



Your premium care plan includes:

- An optimization period to confirm that Earlens is a good fit for your hearing needs
- All fine tuning and Lens checks with your Earlens provider during the optimization period
- After the optimization period, up to 5 annual visits per year across the warranty period
- Option to use annual visit balance with participating service program providers across the country if Earlens service is needed when traveling
- 3-year product warranty, including a 1-time product replacement for loss, theft or damage
- Earlens Concierge service, available Mon. – Fri. via phone (**844-234-5367**) or email (concierge@earlens.com) for:
 - » Answers about how to use or care for your new Earlens solution
 - » Remote troubleshooting support
 - » Assistance in finding a service provider when traveling
 - » Questions about visit balance



Premium Service Program





The EarLens® Premium Service Program is a full-service program that is designed to offer comprehensive care, flexibility, and peace of mind to EarLens users. With this service program, you will get the most value out of your new EarLens solution, with the highest level of hearing care possible.

Continuous Care



Pre-fitting experience

- Your physician will take an impression of your ear that will be used to design the Lens and Ear Tips



Fitting optimization

- Your physician and audiologist will check the fit of the custom components, and adjust the programming to find what works best for you



Follow-up care

- Your physician and audiologist will offer ongoing checkups as needed, while the EarLens Concierge will be on call for any questions

FAQs

How does the Premium Service Program work?

To initiate and schedule an EarLens service visit, please contact your EarLens Primary Provider. At your visit, the Provider will verify your eligibility for visits directly with EarLens. As long as visits are available, no out of pocket costs should be accessed by the Service Provider. If there are any questions regarding EarLens service eligibility, please contact EarLens Concierge Service.

What if I need to schedule a visit with my audiologist but not the physician?

The EarLens Premium Service program covers up to 5 annual visits with the audiologist and/or 5 annual visits with the physician after the trial period.

How can I find a participating EarLens clinic if I am traveling?

The EarLens Concierge will help you find the closest participating EarLens provider and facilitate an appointment. Your EarLens warranty only covers visits to participating EarLens providers.

How can I check my balance?

Simply call the EarLens Concierge at [844-234-5367](tel:844-234-5367)

How does the EarLens Concierge work?

Following your first fitting, the EarLens Concierge will call you to learn how you are adjusting to your new EarLens solution, offer useful tips to care for the Lens, and provide any technical support you may need. The Concierge can also coach you through listening exercises to ensure that you recognize and maximize the benefits of hearing more complete sound with EarLens.

You can call the EarLens Concierge at any time from Monday – Friday, or email the Concierge for assistance at concierge@earlens.com. If the issue cannot be resolved remotely, the Concierge will coordinate with the practice to schedule a follow up visit.