

Getting The Most Out Of ZPower Rechargeable Batteries

The intent of this Product Bulletin is to educate our customers on proper usage of ZPower silver-zinc rechargeable batteries and to ensure a positive user experience with the ZPower Rechargeable System for hearing aids.



No Need To 'Pre-Charge' Batteries

ZPower batteries are shipped fully charged. The ZPower cells will provide a full day of wear right out of the box.

Fully Charge The Batteries Daily

Each night, the hearing aids should be placed in the charging base. 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. Do not try to extend battery life by charging every other day, as this increases the chances of depleting the battery. A fully depleted battery will take longer to charge and may not fully charge in time for next use.

Do Not Reboot Hearing Aids After 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 override the smart circuitry in the battery door into believing it has a traditional disposable battery installed and, although the hearing aid will continue to work for a short period, it may 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.

When Not In Use, Keep Hearing Aids In Charging Base And Plugged In

If the hearing aids are not being worn, it is best to leave them in the charging base to ensure they stay fully charged. The charging base will not overcharge the hearing aids and will ensure the batteries stay at full charge. Do not unplug the charging base with the hearing aids inserted, as this will cause the hearing aids to turn on, and the batteries to begin discharging. Good habit: If not on the ears, put hearing aids in the charging base.

Periodically Clean The Charging Contacts On Your Hearing Aids and Charger

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.

Do Not Put Batteries In Active Drying Kits

Active drying systems may have temperature ranges that exceed the recommended rechargeable battery operating temperature, which can reduce the life of the battery. Therefore, when using an active drying system, the batteries need to be removed from the hearing aids prior to drying. For this reason, a ZPower compatible dryer system will be released to the market in late 2018. The dryer system will work with any ZPower charger and the system will provide charging, active drying and a UV light for a complete all in one system.

Only Charge ZPower Batteries In A Hearing Device

ZPower batteries should only be charged in ZPower battery doors installed onto the hearing device. Batteries should not be charged in the battery doors only, as the internal battery contacts may not properly contact the battery. Poor battery contacts may lead to incomplete or failed charging attempts.

Long-Term Storage: Keep In Charging Base Or Remove Batteries

If the hearing aids are not going to be used for few days, the hearing aids should be kept in the powered charging base. But if the charging base is not accessible, or the batteries will not be used for over 2 weeks, the rechargeable batteries should be removed from the hearing aids and stored in a location where they will not touch each other or other metal objects.

Do not open the battery door to turn off the hearing aid for more than 3 hours. Circuitry in the battery door will continue to discharge the batteries, even though the hearing aid is off. Leaving the batteries in an open door for days can lead to over-discharging the batteries.

Please Visit www.zpowerhearing.com to View the ZPower Rechargeable System Instructions For Use as Well as FAQs and Trouble Shooting Videos.

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