

# FAQ's

## About ZPower Silver-Zinc Rechargeable Batteries

ZPower silver-zinc rechargeable batteries are a new technology now available for select products from almost every major hearing aid manufacturer. With new technology comes many questions, so we're addressing some of the most frequent ones here.

### 1 HOW OFTEN SHOULD THE BATTERIES BE CHARGED?

The batteries should be fully charged every night. Once the hearing aids are finished charging, the indicator lights turn from blinking green to solid green. A full charge may take up to 7 hours — the charge time varies based on how much the battery was depleted during the day.

### 2 WHAT HAPPENS WHEN THE SILVER-ZINC RECHARGEABLE BATTERY IS GETTING LOW ON POWER?

The hearing aid wearer will hear the low battery warning. Once the low battery warning occurs or once a hearing aid shuts off due to a low battery condition, do not open the battery door to reboot the hearing aid. Rebooting after the low battery warning can over-discharge the battery. If a low battery warning from the hearing aids is received, place the hearing aids in the charging base for charging or replace with non-rechargeable batteries. Store your rechargeable batteries in a safe place away from metal objects like coins or keys.

### 3 SHOULD A PATIENT OPEN THE BATTERY DOOR TO TURN OFF THE HEARING AIDS WHEN NOT IN USE?

If a patient removes their hearing aids during the day, the hearing aids should be put back on the charger. Rule of thumb — if the hearing aids are not on the ears they should be in the charger. The batteries will not overcharge, and this will not decrease the overall life of the battery.

If the charger is not available, it's ok to open the battery door for a few hours until they are worn or can be put on the charger. If the hearing aids are not going to be worn for an extended period, the batteries should be removed.

### 4 CAN I USE AN ACTIVE DRYING SYSTEM FOR HEARING AIDS WITH ZPOWER BATTERIES?

Only use an approved active drying system. If the drying system is not approved, then remove the batteries from the hearing aids before placing the aids in the drying system. Unapproved active drying systems may have temperature ranges that exceed the recommended rechargeable battery operating temperature. This may damage the battery.

### 5 DO I NEED TO CLEAN THE CHARGING CONTACTS ON MY HEARING AIDS AND CHARGER?

Yes, to ensure your hearing aids charge properly, it is important that the hearing aids and charger are dry and clean before charging. Use a soft tissue to remove moisture or debris on the hearing aids and charger contacts. The soft brush that is included with hearing aids may also be used to remove debris from the charging wells. Do not use rubbing alcohol or other chemical substances.

Have more questions?  
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