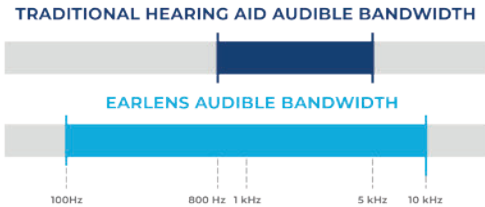


Earlens® Overview

How is Earlens different from conventional hearing aids?

Earlens directly vibrates the eardrum instead of relying on speakers to amplify sound. This enables Earlens to amplify sound across the broadest frequency range on the market, providing superior speech understanding and sound quality.¹



Are there different programs for various listening situations?

Yes, your Earlens Provider can create customized programs for use in different listening situations.

What size battery does the Earlens Hearing Solution Use?

The Processor has an internal rechargeable battery. Each night, you will simply dock the Processor in the included charger.

Is there a battery in the lens that sits on my eardrum?

No, the Ear Tip sends a signal that carries high fidelity audio information and powers the Lens. Therefore, the Lens does not require a battery.

Can I connect my Earlens to my Smartphone?

Currently, Earlens is compatible with select Apple devices. You can take calls and stream music with your iOS devices through Earlens. To learn more, visit www.earlens.com/connectivity.

Earlens Concierge Program

Unlimited Support

Easily Accessible

Convenient Service

The Earlens Concierge is a complimentary service for all Earlens patients. The Earlens Concierge can provide:

- ▶ Answers to questions about being fit with Earlens
- ▶ Answers to questions about the features and functions of your Earlens
- ▶ Convenient, remote support for all your troubleshooting needs

Call the Earlens Concierge toll-free at 1.844.234.5367 or email conciergesupport@earlens.com

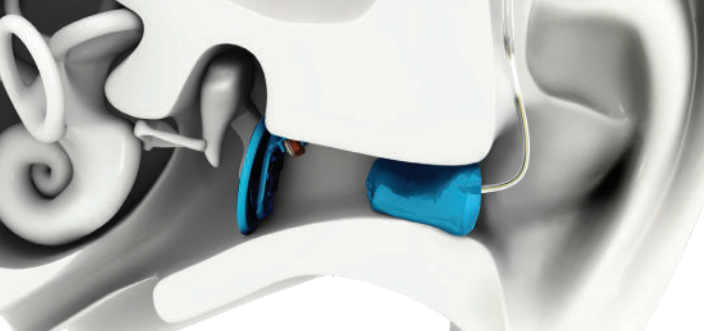
Monday–Friday 6am – 6pm EST



Frequently Asked Questions



¹ Moore, B. C., & Tan, C. (2003). Perceived naturalness of spectrally distorted speech and music. *J. Acoust. Soc. Am.*, 114(1), 408.



Wearing Earlens[®]

What is it like to wear the Earlens Hearing Solution?

Users report that Earlens delivers a unique listening experience — described as rich and natural. In a clinical study, 3 out of 4 users reported Earlens improved their hearing in noisy environments versus their prior hearing aids.

Is the Lens permanent?

No, the Lens can be removed at any time by an Earlens-trained Ear, Noise, and Throat (ENT) Physician.

Can you feel the Lens in your ear?

Just like any hearing technology, wearing the Lens takes some time to get used to. Most users feel a slight sensation when it is first placed on the eardrum, but that feeling goes away quickly.

How does the Lens stay in place?

The custom design of the Lens makes it very stable. The Lens rests on the eardrum, much like a contact lens conforms to the eye. After the Lens is placed, you will be given instructions on how to apply mineral oil to the Lens to help keep it in place and working properly.

Can I remove and reinsert Earlens?

The rechargeable behind-the-ear Processor with an attached Ear Tip can be removed and reinserted by the user. However, the Lens is designed for insertion and removal only by an Earlens-trained ENT Physician.

General Maintenance

Can I shower or swim with Earlens on?

After removing the behind-the-ear Processor and Ear Tip, you can shower or swim as you normally would. If you swim regularly, we suggest using a pair of earplugs.

How often do I need to see my doctor or audiologist with the Earlens Hearing Solution?

After the initial fitting and fine-tuning of your devices, your Earlens Hearing Professional and ENT physician will determine the best schedule for ongoing check-ups. These may be quarterly, or as needed.

Is Earwax buildup a problem for the Earlens Hearing Solution?

Earwax generally does not cause problems with Earlens. However, we advise against using cotton swabs like Q-Tips or any other self-cleaning instrument, which could damage your Lens. You will be provided with mineral oil and instructions on how to apply it to help move earwax out of the ear canal.

If there is a problem with my Lens, can I use my old hearing aids as backup?

If necessary and depending on the style of your current hearing device, you may be able to use it by removing the Processor and Ear Tip portions of your Earlens. Please consult with your Earlens Hearing Professional before using a conventional hearing aid with your Lens in place.

Pricing and Insurance

Does Insurance cover Earlens?

Most insurance plans do not cover hearing aids. Please contact your healthcare insurance provider, or a certified Earlens provider to find out if your plan covers Earlens.

Is there a trial period?

Yes, please discuss the details of the trial period with your Earlens Provider.

Is there a warranty?

Earlens comes with a 3-year warranty. Within the warranty period, there is no charge for component replacement due to manufacturing defects, and Earlens software upgrades. The system is also protected against loss or damage with one-time replacement coverage. Please consult with your local Earlens hearing professional for any additional costs beyond the warranty period.



Learn what to expect with Earlens at www.Earlens.com