Cleaning hearing devices and radio aids
- supporting health and safety during Covid-19

BATOD British Association of Teachers of the Deaf

Assistive Listening Technology Working Group

Important guidance is available from the manufacturers' websites, but key information published to date is collated in this document.

Prevention is the most effective solution!

The best protection during this time is to follow the World Health Organization (WHO) and NHS guidelines of washing your hands and WHO and the UK Government's policy on social distancing (web links below). Your employer or Local Authority Infection Control team may have specific guidance you should follow too.

https://www.gov.uk/coronavirus
https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/
https://www.who.int/gpsc/clean_hands_protection/en/
https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
https://www.bcig.org.uk/manufacturers-safety-guidelines/
https://www.thebsa.org.uk/updated-covid-19-aihhp-baa-bsa-bshaa-joint-guidance/

It is important to note that, given the increased disinfection under Covid-19, manufacturers have not tested the long-term use of cleaning fluids on their devices and this may lead to degraded materials. Also note that this is special guidance for the unique circumstances around COVID-19 and is not reflected in standard Instructions for use of hearing devices.

Please note that some Cochlear Nucleus sound processors should only be cleaned with the hydrogen peroxide solution rather than alcohol; for Cochlear Baha sound processors only use ' iso solution' and NOT ethanol (see the Cochlear guidance for full details).

Bone conduction devices

Important - bone conduction sound processors (eg Baha and Ponto systems) **are not waterproof**, so you should never apply liquids directly to clean it, use a moist wipe and dry thoroughly.

For Cochlear SoundArc and softband please remove the Softwear Pad prior to cleaning as the pad will absorb moisture and the device will not work properly anymore. Cochlear or Oticon softbands can be handwashed at 40 °C (104 °F). Use a mild soap, avoid fabric softeners and do not tumble dry or iron.

For all devices, you must take note of the manufacturer guidance. Clean and dry the hearing device according to the specific instructions provided for the model, eg check the 'Care and Maintenance' section of you're the associated user manual.

Manufacturer Guidance (see their websites for the latest guidance)

1. Advanced Bionics
2. Cochlear
3. MED-EL
4. Oticon
5. Phonak Roger devices (covers ALL transmitters, not just those mentioned)
6. General information from Phonak
7. Summary of guidance

1.

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Dear AB Family

During this unprecedented time, the health and safety of you and your family remain our priority. As a part of our efforts to this end, please see our recommendation below for the care of your hearing devices in light of the pandemic. As always, we are here to support you.

The best way to protect your sound processing equipment during this time is to follow the World Health Organization (WHO) guidelines of washing your hands and social distancing. Prevention is the most effective solution.

More details can be found here: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

If you are concerned that your equipment may be contaminated, the Environmental Protection Agency (EPA) has a list* of recommended substances for disinfecting. It is important to note that, none of these substances have been tested for use with your sound processing equipment. The materials in your sound processor have been carefully chosen for biocompatibility and performance. Use of these substances risks damage to these materials.

However, during these unprecedented times, you may consider the following steps in order to minimize the likelihood of damage:

- ALCOHOL CLEANER, SUCH AS RUBBING ALCOHOL (60-70% SOLUTION ETHANOL OR ISOPROPANOL)
- USE ONLY AS RECOMMENDED BY THE INSTRUCTIONS PROVIDED WITH THE CLEANER
- DO NOT SUBMERSE THE EQUIPMENT IN ANY FLUID
- APPLY ONLY ON THE LARGER SURFACES
- DO NOT APPLY TO MICROPHONES, NEAR SEAMS IN THE PLASTIC, OR TO THE BATTERY CONNECTORS
- COMPLETELY DRY THE EQUIPMENT BEFORE USE

Again, prevention is the most effective solution in protecting you and your equipment. Advanced Bionics cannot guarantee that your equipment will not be damaged if you attempt to disinfect it.

We hope that you stay safe and healthy during these challenging times.

*EPA list of disinfectant substances: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

027-N058-02 RevA
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COVID-19 and Cleaning your Cochlear™ Products[i] - Information for Clinicians, Recipients and Carers

The World Health Organization (WHO) has issued guidance on the most important protective measures that the public can take to protect themselves and others from getting COVID-19. This includes good hygiene and is available here:

https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

During the coronavirus (COVID-19) pandemic we have received several questions from recipients and carers about how they can clean their Cochlear™ Products considering the public attention on better hygiene. To help answer any questions you have, please refer to the below FAQs. If your question is not answered by the below FAQs, please contact your local Cochlear representative.

This guideline can be applied to the use of Cochlear products as follows:

- The use of Cochlear products at school to improve safe handling of the products by several people.
- The use of Cochlear products for demo or trial, from patient-to-patient.
- Other scenarios where users require other people to handle product, e.g., teachers, lecturers or healthcare workers.

How should I clean my Cochlear product?

The User Guide for your Cochlear products typically refers to “Everyday Cleaning” and “Regular Care” – these are typical maintenance steps to take care of a sound processor or accessory every day. Please refer to your relevant user guide for these instructions.

In normal circumstances, Cochlear would not recommend extra cleaning, as this increases the risk of cosmetic damage to the sound processor or damage to the microphone(s) if done incorrectly.
Disinfecting is not needed for normal care and maintenance of any Cochlear sound processor or accessory.

We have not tested the long-term use of cleaning fluids.

However, if, during this pandemic, you feel your product may have been contaminated, and you would like to clean it with a disinfectant, then we have set out some options for you in the sections below.

It is important to note that the WHO recommends that you regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water, which kills viruses that may be on your hands. This helps to ensure your hands are clean when handling your Cochlear products.

We recommend that people thoroughly clean their hands prior to handling a sound processor or any of its accessory items.

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I believe my sound processor may be contaminated with COVID-19, how can I clean it?

In case you feel your processor has been contaminated and would like to clean it, the United States Environmental Protection Agency (EPA) has published a list of possible disinfectants that can be used against coronavirus[ii]. The instructions below are based on the EPA list and are provided as a guide only.

Guidance on using cleaning fluids is not included in the user guides.

Equipment you'll need:

- **Cleaning fluid or pre-moistened wipe:** Hydrogen Peroxide* (3% solution for household use) OR Alcohol cleaner (60-70% solution ethanol OR isopropanol**).
    - *If you have a Nucleus® or Kanso® Sound Processor (CP950), we recommend using hydrogen peroxide rather than alcohol cleaner, as the casing is more sensitive to alcohol if used incorrectly.
    - **If you have a Cochlear Baha® Sound Processor[iii] the alcohol cleaner must be made of 60-70% isopropanol. DO NOT USE ethanol as it may damage the processor.
    - Tables 1 & 2 include a summary on how to identify your Cochlear product and which cleaning fluid(s) would be most suitable if following this guide.
- **Cleaning implements:** Wipe, soft cloth(s), cotton buds/cotton swabs or pad – to apply cleaning fluid. Clean toothbrush or soft brush – for use on the connector.
- **Drying cloth:** Soft dry cloth – to dry the device and remove any residual cleaning fluid.

CAUTION:

- Always read the instructions for use of a cleaning fluid. Keep out of reach of children. Check the percentage or concentration of the solution active ingredient and prepare any solution as per the manufacturer's instructions.
- If you notice any discolouration while cleaning, dry the sound processor thoroughly straight away and stop using that cleaning fluid.
- Sound processor microphone performance can be degraded by excessive exposure to cleaning fluid.
- Do not clean over the microphones.
- Do not submerge or saturate sound processors, True Wireless™ accessories or remote controls[iv] with any fluid.
- Clean your hands before and after cleaning or use clean disposable gloves. Work on a clean surface.

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Cleaning instructions:

1. Do not expose to heat, direct sunlight or lamps during the cleaning process. This is so that the cleaning fluid does not evaporate too quickly and has enough time to clean the sound processor.
2. Moisten a cloth or cotton bud with cleaning fluid or use the pre-moistened wipe. Do not spray cleaning fluid directly on your sound processor or submerge or saturate sound processors with any fluid.
3. Paying attention to avoid the microphones, carefully wipe all surfaces of the sound processor with the cloth, cotton bud or wipe continuously for the below times. Ensure no fluid enters the openings when wiping near sound processor microphones.
    - 1 – 2 minutes for Hydrogen Peroxide (3%).
    - 20 – 30 seconds for alcohol cleaner (60 – 70%).
4. Thoroughly wipe dry the sound processor with a dry cloth to remove any residual cleaning fluid.
5. Clean any connectors with a clean toothbrush or other soft brush and then a cotton swab moistened (not saturated) with the cleaning fluid.
6. Once completely dry, the cleaning process is completed.

Why do you not recommend alcohol cleaning fluid for the Nucleus Kanso Sound Processor?

Repeated use of alcohol / wipes containing alcohol could lead to degraded external materials. If these degraded materials have prolonged exposure to skin, this could lead to irritation and/or injury.

If alcohol wipes are used multiple times or if alcohol is left on the surface of the device and it is exposed to heat, this could lead to discolouration or cracks forming in the protective casing.

If you notice any discolouration while cleaning, dry the device thoroughly straight away and stop using that cleaning fluid.

It is fine to use alcohol cleaner (as directed above) for behind-the-ear (BTE) Cochlear Nucleus Sound Processors, or Cochlear Baha Sound Processors.[v]

Where can I find my user guide?

User guides are provided with your product kit or available from your local Cochlear website or representative. Guidance on using cleaning fluids is not included in the user guides.

The Cochlear product I am looking for is not included below?

We hope to provide instructions for other products soon.

In normal circumstances, Cochlear would not recommend extra cleaning. We have not tested the long-term use of cleaning fluids. In order to provide these instructions, we are reviewing potential cleaning fluids based on the materials that our products are made of.

Table 1.
The below table includes details on how to identify your sound processor and which cleaning fluid(s) would be most suitable if following the instructions above.

Hearing Implant & Sound Processor Type	Sound Processor	Image	Most suitable cleaning fluid
Cochlear implant behind-the-ear (BTE) sound processor	Nucleus 7 Sound Processor (CP1000)		Hydrogen Peroxide (3% solution for household use) OR Alcohol cleaner (60-70% ethanol OR isopropanol solution)
	Nucleus 6 Sound Processor (CP900)		
	Nucleus 5 Sound Processor (CP800)		
Cochlear implant over-the-ear (OTE) sound processor	Nucleus Kanso Sound Processor (CP950)		Hydrogen Peroxide (3% solution for household use)
Bone conduction	Baha 5 Sound Processor		Hydrogen Peroxide (3% solution for household use) OR Alcohol cleaner (60-70% isopropanol solution)
	Baha 5 Power Sound Processor		
	Baha 5 SuperPower Sound Processor		
	Baha 4 Sound Processor		

Table 2a.

The below table includes details on how to identify your Cochlear accessory and which cleaning fluid(s) would be most suitable if following the instructions above.

Cochlear product	Image	Most suitable cleaning fluid
Cochlear Wireless Mini Microphone 2		Hydrogen Peroxide (3% solution for household use) OR Alcohol cleaner (60-70% ethanol OR isopropanol solution)
Cochlear Wireless Mini Microphone 2+		
Cochlear Wireless TV Streamer		
Cochlear Wireless Phone Clip		
Cochlear Baha Remote Control 2		

Table 2b.

Cochlear product	Image	Most suitable cleaning fluid
Headband		Hydrogen Peroxide (3% solution for household use) OR Alcohol cleaner (60-70% ethanol OR isopropanol solution) *These products can be saturated with solution to ensure thorough cleaning is achieved.
Testband		
Test rod		
Baha SoundArc		
Baha Attract Sound Processor Magnet		

Table 2c.

The below table includes a Cochlear accessory that can be cleaned with soap and water and does not require use of cleaning fluids.

Cochlear product	Image	Most suitable cleaning fluid
Cochlear Baha Softband		Follow regular washing instructions: The Baha Softband can be washed by hand at 40 °C (104 °F) or cooler. Use a mild soap but avoid fabric softeners. Do not tumble dry or iron. The disc(s) can be cleaned with a small brush. Avoid strong chemical solutions.

Footnotes

[i] Applicable to Cochlear™ Nucleus® 5 Sound Processor (CP800), Cochlear™ Nucleus® 6 Sound Processor (CP900), Cochlear™ Nucleus® 7 Sound Processor (CP1000), Cochlear™ Nucleus® Kanso® Sound Processor (CP950). Cochlear™ Baha® BP100 Sound Processor, Cochlear™ Baha® BP110 Power Sound Processor, Cochlear™ Baha® 4 Sound Processor, Cochlear™ Baha® 5 Sound Processor, Cochlear™ Baha® 5 Power Sound Processor and the Cochlear™ Baha® 5 SuperPower Sound Processor.

[ii] This is based on the United States Environmental Protection Agency (EPA) List N: Disinfectants for Use Against SARS-CoV-2. Available at https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2 [last accessed March 23, 2020]. This list includes household/trade names of products available in the United States. Availability / product names in other countries may vary.

[iii] Cochlear™ Baha® BP100 Sound Processor, Cochlear™ Baha® BP110 Power Sound Processor, Cochlear™ Baha® 4 Sound Processor, Cochlear™ Baha® 5 Sound Processor, Cochlear™ Baha® 5 Power Sound Processor and Cochlear™ Baha® 5 SuperPower Sound Processor.

[iv] For Cochlear Nucleus Sound Processors where applicable, this may include the Processing Unit, Battery Module (rechargeable or disposable), Coil and Coil Cable. For other Cochlear products where applicable, this may include the charging cables and charging adaptors.

[v] Applicable to Cochlear™ Nucleus® 5 Sound Processor (CP800), Cochlear™ Nucleus® 6 Sound Processor (CP900), Cochlear™ Nucleus® 7 Sound Processor (CP1000), Cochlear™ Baha® BP100 Sound Processor, Cochlear™ Baha® BP110 Power Sound Processor, Cochlear™ Baha® 4 Sound Processor, Cochlear™ Baha® 5 Sound Processor, Cochlear™ Baha® 5 Power Sound Processor and Cochlear™ Baha® 5 SuperPower Sound Processor.

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Cochlear, Hear now. And always, Nucleus, Kanso, Baha, the elliptical logo, and marks bearing an ® or ™ symbol, are either trademarks or registered trademarks of Cochlear Limited or Cochlear Bone Anchored Solutions AB (unless otherwise noted).

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By MED-EL Posted 08.04.2020 In For Adults, For Parents, Instagram, Tips & Tricks

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During these unprecedented times, the World Health Organisation (WHO) have communicated their guidelines on hygiene and how we can all protect ourselves and others from becoming infected with COVID-19. This information can be found here.

Some of our users have also asked how they should take care of MED-EL's audio processors during the coronavirus pandemic. To help you during this time, here is some extra guidance.

Cleaning Your Audio Processor

Before handling the audio processor or any of its accessories, we recommend that you clean your hands, as shown in the instructions provided by the WHO.

Clean and dry your audio processor according to the specific instructions provided for the model you have, as shown in your user manual (see the chapter "Care and Maintenance", section "Maintenance").

You can also get additional information and practical tips and hints on cleaning your audio processor by watching the hands-on videos provided by MED-EL. Simply click on your audio processor below to read these tips and instructions:

- SONNET 2 and SONNET 2 EAS
- RONDO 2

- ADHEAR
- SAMBA
- OPUS 2
- SONNET and SONNET EAS
- RONDO

There are no additional cleaning instructions which specifically apply during the current pandemic.

Drying kits provided in MED-EL user kits for recent audio processor models (flow-med dry-space uv and dry-star uv) use ultraviolet light during the drying process. According to the manufacturer, this ultraviolet light “removes all germs, bacteria and fungi up to 99.9%”. It is therefore likely that this radiation will kill at least some of the SARS-CoV-2 viruses on the device’s surface. However, this has not been specifically tested by MED-EL.

Disinfecting Your Audio Processor

By following the cleaning guidelines carefully, there is generally no need to disinfect your audio processor on a frequent basis. The long-term and frequent use of disinfectants is not tested by MED-EL and may lead to degraded materials, discoloration and cracks in the housing of the device. Degraded materials could cause skin irritation and/or injury.

However, if you feel your processor may have been contaminated, and you would like to disinfect it, please follow the steps shown below.

Materials

MED-EL recommends the use of ready-to-use cleaning wipes saturated with a solution of 70% isopropanol alcohol and 30% deionized water. If such wipes are not available in your area you may use dry wipes and dip them into a similar cleaning fluid.

The Environmental Protection Agency (EPA) of the United States has published a list of possible disinfectants that can be used against SARS-CoV-2 (coronavirus).

However, substances other than mixtures of 70% isopropanol alcohol and 30% deionized water are not tested by MED-EL and may lead to degraded materials, discoloration and cracks on the housing even with single applications. If you notice any discoloration while cleaning, immediately stop applying the disinfectant, and let any remaining liquid on the device’s surface dry up.

Instructions

1. Wash or clean your hands and clean the audio processor as stated above in “Cleaning the Audio Processor”.
2. Use the cleaning wipes to moisten the surface of the device carefully.
3. Let the liquid dry on the device’s surface. Do not wipe dry immediately as the cleaning fluid needs time to act on the surface to have a better disinfecting effect:
    - Do not apply too much liquid on the surface as this may damage your audio processor.
    - Be especially careful when you are applying the disinfectant close to openings such as the microphone opening. Never clean over the microphone openings.
    - Be careful when wiping close to the membranes so you avoid pushing dirt and residues further into the membranes.
4. If the recommended disinfectant is used and not too much liquid is applied, the substance will dry by itself. If not, please use a soft dry cloth to dry any residual liquid.
5. The disinfection process is now completed. Now wash or clean your hands after disinfecting the device.

If you have further questions after referring to your user manual and this additional guidance, please contact your local MED-EL representative or customer service team.

4.

Covid-19 and cleaning your Ponto sound processor – information for all Ponto users and care givers

The World Health Organization (WHO) has stated that the coronavirus is a respiratory virus that can be passed from an infected person primarily through droplets generated from coughing or sneezing, or from droplets of saliva or nose discharge. It may also be transmitted by those who are not showing symptoms. The WHO have communicated guidelines on hygiene and the protectives measures against Covid-19 spread and how we can all protect ourselves and others. You can found "Coronavirus disease (Covid-19) – Advice for public" on WHO website.

During the coronavirus (Covid-19) pandemic we have received several questions from recipients and care givers about how they can clean their Ponto Sound Processor. You will find below additional information to clean your Ponto sound processor. If you have any additional questions, please contact your local Oticon Medical representative.

The Instruction for Use for your Ponto includes instruction on care and maintenance of your sound processor. Instructions for use are available to download from www.oticonmedical.com

Disinfecting is not needed for normal care of your Ponto and Oticon Medical would in normal circumstances not recommend extra cleaning as this increases the risk of damage to the sound processor. During this pandemic we have however set some options below you can use if you believe your Ponto have been contaminated.

The following "**cleaning your sound processor**" is sufficient to ensure care. If you believe your Ponto sound processor has been contaminated by Covid-19, you may directly read the second section "**Covid-19 sound processor cleaning procedure**".

Cleaning Your Sound Processor

- Before handling your Ponto or any of its accessories, clean your hands to kill viruses that may be on your hand. The WHO edited instructions to do it the right way. We recommend regular cleaning of your sound processor and its components:
    - Hold the Ponto sound processor over a soft/dry surface to avoid any damage if it is dropped.
    - Use a soft, dry cloth or soft brush to clean the sound processor.
    - Special attention should be given to the coupling to remove any dirt or entangled hair. Entangled hair or dirt can be removed by using a pair of tweezers.

  Important: Do not use any corrosive or abrasive substance to clean your sound processor. The sound processor must never be washed or immersed in water or other liquids.

Covid-19 sound processor cleaning procedure

Please note that the following process is only a recommendation according to current knowledge and the efficiency of the cleaning has not been tested on Covid-19. Use of cleaning fluids is not included in the instructions for use for the Ponto sound processor. Oticon Medical have not tested the long-term use of

cleaning fluids on the sound processor. This may lead to degraded materials, discoloration and cracks in plastic and may also damage the coating. If you notice any discoloration while cleaning, immediately stop applying the disinfectant, and let any remaining liquid on the device's surface dry up.

- Oticon Medical recommends the use of ready-to-use cleaning wipes saturated with a solution of 70% isopropanol alcohol and 30% deionized water. If such wipes are not available in your area you may use dry wipes and dip them into a similar cleaning fluid. Do not use ethanol as this may damage the sound processor.
- The Environmental Protection Agency (EPA) of the United States has published a list of possible disinfectants that can be used against SARS-CoV-2 (coronavirus).

The instructions below are based on the EPA list and are provided as a guide only.

Materials

- Use a wipe, soft cloth(s), cotton buds/cotton swabs or pad – to apply cleaning fluid
- Use a clean toothbrush or soft brush – for use on the connector.
- Use a soft dry cloth – to dry the device and remove any residual cleaning fluid.

Instructions

1. Wash or clean your hands and clean the sound processor as stated above in "Cleaning your sound processor section".
2. Remove all accessories/personalization from the sound processor
3. Use the cleaning wipes to moisten the surface of the device and the accessories carefully. 20 – 30 seconds for alcohol cleaner (60 – 70%)
4. Let the liquid dry on the device's surface. Do not wipe dry immediately as the cleaning fluid needs time to act on the surface to have a better disinfecting effect:
    - Do not apply too much liquid on the surface as this may damage your audio processor.
    - Be especially careful when you are applying the disinfectant close to openings.
5. If the recommended disinfectant is used and not too much liquid is applied, the substance will dry by itself. If not, please use a soft dry cloth to dry any residual liquid.
6. The disinfection process is now completed. Now wash or clean your hands after disinfecting the device.

CAUTION

-Always read the instructions for use of a cleaning fluid. Keep out of reach of children.
-Do not submerge / immerse the sound processor with any fluid.
-Do not sprinkle or spray the sound processor with any fluid
-Thoroughly clean your hands before and after cleaning or use clean disposable gloves. Work on a clean surface.
-If you notice any discoloration while cleaning, immediately stop applying the disinfectant, and let any remaining liquid on the device's surface dry up.
-Check the percentage or concentration of the active ingredients (isopropanol should be between 60 and 70%)
-Hand sanitizers (containing ethanol) should not be used as they have not been tested on Ponto.

Note: These procedures will not eliminate the risk for cross infection.

Covid-19 Guidance Document

Cleaning of **Oticon Remote Microphones**

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Guidance for **Cleaning Oticon Remote Microphones**

This is a guidance document for the cleaning of Oticon remote microphones as it relates to Covid-19. It applies to Oticon Amigo, ConnectClip, and EduMic remote microphone systems. Cleaning is recommended when an Oticon remote microphone transmitter is being shared among different users.

The World Health Organization (WHO) has stated that the coronavirus is a respiratory virus that can be passed from an infected person primarily through droplets generated from coughing or sneezing, or from droplets of saliva or nose discharge. It may also be transmitted by those who are not showing symptoms.

Therefore, multiple users of a remote microphone transmitter should take extra care.

Guidance for **Cleaning Oticon Remote Microphones**

- Wear gloves when cleaning Oticon remote microphone transmitter.
- Most types of commercial disinfectant wet wipes can be used for cleaning the remote microphone transmitter.
- Those that are water-based disinfectants are optimal; A solution of 70% isopropanol may be used. Hand sanitizers should not be used.
- Wipe the entire surface of the remote microphone transmitter with the damp disinfectant wipe/towel.
- Take care to avoid directly touching microphone openings with excess liquid. Damp wipe is best.
- After cleaning, discard the gloves and wipes/towel; wash your hands carefully with soap and water or disinfect with a suitable alcohol disinfectant.
- Let the remote microphone transmitter dry for about one hour.

Please contact your
Oticon representative
should you have any questions

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Covid-19 and cleaning your Neuro 2 sound processor

Information for all Neuro 2 users and care givers

According to the World Health Organization (WHO), the coronavirus is a respiratory virus that can be passed from an infected person primarily through droplets generated from coughing or sneezing, or from droplets from the nose or mouth. It may also be transmitted by people not showing symptoms. Guidelines and advice on hygiene and protective measures against the spread of Covid-19 can be found on the WHO website "Coronavirus disease (Covid-19) – advice for the public".

During the coronavirus (Covid-19) pandemic, some users and care givers have asked about how to best clean the Neuro 2 Sound Processor. The information below is designed to answer these questions.

If you believe your Neuro 2 sound processor is contaminated by Covid-19, read the second section **“Disinfecting your sound processor”**.

1. Cleaning your sound processor

- Before handling the Neuro 2 sound processor or any of its accessories, always wash your hands. These WHO instructions show how.
- Clean and dry your Neuro 2 sound processor as shown in the Instructions for Use provided (care & maintenance/cleaning section). We recommend regularly cleaning your sound processor and its components on a daily basis:
  - Hold the Neuro 2 sound processor over a soft and dry surface to avoid any damage if it is dropped.
  - Clean the sound processor and its antenna with a soft, dry cloth.
  - Carefully brush away any dust, dirt or dead skin from the microphone openings with a soft brush.

cleaning your sound processor from these short videos provided by Oticon Medical.

No additional cleaning instructions are required during the current pandemic.

2. Disinfecting your sound processor

Information

By following the disinfecting guidelines, there is generally no need to disinfect your sound processor on a frequent basis. If you think it is necessary to disinfect your sound processor, use the disinfecting procedure, in the present section. It is only a recommendation based on current knowledge. The efficiency of this disinfecting procedure has not been tested on Covid-19. The long-term use of disinfectants on the sound processor has not been tested.

- Oticon Medical recommends the use of ready-to-use cleaning wipes saturated with a solution of 70% isopropanol alcohol and 30% deionized water. If these wipes are not available in your area

against SARS-CoV-2 (coronavirus). This information is only provided as a guide.

- Substances other than mixtures of 70% isopropanol alcohol and 30% deionized water have not been tested by Oticon Medical and may lead to degraded materials, discoloration and cracks on the housing even with a single application. If you notice any discoloration while cleaning, immediately stop applying the disinfectant, and let any remaining liquid on the device's surface dry. Using any other solution than 70% isopropanol would be considered misuse and may void sound processor warranty.

Disinfecting procedure

The instructions below are based on the EPA list and are provided as a guide only. Always read the instructions for use of a disinfectant and keep it out of reach of children.

Thoroughly clean your hands before and after disinfecting or use clean disposable gloves. Work on a clean surface.

- Use a clean toothbrush or soft brush on the connector.
- Use a soft dry cloth to dry the device and remove any residual disinfectant.

Instructions

1. Wash or clean your hands and clean the audio processor as described above in “1. Cleaning your sound processor”.
2. Remove all accessories from the sound processor.
3. Use the moist wipes/soft cloth/cotton buds to carefully disinfect the surface of the device and the accessories with the 70% alcohol cleaner for around 20-30 seconds. Do not submerge/immerse the sound processor in any fluid.
4. Let the liquid dry on the device’s surface. Do not wipe dry immediately as the disinfectant needs time to act on the surface for a better disinfecting effect:
    - Do not apply too much liquid on the surface as this may damage your audio processor.

5. If the recommended disinfectant is used and not too much liquid is applied, the substance will dry by itself. If required, use a soft dry cloth to dry any residual liquid

6. Reconnect all accessories to the sound processor.

7. The disinfection process is now complete. Always wash or clean your hands after disinfecting the device.

For any questions or additional information, please contact your local Oticon Medical representative or customer services.

5.

Guideline – (Covid-19)

Sanitization of Roger products in classrooms

A Sonova brand

PHONAK
life is on

Recommendation for sanitization of Roger products in classrooms

Introduction

This document contains sanitization recommendations of Roger products in the specific context of the Covid-19. Those recommendations are to be applied in classrooms where Roger products are shared between users.

The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose.
(source: https://www.who.int/health-topics/coronavirus)

Sharing hand-held or body-worn products such as Roger mics between multiple users may create a risk for transfer of virus particles from one user to another. Even apparently healthy individuals could have an unrecognized coronavirus condition, so a sanitization step when switching users is strongly recommended.

Scope

This recommendation applies to the following Roger products when shared between users to reduce the risk of coronavirus transmission:

- Roger Touchscreen Mic
- Roger Pass-arounds
- Roger Multimedia Hub

Choice of disinfectant

A surface disinfectant which is effective to kill enveloped viruses (such as the new corona virus) should be used. Do not use a disinfectant with skin emollients which are often found in hand sanitizers.

Bleach (e.g. containing chlorine or peroxides) and disinfectants containing ethanol must generally not be used as it may damage materials.

Following disinfectants are generally recommended:

- Water-based disinfectant solutions (preferred)
- Alternatively, a solution with 70% isopropanol

Important rules for the cleaning step:

- Disinfectant must be used according to supplier specification such as contact time, dry rub after applying disinfectant, drying time and other as applicable
- Wipe the device off with a disposable towel soaked with disinfectant
- Discard towels in waste bin with lid or in an additional self-containing plastic bag
- Never directly spray disinfectant directly onto device, never immerse device in disinfectant
- Make sure openings, in particular microphone openings, are never in contact with liquid as this may damage electronic components
- While wiping the device with disinfectant, do not press any buttons and as long as the device is still wet

Disclaimer

Sonova issues these recommendations to provide guidance to its customers and the users of its products. Sonova shall not be held responsible for any damages due to the implementation of the above recommendations. Alcohol based disinfectants may potentially create damage on coatings or sensitive components of the device.

Life is on

At Phonak, we believe that hearing well is essential to living life to the fullest. For more than 70 years, we have remained true to our mission by developing pioneering hearing solutions that change people's lives to thrive socially and emotionally. Life is on.

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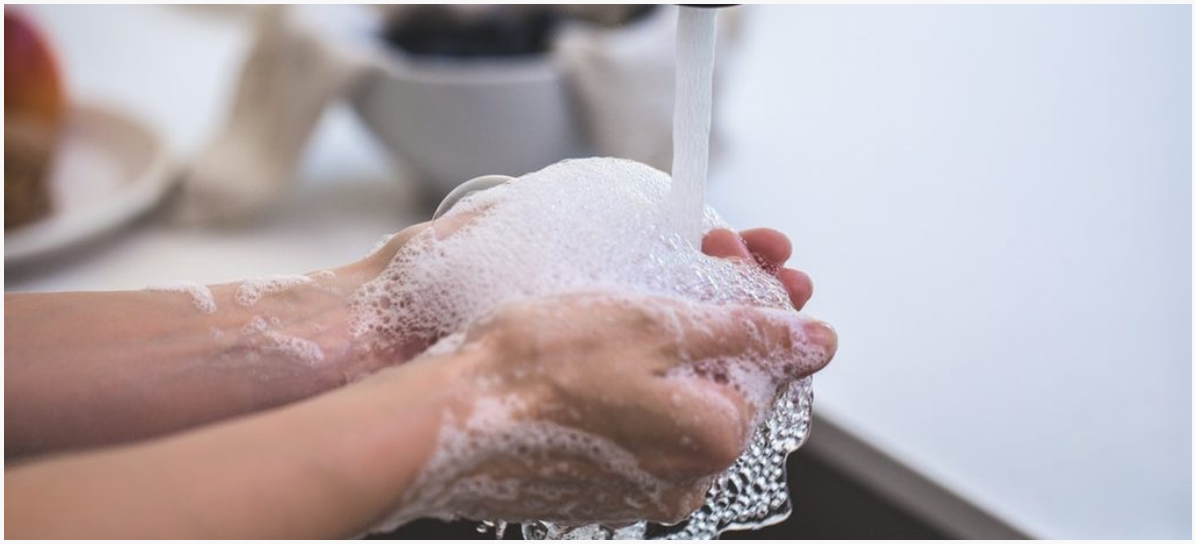
How to clean your hearing technology

Published by Editorial Staff at March 19, 2020

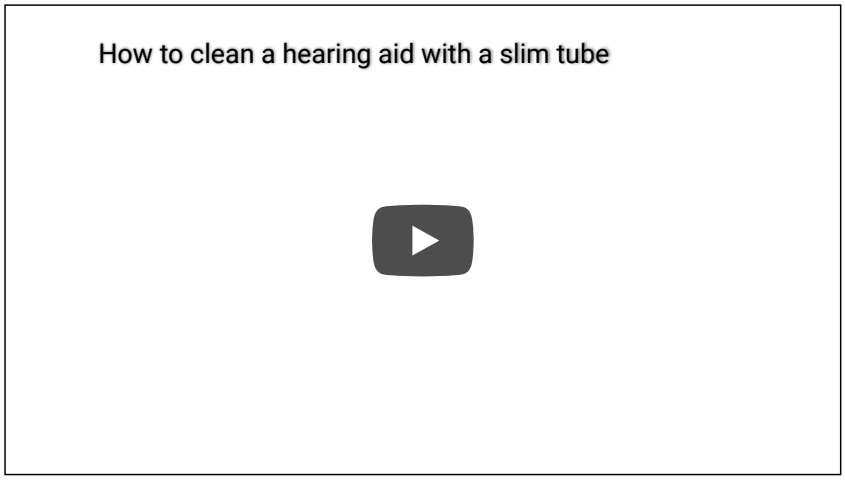


As washing our hands and covering out mouths become more important by the day, it's also important to remember to clean our hearing technology, especially if other people are coming into contact with them.

Hearing aid boots, hearing aid accessories like the Phonak Roger Pen, and other shared microphones can also pick up germs, which come in close contact to the user's face. To protect ourselves and our loved ones against germs and viruses such as COVID-19, here are some steps you can take to ensure your hearing technology is safe and disinfected.

How to clean your hearing technology

1. While holding in hands, gently brush the hearing aid clean
2. Gently separate the earmold from the hook
3. Brush the earmold
4. Use wax pick or similar device to remove excess debris
5. Gently wipe down the hearing aid with a soft cloth or certified cleansing wipe.



Watch: How to clean a hearing aid

Disinfectant Cleansing Wipes for Hearing Aids

According to the WHO's interim guidance on biosafety, disinfectants with hypochlorite (bleach), alcohol, hydrogen peroxide, quaternary ammonium compounds and phenolic compounds are proven to eliminate the coronavirus on surfaces – including hearing aids and hearing devices.

Phonak Cleaning and Care (C&C) wipes are a safe option for cleaning your hearing technology. These wipes are a quaternary ammonium compound-based disinfectant, which is capable of disinfecting viruses such as COVID-19. The wipes have been specifically created to disinfect hearing systems, including shared Roger transmitters, hearing aids and earmolds. The Phonak C&C dispenser includes 90 wipes. School professionals can acquire these from the Phonak.

Traditionally, Phonak recommends that behind-the-ear hearing aids are cleaned every two days. It is suggested that in-the-ear hearing aids are cleaned daily.

During this period of heightened concern, daily cleaning of hearing aids may be appropriate. Additionally, you may want to wipe down technology each time it is handled by a different person.

> **"Traditionally, Phonak recommends that BTE hearing aids are cleaned every two days and ITE hearing aids are cleaned daily."**

Cleaning shared hearing technology

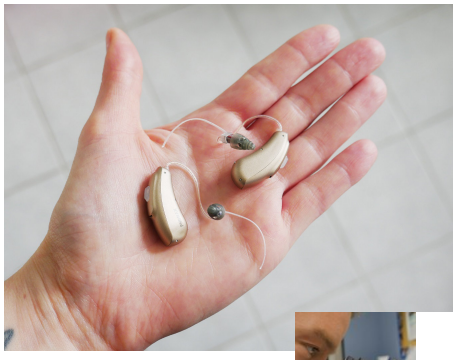
If multiple people (teachers, students) are sharing one transmitter, in addition to using the C&C wipes or another appropriate disinfectant, hand washing will continue to be critical.

Even if the transmitter isn't being shared amongst many adult speakers, increased sanitization is wise. (When my daughter was in kindergarten, she would put her mouth on the transmitter. Imagine a little kid with any microphone they just can't seem to help putting their mouths on the microphone to sing.) Quick wiping it off after the children handle the mic or use the Small Group mode function is important.

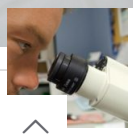
If you are a parent or otherwise unable able to acquire Phonak C&C wipes, 70 percent isopropyl alcohol wipes (such as Clorox Wipes) have not shown damage to other personal consumer goods, such as Apple products. (At the time this article was authored, this solution was not officially endorsed by Phonak.)

A few additional tips when cleaning your hearing devices:

- Avoid excessive wiping
- Unplug any cable from the technology
- Don't get moisture in the openings; don't submerge in liquid; keep liquid away
- Do not use aerosol cleaners, bleach, or abrasives



Read more: 10 care tips for your child's hearing aid



7. Summary of guidance

Equipment needed

To disinfect devices, use proprietary pre-moistened cleaning wipes[1], or paper towels or cotton swabs with

- 60-70% ethanol (alcohol) solution, or
- "iso solution", a mixture of de-ionized water and 60-70% isopropyl alcohol (isopropanol), or
- 3% hydrogen peroxide solution.

Use only as recommended by the instructions provided with the cleaner. However, carefully **check the manufacturer guidance as to which product to use**; eg some only advocate iso solution.

When applying a solution, it is essential to avoid the microphones and to ensure no fluid enters any opening. Carefully wipe all surfaces of the device with the cloth, cotton bud or wipe for the times below

- 1 – 2 minutes for hydrogen peroxide (3%)
- 20 – 30 seconds for alcohol cleaner (60 – 70%)

Cleaning Your Audio Processor or Radio Aid / Remote Microphone system

Before handling the audio processor or any of its accessories, **clean your hands**, as shown in the instructions provided by the WHO or the NHS.

- Remove heavy dirt and stains on the device's surface with paper towels and cotton swabs, which are soaked with iso solution, or proprietary cleaning wipes.
- Do not submerse the equipment in any fluid.
- Moisten the surface of the device carefully. Do not apply too much liquid on the surface as this may damage the device.
- Do not apply to microphone cover(s), near seams in the plastic, or to battery or power connectors.
- Let the liquid dry on the device's surface. Do not wipe dry immediately as the cleaning fluid needs time to act on the surface to have a better disinfecting effect.
- Completely dry the equipment before using
- Now wash or clean your hands after disinfecting the device.

Cleaning shared hearing technology

Bear in mind that the handling of a radio aid is like any other piece of shared equipment in school, eg pass around rulers, pens, calculators etc or shared items like door handles! **So, if multiple people (teachers, students) are sharing one transmitter, in addition to using proprietary wipes or another appropriate disinfectant, hand washing will continue to be critical.** Lanyards should be wiped too, and anti-microbial lanyards could be a consideration. In the current situation, Individual lanyards for staff using the transmitter are advisable.

Even if the transmitter isn't being shared amongst many adult speakers, increased sanitisation is wise. Wiping it off after the children handle the mic or use the transmitter's 'Small Group' mode function is important.

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[1] For example, Phonak Cleaning and Care Wipes. **Phonak Cleaning and Care (C&C) wipes** are a quaternary ammonium compound-based disinfectant, which is capable of disinfecting viruses such as COVID-19. The wipes have been specially created to disinfect hearing systems, including shared Roger transmitters, hearing aids and earmoulds. The Phonak C&C dispenser includes 90 wipes. **Education professionals can acquire these from the Phonak or from Connevans** https://www.connevans.co.uk/catalogue/190/Cleaning-hearing-aids---moulds.

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Created	6 May 2020	Updated 10 August 2020
To be reviewed	September 2020	