

# power one Batteries FAQ



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## In what sizes is power one supplied?

The standard sizes of the hearing aid batteries are 10, 13, 312 and 675. They are colour-coded for easy identification, as follows:

size 10: yellow; size 13: orange; size 312: brown; size 675: blue

## Why do zinc air hearing aid batteries have a tab?

Hearing aid batteries use air as an energy source. The tab seals the air hole on the battery. Once the tab is removed, it takes approximately ten seconds before the hearing aid battery is activated and the battery compartment can be closed.

Please do not remove the tab before the hearing aid battery is used. Reattaching the tab will not prolong the service life of the battery.

## How is power one stored?

Store your power one hearing aid batteries at between 10 and 30 degrees Celsius - preferably at room temperature between 20 - 25° C. Heat may shorten the service life, and a damp environment such as that of a fridge is not suitable for storage.

Moreover, never carry individual hearing aid batteries loose in your purse, wallet or handbag - contact with metal objects such as keys or coins can cause the hearing aid battery to short-circuit.

## How does power one deliver the best performance?

Please make sure you protect the battery air hole from moisture. Switching off your hearing aid when not in use can also prolong the life of the button cell.

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## How long is the service life of power one?

The life of the hearing aid battery depends on the amount of use per day, the amplification and the type of hearing aid used.

## How do I dispose of the used power one battery?

Like all other batteries, hearing aid batteries must never be disposed of with the household waste or by incinerating.

Please dispose of the battery in an ecologically responsible manner - at recycling points, e.g. in supermarkets, or through your hearing aid audiologist.

## Do several air holes lead to a longer life and better performance of the hearing aid battery?

No. The quality and construction of the electrode are the determining factors.

## Why is my hearing aid not working despite having a new batt

- A deformed battery is causing too weak a contact in the hearing aid.
- A very rare case: the hearing aid battery is empty, even though it is new.
- Dirt in the battery compartment of the hearing aid is disrupting the contact.
- The hearing aid battery does not fit in the battery apparatus.

## When do hearing aid batteries leak?

A hearing aid battery can leak if it is deep drained. This can happen if the discharged battery is left in the hearing aid.

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## When do hearing aid batteries expand?

A hearing aid battery may expand if the discharged battery is left in the hearing aid and as a result is deep drained. It may also expand due to extremely high humidity.

## Why has my hearing aid battery only lasted such a short time?

Statistics show that, in the rarest of cases, the reasons for a short service life are not necessarily production faults, but rather:

- Environmental influences (e.g. humidity, temperature).
- Personal hearing habits have changed (longer period of use per day, higher noise level, new features of the hearing aid are being used).
- The hearing aid was in use longer than usual, e.g. at a long film evening.
- The hearing aid is new, or the type or brand of the hearing aid has changed.
- The new hearing aid has additional features that require more energy.

Improper handling can also reduce the service life of the hearing aid battery, e.g.:

- The battery is left for a long time without its tab before it is inserted in the hearing aid.
- The hearing aid is not switched off over night or after a long period of non-use.
- The battery loses capacity due to a short circuit when mishandled (e.g. through contact with metal objects).
- The battery is stored in a warm environment, e.g. in a car standing in the blazing sun.

## What do I do if a battery is swallowed?

Both new and used hearing aid batteries must be stored out of the reach of small children to prevent them from swallowing a battery. If such an incident should nevertheless occur, seek medical help for your child immediately!



For more information, please consult a hearing aid specialist you can trust or get in touch with us:

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