

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>