

JVC

User Manual

JVC EH-Z1500 Hearing Aids



<http://www.us.jvc.com>

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Safety and health information

WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to see a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- Your ear feels painful or uncomfortable
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again
- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear

Safety and health information

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to the FDA as an adverse event according to the instructions that appear later.

WARNING: Do NOT store or replace batteries near where you store medication or near children.

Battery ingestion can cause serious harm. If you think that you or someone else has swallowed a battery or placed a battery inside any part of the body, seek immediate medical attention. Leaking or exploding batteries result in the creation of harmful substances. If this happens, avoid skin contact with these substances. If there is leakage on skin, eyes, or in the ear, seek medical advice. If there is leakage on the hearing aid, return it to the manufacturer for evaluation.

WARNING: Do NOT resell the hearing aids or share them with others.

They are intended for use by a single user. Using resold or shared hearing aids may lead to infection.

Safety and health information

WARNING: Do NOT conduct any of the following, they may cause damage to your hearing aids or accessories.

- Do not immerse your hearing device in water or liquid.
- Do not bend the tube and dome back and forth to remove it.
- Do not use clearing wire while the tube is connected to the hearing device.
- Do not use alcohol on earmold or dome.
- Do not use sharp tools to dislodge ear wax.
- If using prescribed ear drops, remove any moisture that may get into the earmold / tubing.
- Do not wear your hearing device while bathing, showering, swimming, or in a moist atmosphere, like steam baths or sauna.
- If your hearing device gets wet, do not attempt to dry it in an oven or microwave. Do not adjust any controls. Open the battery door immediately and allow your device to dry naturally for 24 hours. Do not use the hearing device until the device is completely dry.

CAUTION: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

Safety and health information

CAUTION: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

CAUTION: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip (dome), gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Safety and health information

Note: What you might expect when you start using a hearing aid

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both ears, especially in situations that make you tired from listening—for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch> or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Safety and health information

Intended use

The JVC EH-Z1500 are self-fitting, wireless air conduction hearing aids, intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. They are adjusted by the user to meet the user's hearing needs. The device is intended for over-the-counter sale and use without the assistance of a hearing health care professional.

Safety and health information

Clinical data

In evaluating the Tuned software application in simulated and real use case scenarios, clinical data demonstrates that the JVC EH-Z1500 Hearing Aids can deliver amplification consistent with compensation for mild to moderate hearing loss. Measured results shown from mean absolute difference to NAL-NL2 prescriptive targets support the prediction that people completing the Tuned self-fitting process will generally experience similar audibility and hearing benefit when using the Tuned self-fitting technology compared to other options of fitting the same device. During a human factors evaluation, there were no adverse events encountered leading to harm or risk of harm.

The JVC EH-Z1500 Hearing Aids, Powered by Tuned, were clinically evaluated in terms of: (1) the usable fitting range; (2) the overall output safety of the device and software working together; and (3) the overall applicable match to widely accepted NAL-NL2 prescriptive targets as an alternative method of fitting to encompass self-fitting.

During a summative usability human factors evaluation, participants evaluated the audio quality and physical fit during simulated daily use; they completed various laboratory assessments and standardized questionnaires. The findings of this study, along with the clinical data in simulated and actual use conditions, confirmed that the JVC EH-Z1500 Hearing Aids, Powered by Tuned using the associated app meets clinical expectations.

Safety and health information

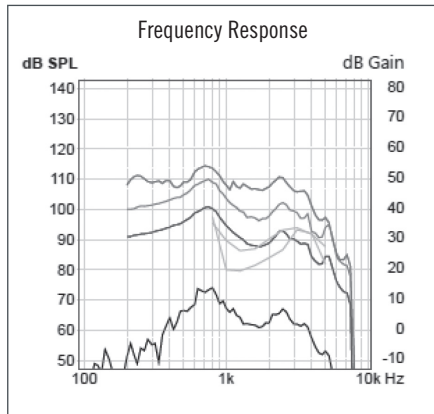
Technical specifications

ANSI S3.22 2014 (R2020) / ANSI CTA 2051 2017 (2cc)	Nominal specification
Maximum output limit value Output Sound Pressure Level 90 (OSPL90)	< 117 dB SPL
Full-on gain value	50 dB
Total Harmonic Distortion 500 Hz	< 5%
Total Harmonic Distortion 800 Hz	< 5%
Total Harmonic Distortion 1600 Hz	< 5%
Self-generated noise value	< 27 dB SPL
Latency value	< 15 ms (programmable)
Upper and lower cutoff frequencies for bandwidth	200 Hz – 7200 Hz (approximate)
Induction Coil Sensitivity (dB)*	65 dB SPL (HFA)
Expected battery life	125 hours (150 mAh capacity, device current draw approximately 1.2 mA)

*If specific model includes telecoil

Safety and health information

Technical specifications



Legend	Description	Value	Unit
	OSPL 90 MAX	114.4	dB SPL
	OSPL 90 HFA	108.4	dB SPL
	OSPL 90 500 Hz	109	dB SPL
	OSPL 90 1600 Hz	106.8	dB SPL
	FOG 50 HFA Gain	41	dB
	FOG 50 1600 Hz Gain	36.2	dB
	FOG 50 MAX Gain	50	dB
	RTS 60 Min Frequency (F1)	200	Hz
	RTS 60 Max Frequency (F2)	7148.8	Hz
	RTG 60 HFA Gain	31.8	dB
	THD 500 Hz	0.4	%
	THD 800 Hz	0.2	%
	THD 1600 Hz	0.3	%
	Equivalent Input Noise	26.3	dB SPL
	Current Drain	1.2	mA
	Attack Time	9.6	ms
	Release Time	146.9	ms
	I/O 2000 Hz Knee Point	50	dB SPL
	Telecoil (at 31.6 mA/m) HFA	65.3	dB SPL
	Telecoil (at 31.6 mA/m) ETLS	-26.5	dB
	Telecoil (at 1 mA/m) MASL	45.7	dB SPL
	Directionality Average (0 s)	5.6	dB

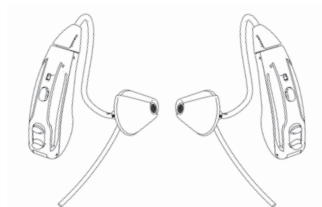
Safety and health information

Technical specifications

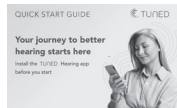
Compatibility and minimum operating requirements	
Apple	iOS 14 iOS 15 iOS 16
Android	Android 8 Android 9 Android 10 Android 11 Android 12 Android 13

Setting up the hearing aids

What's inside the box



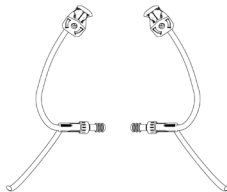
JVC EH-Z1500 hearing aids with size 2B tubes and tulip domes attached (1 pair)



Quick start guide (qty 1)



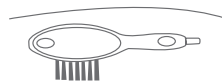
User manual (qty 1)



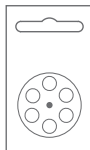
Left and Right tubes sizes 0B, 1B, 3B (2 ea, qty 6)



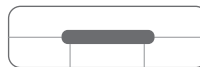
Open and double dome sizes Sm, Md, Lg (2 ea, qty 12)



Brush & tube clearing wire (1 of ea, qty 2)



Size #312 batteries (3 pks of 6 ea, qty 18)

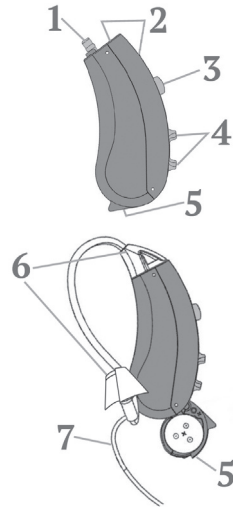


Hearing aid storage case (qty of 1)

Setting up the hearing aids

Hearing aid overview

1. **Receiver** – Delivers amplified sound through the tubing to the ear canal.
2. **Microphone** – Sound enters the hearing aid through the microphone.
3. **Program control** – Press to change programs.
4. **Volume control** – Press the toggle up or down to change the volume.
5. **Battery door** – Battery is inserted here and functions as the on/off switch.
6. **Tube and dome** – Each hearing aid comes with a size 2B tube and tulip dome connected to the hearing aid receiver. Sound travels through the tubing into your ear canal.
7. **Retention lock** – Keeps the dome/tubing securely in place.



Note: The outer shell of the hearing aid is laser marked with Left or Right



SERIAL NO: Located on the outer casing of the hearing aid.



Setting up the hearing aids

Download the Tuned Hearing app

The Tuned Hearing mobile app is required to pair the hearing aids through a Bluetooth® connection to complete set up, adjust them to personalize your hearing needs, and manage programs and settings.

Get started

Step 1

Search and download the Tuned Hearing app from the App Store or Google Play store.



Step 2

Open the Tuned Hearing app and follow the app instructions

Setting up the hearing aids

Battery management

Low battery indicator

When the battery is no longer strong enough to power your hearing aid, you will hear a voice prompt say “low battery.” The hearing aid will shut down after you hear a voice prompt say “replace battery.”

Expected battery life

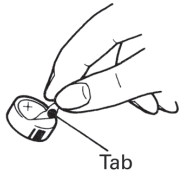
Once a battery is replaced, each battery has an expected battery life of approximately 125 hours.*

*150 mAh capacity, device current draw approximately 1.2 mA

Setting up the hearing aids

Battery management

A size #312 zinc-air hearing aid battery is required for each hearing aid device.
To insert or replace batteries, follow these steps:



Step 1

Remove the tab from the flat, positive (+) side of the size 312 zinc-air battery. Removing this sticker will activate the battery. **Wait one minute for battery to reach full power before placing the battery into the battery door.**



Step 2

Gently open the battery door, using your fingernail or thumbnail. Pull out on the small lip of the battery door located on the lower part of the hearing aid.

Setting up the hearing aids

Battery management

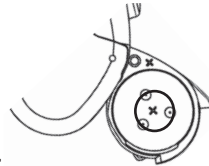


Step 3

Locate the positive (+) symbol on the inside top rim of the battery door. This indicates that the flat, positive side of the battery should face up in the same direction as the positive (+) symbol.

Step 5

Close the battery door. **NEVER force the battery door closed.** If the door does not close easily then the battery is probably upside down.



Step 4

Place the battery in the battery door – **NOT directly inside the hearing aid.** Fit the battery in the door with the flat, positive (+) side facing up.

Tip: When inserting the battery, try using the magnet located on the end of the brush.

Setting up the hearing aids

How to wear hearing aids

If you wear eyeglasses, put your glasses on first.

1. With tubing attached, place the hearing aid behind your ear.
2. Hold tubing between thumb and index finger with dome pointing towards the ear canal.
3. With hearing aid behind your ear, insert dome into ear canal.

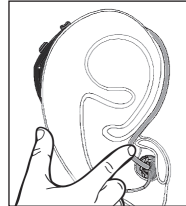
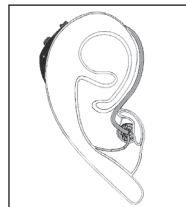
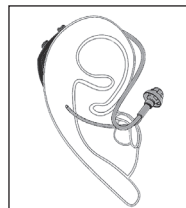
Tip: Pulling up and back on your ear may make it easier to insert the tube and dome into your ear canal.

4. Curl and tuck retention lock along the bowl of your ear.
5. Tubing may bulge slightly near ear canal. Using your fingertip, press gently at the bend in the tubing to ensure proper placement of dome.

Tip: The dome should be completely, or almost completely, in the ear canal (the dome will not touch the eardrum). This is key to getting enough loudness and avoid whistling.

6. Without applying pressure, slide fingertip up the tubing towards the top of the ear, making sure the tubing rests against the side of your head.

ATTENTION: Confirm dome is attached to tubing each time dome is removed from ear. If dome remains in ear, seek medical advice.



Setting up the hearing aids

Check the fit for comfort

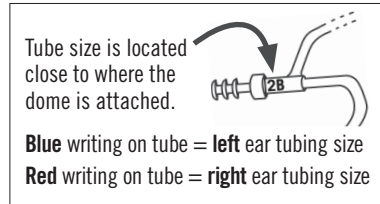
A size 2B tube and tulip dome come attached to each hearing aid. This should be a comfortable fit if:

- The hearing aid rests nicely behind the ear.
- The tubing should rest against the side of the head without any bulging.
- The dome should remain in the ear canal securely.

TUBING MAY BE TOO LONG IF:

1. Tubing bulges near the top of the ear.
2. Tubing is not resting against the side of your head.
3. Hearing aid will not stay tucked behind the ear.

If tubing is too long, try a shorter size (length) of tubing. See page 28.



TUBING MAY BE TOO SHORT IF:

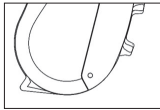
1. Hearing aid pulls forward over the top of the ear and will not stay in place.
2. The hearing aid pulls forward when inserting the dome into the ear canal.
3. Dome keeps falling out of ear canal or does not stay securely in place.

If tubing is too short, try a longer size (length) of tubing. See page 28.

Hearing aid controls and programs

Powering on and off

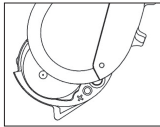
ON: With a fresh battery installed, fully close the battery door.



It may take a few seconds for the hearing aid to turn on after inserting the battery and closing the battery door.

Each time the hearing aid is turned on, it will attempt to pair with any accessories that are in pairing mode.

OFF: Open the battery door.

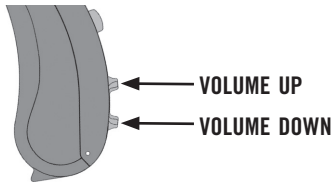


To turn off the hearing aid, the battery door needs to be opened at least half way before it will turn off.

Hearing aid controls and programs

Adjusting the volume

The volume control button allows you to increase and decrease volume levels. Press up to increase the volume and press down to decrease the volume.



You will hear a single beep at each volume setting between the maximum and minimum volume settings. Once the volume reaches maximum and minimum volume, a voice prompt will confirm the maximum or minimum setting.

The volume level will default to the volume setting it was on when the hearing aid was last turned off.

There are 10 volume control levels:

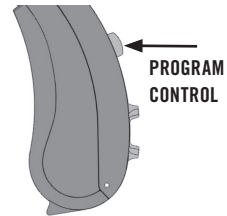
Volume Level	Voice prompt / Beep
Maximum volume	Voice prompt: "Volume Maximum"
9	Beep
8	Beep
7	Beep
6	Beep
5	Beep
4	Beep
3	Beep
2	Beep
Minimum Volume	Voice prompt: "Volume Minimum"

Hearing aid controls and programs

Program settings for different environments

The program control is a push button located above the volume control. This will allow you to choose between four program settings.

Choose between four program settings by pressing the program button. When you press the program button you will hear a voice prompt say “program 1”, “program 2”, “program 3”, or “program 4”.



Program Setting 1: Daily setting – use in most listening situations.

Program Setting 2: Talk setting – use when having a conversation.

Program Setting 3: Music setting – use when listening to music.

Program Setting 4: Noise setting – reduces the amount of low frequency amplification. Often helpful in noisy situations.

Hearing aid controls and programs

How to use with telephone and in airplane mode

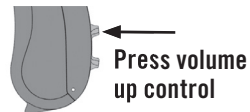
Use with telephone

For use with traditional corded phones, cordless phones, and cellular phones. First, try to use the phone as you normally would hold it. If you cannot hear well, move the handset around to find the position that best receives the sound coming from the phone. Some users find performance can be improved by tilting the handset at a slight angle. It may help to turn the volume up on your phone. Practice using the telephone with someone familiar to you.

Airplane mode

When entering an area where radio signals are prohibited, wireless functionality must be switched off; airplane mode on your hearing aid must be turned on.

1. To enable airplane mode, close the battery door while pressing the volume up control and hold for six seconds.
2. To disable airplane mode, open and close the battery door.



Maintenance and care

Daily maintenance

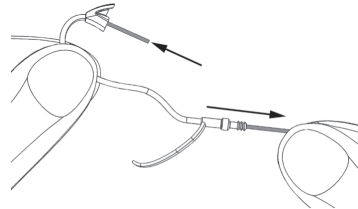
It's important to maintain your hearing aid and accessories regularly. Without regular maintenance, wax and moisture can build up and prevent the hearing aid from working properly. It's best to maintain your hearing aid in the morning before you use it.

Maintaining hearing aids:

1. Wipe off the outside of the hearing aid and dome with a soft cloth.
2. Using the brush and tube clearing wire that were included with the care kit, gently remove wax and dirt from the hearing aid sound openings.

Maintaining tubes:

1. **REMOVE the TUBE** from the hearing aid (pg. 28).
2. **REMOVE the DOME** from the tubing (pg. 29).
3. Insert the tube clearing wire into the triangular base at the end of the tube and thread it all the way through so it comes out the other end of the tubing.
4. Wipe off any debris on the clearing wire before re-using or storing.



Maintenance and care

Care recommendations

Follow these instructions to care for and prolong the life of the hearing aids:

- Before storing the hearing aids for extended periods of time, remove batteries
- Hearing aids should be placed into the storage case when not in use
- Protect hearing aids from excessive heat
- Remove hearing aids before applying hair care products
- Replace domes and tubes every three months
- Update the Tuned Hearing app when prompted

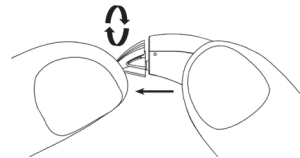
Replacing accessories

Removing and attaching tubes

For optimal performance, replace tubes every three months.

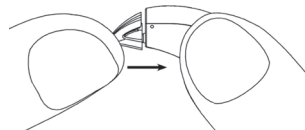
How to **REMOVE** tubes:

1. Grasp the thicker base of the tube near the top of the hearing aid.
2. Twist the base of the tubing 90° to the left or right.
3. Pull the thicker base of the tubing away from the hearing aid.



How to **ATTACH** tubes:

1. Line up the top of the aid and the thicker tubing base and gently push the base of the tubing onto the aid until it snaps into position.



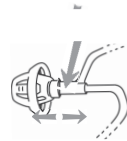
Replacing accessories

Removing and attaching domes

For optimal performance, replace domes every three months.

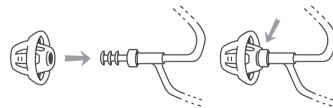
How to **REMOVE** domes:

1. Hold the dome tightly and grasp the tubing directly behind the dome. Pull firmly.



How to **ATTACH** domes:

1. Line up the narrow tubing nozzle with the opening on the inside of the dome.
2. Push together firmly until the dome is securely attached. Gently tug the dome to be certain it stays in place.



TROUBLESHOOTING

If your hearing aid is: WHISTLING (FEEDBACK)

1. Your hearing aid may briefly whistle when a hand, hat or other object is near it or when inserting and removing.
2. Turn the volume down, it may be set too high (pg. 23).
3. Check that your dome is inserted correctly (pg. 20).
4. Try a different size dome (pg. 29).
5. Verify that the tubing is attached correctly and is in good condition. If the tubing is damaged, it should be replaced (pg. 28).
6. Try a new battery.

If your hearing aid is: WEAK, DISTORTED, DEAD

1. Check that the battery is inserted correctly (pgs. 18-19).
2. Try a new battery.
3. Perform maintenance on your hearing aid, microphone ports, tubing and dome (pg. 26).
4. If your hearing aid goes dead periodically, but comes on after several hours of rest, the problem may be a build-up of humidity. Open the battery door and allow it to air dry.

Reordering accessories

Domes



Tulip Dome 2-pack
One size #82382



Double Dome 2-pack
Small.....#82321
Medium.....#82322
Large.....#82323



Open Dome 2-pack
Small.....#82311
Medium.....#82312
Large.....#82313

Tubes

Replacement tubes 2-pack

(1 left tube & 1 right tube of size selected)

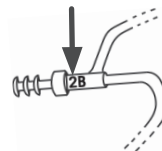
Size 0B Left & 0B Right #82102

Size 1B Left & 1B Right #82112

Size 2B Left & 2B Right #82122

Size 3B Left & 3B Right #82132

The tube size is located close to the area where the dome is attached.



Please Note:

Blue writing on tube = **left** ear tube size

Red writing on tube = **right** ear tube size

To order call 1-815-787-3251 or visit www.HearingSupport.net

Reordering accessories



powerone)))

Premium hearing aid batteries

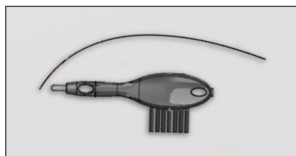
Your JVC EH-Z1500 uses a size 312 zinc-air battery.

Quantity of 6 batteries per pack#24607

Care Kit

Care kit includes one brush with battery magnet and one tube clearing wire.

Care Kit....#25155



To order call 1-815-787-3251 or visit www.HearingSupport.net



Warranty

Limited manufacturer's warranty

What does this warranty cover?

JVCKENWOOD USA Corporation ("JVC") warrants your new product against defects in materials and workmanship when purchased from a JVC authorized reseller.

How long does this warranty last?

This warranty is valid from the date of original retail purchase for a period of twelve months. This warranty terminates immediately if you sell or transfer the product.

What will JVC do?

In the case of a covered warranty defect, JVC will, at its option: (A) repair the product; or (B) replace the product with an equivalent product.

What does the warranty not cover?

This warranty only extends to the original end-use purchaser or person receiving the product new as a gift. This warranty does not extend to any other person or transferee. This warranty does not cover defects or damage arising from improper use or maintenance, normal wear and tear, commercial use, accident, or external causes. Also, unauthorized repair, modification, or customization of your product voids this warranty. This warranty does not cover the return freight charge.



Warranty

Limited manufacturer's warranty

What do I do?

For warranty service on covered defects during the warranty period, contact the manufacturer at www.HearingSupport.net, help@hearingsupport.net, 1-815-787-3251, or write to: Hearing Support Network, PO Box 586, DeKalb, IL 60115. Prior to providing warranty service, JVC may require you to provide proof of purchase details, including but not limited to a receipt or sales invoice.

How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws, including your rights against the person who sold the JVC product to you. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY JVC. JVC DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND JVC'S LIABILITY SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE. FOR ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, THE TERM OF THE IMPLIED WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE FOREGOING EXPRESS WARRANTY PERIOD.

For additional policies and/or terms and conditions, please follow this link:
<https://www.jvc.com/usa/headphones/hearing-solutions/eh-z1500/>



Warranty

Serial number record

Complete and retain for your records

Keep your original receipt of this purchase with this User Manual.

Date of purchase: _____ Brand/Store purchased: _____

Serial numbers:

Left hearing aid _____

Right hearing aid _____

2B tube and tulip dome come attached to the hearing aids. If you selected a different size for either accessory, then keep record of those sizes for future accessory reordering.

Preferred tubing size: _____

Preferred dome style/size: _____

**To reorder accessories
call 1-815-787-3251 or visit www.HearingSupport.net**



Questions or concerns for the manufacturer?

www.HearingSupport.net

1-815-787-3251

help@hearingsupport.net

REGULATORY NOTICES

Lumen 155

FCC ID: POMIINHBC1B0

FCC Notice

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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