aid manufacturer available.

### Hearing Aid Repairs and Maintenance:

It is not uncommon for hearing aids to have blocked receivers or earmolds. Prior to troubleshooting, hearing aids should be properly cleaned and wax guards changed. If there is concern the ZPower Battery is not working properly, a simple test is to replace it with a fresh zinc-air battery and then check the hearing aid. If the hearing aid does not work with zinc-air battery, the hearing aid will not work with either type of battery.

### Charger Troubleshooting:

The Charger must be connected to a USB power supply. The ZPower Rechargeable System includes an AC adapter to supply the USB power. Follow the steps below to insure the ZPower charger is powered:

1. Use the wall adapter provided in the kit and connect the USB plug to the wall charger. Plug the wall charger into an outlet. You should see a quick flash of green on each light. Do you now have power? If no, next try step 2.
2. Try another outlet. Is there power? If no, try step 3.
3. Remove the USB cable from the wall adapter and try connecting the USB plug directly into a USB port on your computer. Is there power? If no, replace ZPower Charger.

# Issue: No Lights When Aids Placed On Charger

<b>1</b>	<b>DO</b>	Ensure the charger is plugged in. (See Charger section above.) Go to #2.
<b>2</b>	<b>DO</b>	Make sure the hearing aid(s) are placed in the charger so the domes or ear molds are on the same side of the charger as the power cable.
	<b>ASK</b>	Do the charger's lights flash green?
	<b>YES</b>	Batteries are charging.
	<b>NO</b>	Go to #3.
<b>3</b>	<b>DO</b>	Remove the hearing aids from the charger.
	<b>ASK</b>	Are the hearing aids powered up?
	<b>YES</b>	Go to #4.
	<b>NO</b>	Go to #6.
<b>4</b>	<b>DO</b>	Inspect the charger wells (pockets where hearing aids are inserted).
	<b>ASK</b>	Is there any debris in the pockets?
	<b>YES</b>	Remove the debris with a dry cloth. Go to #1.
	<b>NO</b>	Go to #5.
<b>5</b>	<b>DO</b>	Inspect the battery door exterior.
	<b>ASK</b>	Is there any debris on the charging contacts or bottom of battery door?
	<b>YES</b>	Remove the debris with a dry cloth. Go to #1.
	<b>NO</b>	Go to #6.
<b>6</b>	<b>DO</b>	Remove and reinsert ZPower battery, gently pressing the battery into the battery door. Close battery door.
	<b>ASK</b>	Did the hearing aid start up?
	<b>YES</b>	Go to #1.
	<b>NO</b>	See Page 1: Hearing Aid Repairs and Maintenance.

# Issue: Solid Red Light On One Side When Charging

<b>1</b>	<b>DO</b>	Swap the hearing aids into the opposite charger insert.
	<b>ASK</b>	Did the red light stay on the same side of the charger?
	<b>YES</b>	Replace Charger
	<b>NO</b>	Go to #2.

<b>2</b>	<b>DO</b>	Remove the hearing aid from the charger and confirm the ZPower battery is in the door.
	<b>ASK</b>	Is the ZPower battery in the door?
	<b>YES</b>	Go to #3.
	<b>NO</b>	Put a ZPower battery into the battery door. ZPower charger only works with ZPower batteries.

<b>3</b>	<b>DO</b>	Remove and reinsert ZPower battery, gently pressing the battery into the battery door. Close battery door. Place hearing aids back on the charger.
	<b>ASK</b>	Do the charger's lights flash green?
	<b>YES</b>	Batteries are charging.
	<b>NO</b>	Go to #4.

<b>4</b>	<b>DO</b>	Swap the ZPower batteries between the left and right aids, gently pressing the batteries into the battery doors. Reinsert the aids into the charger.
	<b>ASK</b>	Does the red light return?
	<b>YES</b>	Go to #5.
	<b>NO</b>	Batteries are charging.

<b>5</b>	<b>DO</b>	Observe charger.
	<b>ASK</b>	Did the red light stay with the hearing aid after swapping the batteries?
	<b>YES</b>	Replace the battery door on the hearing aid causing the red light.
	<b>NO</b>	Replace the ZPower battery on the hearing aid that is causing the red light.

# Issue: Two Red Lights

<b>1</b>	<b>DO</b>	Check that both batteries are ZPower batteries. Replace any zinc-air batteries with ZPower batteries, gently pressing the batteries into the battery doors. Reinsert the aids into the charger.
	<b>ASK</b>	Are both lights flashing green?
	<b>YES</b>	Batteries are charging.
	<b>NO</b>	Go to #2.

<b>2</b>	<b>DO</b>	Observe charger.
	<b>ASK</b>	Are both lights still solid red?
	<b>YES</b>	Replace Rechargeable Kit
	<b>NO</b>	Go to <b>ISSUE: SOLID RED LIGHT ON ONE SIDE WHEN CHARGING.</b>

# Issue: Two Flashing Red Lights

<b>1</b>	<b>DO</b>	Confirm that the charger is in an environment between 10°C & 40°C (50°F & 104°F).
	<b>ASK</b>	Is the charger outside of that temperature range?
	<b>YES</b>	Charger is working normally. The flashing red lights are telling you that the charger needs to be placed in a milder environment. Please find a location for the charger that stays between the temperature range above.
	<b>NO</b>	Go to #2.

<b>2</b>	<b>DO</b>	Remove hearing aids from the charger. Unplug the charger from the wall and then plug back in. Place hearing aids back in charger.
	<b>ASK</b>	Are both lights still flashing red?
	<b>YES</b>	Replace charger.
	<b>NO</b>	Batteries are charging.

# Issue: Hearing Aid Not Starting

<b>1</b>	<b>DO</b>	Confirm that the ZPower battery is in the battery door.
	<b>ASK</b>	Is there a ZPower battery in the battery door?
	<b>YES</b>	Go to #2.
	<b>NO</b>	Place a ZPower battery into the battery door, gently pressing the battery into the battery door. If the hearing aid does not start up after closing the battery door, go to #3.

<b>2</b>	<b>DO</b>	Remove and reinsert the ZPower battery, gently pressing the ZPower battery completely into the battery door. Close the battery door.
	<b>ASK</b>	Did the hearing aid start up?
	<b>YES</b>	Hearing aid is working.
	<b>NO</b>	Go to #3.

<b>3</b>	<b>DO</b>	Remove the ZPower battery from the battery door. Replace the ZPower battery temporarily with a fresh zinc-air battery. Close the battery door.
	<b>ASK</b>	Did the hearing aid start up?
	<b>YES</b>	Go to #4.
	<b>NO</b>	See Page 1: Hearing Aid Repairs and Maintenance

<b>4</b>	<b>DO</b>	Use the working ZPower battery from the other hearing aid to test the problem hearing aid. Place the good aid's ZPower battery into the problem hearing aid's door. Be sure to gently press the ZPower battery completely into the battery door. Close the battery door.
	<b>ASK</b>	Did the hearing aid start up?
	<b>YES</b>	Replace the problem ZPower battery with a new ZPower battery
	<b>NO</b>	Replace the ZPower battery door on the non-functioning hearing aid.