



# **User Manual** V3.0

Go Lite & Go Prime  
OTC Hearing Aids

[www.gohearing.com](http://www.gohearing.com)



# Precautions and Warnings



**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 and 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.



**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 FDA as an adverse event according to the instructions that appear later.



These PRECAUTIONS point out situations which could cause minor or moderate injuries to the user or to the hearing aid.

- You should familiarize yourself fully with the entire contents of this user manual before using the Go hearing aid to ensure personal safety and correct use. Contact the Go contact centre for support if you experience unexpected operations or performance.
- Do not attempt to modify the shape of the devices

yourself.

- For best results, use hearing aid accessories provided by Go Hearing.
- Never leave your devices where small children and pets can reach them.



These **WARNINGS** point out situations which could cause serious injuries to the user or to the hearing aid.

- In some acoustic environments, over amplification can cause discomfort and damage to the patient's hearing.
- Do not use your device in explosive or oxygen-enriched areas.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform a hearing healthcare provider and contact your physician.
- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal, but see your hearing healthcare provider if you continue to have difficulty.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.

- Remove your aids for CT and MRI scans or for other electromagnetic procedures.
- Never leave your hearing aids and/or charging case where small children and pets can reach them.
- If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with a hearing healthcare provider, preferably an ear-nose-throat doctor (ENT).
- If you have active implantable devices, please keep magnets (ie. the charging case) at least 6 inches away from the active implant.
- Do not cover the whole charging case while charging with the charging cable, e.g. with a cloth etc.
- Please do not share your hearing device with other people.
- Sleeping with your hearing aids in is not recommended. Risks vary from damaging your hearing aids to experiencing discomfort and/or feedback. But with some research, you will find that there are many assistive devices available to you, such as wake-up alarms that can be placed under your pillow or wristbands that vibrate when you have a phone call.
- Contact +1 302 754 3190 for support if you experience unexpected operations or performance.

# Caution and notices for users



**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.



**Caution: The sound output should not be uncomfortable or painful.** 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, 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 with 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.

**i** **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, especially in situations that make you tired from listening- for example, noisy environments.

**i** **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.



# **Welcome to your Go Hearing Aids.**

This manual will provide you with all the information you need to use and maintain your new OTC hearing aid devices.

This manual explains both Go Prime and Go Lite models. Please check the side and/or front of outer packaging to see which model you have.

**Ensure you follow instructions relevant to your model.**

For additional information on the use of these devices visit [www.gohearing.com](http://www.gohearing.com).

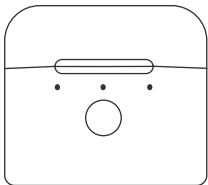
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# What's inside the box?

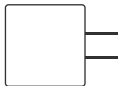


2 x Color coded OTC  
Hearing Aids



1 x Charging case

1 x  
Charging  
adapter



6 x Domes (Small, medium  
and large sizes)

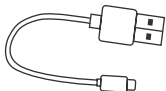


1 x Volume adjustment tool  
(for the Go Lite only)



4 x Spare wax guards

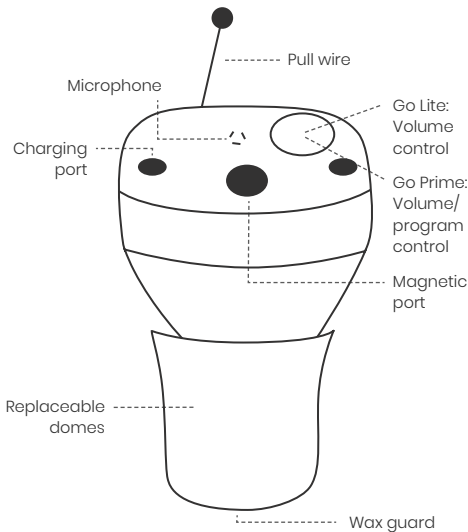
1 x Charging cable for  
the charging case



1 x Cleaning brush



## Components of the devices



# Quick start guide

## Power ON/OFF

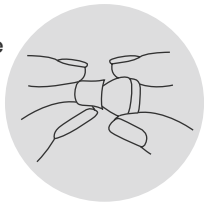
**ON:** The device will switch on automatically once removed from the charging case. You might hear it give feedback or whistle. This is normal.

**OFF:** The device will switch off as soon as it's placed back in the charging case.

**Important:** The pull wire fits into the deep groove in the charging case. The device should feel secure when it connects to the magnet.

## Selecting the correct dome

Each device comes with 3 different dome sizes. The device comes preassembled with a medium-sized dome.



Choose a dome that allows the device to feel comfortable and secure in your ear.

**⚠ WARNING:** When attaching a dome, ensure that you firmly push it over the ridge at the end of the sound outlet from an angle, working your way around until the whole ridge is encased in the dome. It needs to be secure to prevent it from coming off the device.

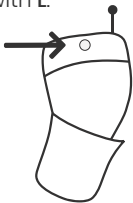
## Inserting the device

The device comes in different colors and is marked with an **R** and an **L**.

Right ear: **Red color** and marked with **R**.

Left ear: **Blue color** and marked with **L**.

Align the device before inserting them. Ensure the white dot at the top of the device is facing upwards.



### Go Lite:

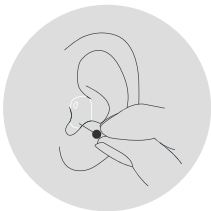
Right ear: Volume control wheel at the bottom.

Left ear: Volume control wheel at the top.

**Go Prime:**

Right ear: Volume/program control at the bottom.

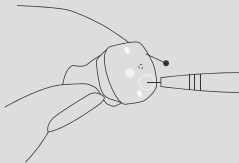
Left ear: Volume/program control at the top.

**Tips for inserting and removing the device**

- Turn the volume down the first time you try the device.
- It is normal for the device to give temporary feedback or whistle when you insert it or take it out.
- To insert the device, hold it with the pull wire between your thumb and forefinger.
- Gently pull your outer ear backwards with your free hand to make it easier to insert. Opening and closing your mouth may ease insertion.
- Gently pull on the pull wire to remove the device.

- i Please Note:** Due to individual ear canal differences, the devices might not reach the correct depth of insertion as desired. If the devices feel comfortable and secure with no apparent feedback/whistling then they should still offer the desired benefit. Be gentle, but firm when inserting. Do not use force. If any pain experienced, remove immediately and consult a hearing healthcare professional.

## Adjusting the volume



- i Please Note:** The Volume Adjustment Tool is intended for the **Go Lite** model only. Each hearing aid needs to be adjusted individually.



**Go Lite:**

1. Use the small volume adjustment tool that's included.
2. Place the adjustment tool along the length of the groove/line on the wheel.
3. The arrow will indicate the volume level.
4. Slowly and gently turn the wheel in the desired direction.
5. Turn the wheel clockwise to increase the volume.
6. Turn the wheel anti-clockwise to decrease the volume.

**Go Prime:**

The button on your Go Prime hearing aids has two functions which are accessed by pressing the button differently.

One to adjust the volume level (quick press and release) and the other to change between 3 different program settings (press and hold).

**Changing the volume of your Go Prime**

1. To change the volume, press and release the button.

2. You should notice a gradual increase in volume accompanied by a single beep.
3. When the maximum volume level is reached, you will hear 2 beeps.
4. Pressing the button while you're on the maximum level will return the hearing aids to the minimum volume level.
5. There are a total of 8 volume steps. Press the button to increase the volume until you find a comfortable level between minimum and maximum.

- i Please Note:** Every time the device is switched on, it will revert back to the most recent volume setting you used.
- i Please Note:** Volume on each hearing aid needs to be adjusted separately.

### **Changing the programs on the Go Prime**

Your device has 3 listening program settings. To change between programs, press and hold the button for 3–4 seconds before releasing the button.

## Normal Setting

- Suitable when you struggle with all sounds.
- You will hear 1 beep when this is activated.

## High-Frequency Setting

- Suitable when struggling to hear high pitched sounds or when it is very noisy.
- You will hear 2 beeps when this is activated.

## Low Frequency Setting

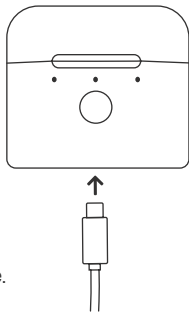
- Suitable when you struggle to hear low pitched sounds or when listening to music.
- You will hear 3 beeps when this is activated.

- i Please Note:** Every time the device is switched on, it will revert back to the most recent program setting you used.
- i Please Note:** The program on each hearing aid needs to be changed separately.

## Charging your devices

Before using the hearing aids for the first time, remove the sticker and charge them fully.

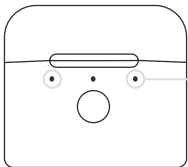
The charging cable can connect to any USB power source to charge the charging case. Insert the charging cable into the bottom of the charging case.



Your devices can be used **for up to 20hrs on a single, full charge**. A fully charged charging case can charge the devices up to 6 times.

It takes between 2-3hrs to charge the devices fully. It takes between 2-3hrs to charge the charging case. The charging case and the device can be charged simultaneously.

## Understanding the charging case

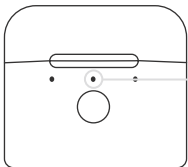


**Green lights:**  
On the left and right.

**Flashing green lights:** The charging case is charging.

**Steady green lights:** The charging box is fully charged and charging the devices.

**Green lights off:** The devices are fully charged.

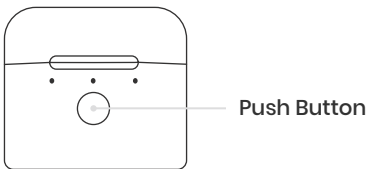


**Blue light:**  
In the middle position.

**Flashing blue light:** The charging case battery is low.

**Steady blue light:** The devices are charging.

The lights of the charging case will switch on when you insert or remove the devices. It will switch off after a short while.



If you have not used your devices for a while and want to make sure they are charged, you can press the push button on the charging case and it will start the charging of your devices.

# Device information

\* In reference to ANSI S3.22-2014

Specification	Go Lite	Go Prime
Maximum Output (OSPL90)	<110dB	<117dB
High-frequency average (HFA) OSPL90	105±4dB	101±4dB
High-frequency average full-on gain (HFA-FOG)	25±4dB	32±4dB
Frequency Response Range	<250 - >5000Hz	<250 - >5000Hz
Total Harmonic Distortion	≤5%	≤3%
Self-generated noise	≤32dB	≤32dBA
Latency	<15ms	<15ms
Battery current drain	≤1.5mA	≤1.5mA
Estimated battery life	20 hours	20 hours
Battery	Rechargeable Lithium Ion Polymer	

## Cleaning and maintenance

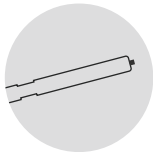
- It is important to clean your device regularly.
- Wearing a device can increase the amount of earwax your ear produces.
- Use a wet wipe, soft cloth, or tissue to wipe the surface of the device.
- Use the brush to clean away any traces of wax from around the sound outlet and wax guard.
- If the microphone opening is clogged by dust or dirt, carefully brush away visible signs of debris from the openings.
- Do not use hairspray, spray paint, or other sticky sprays when using the devices.
- Keep the devices from direct sunlight or moisture and water.
- Store the devices in the charging case.
- Avoid any physical shock to the devices.
- For optimal performance regularly use a dehumidifier or drying capsules to remove moisture from the devices.
- Store your devices where you can easily find them, but safely out of reach of pets and children.



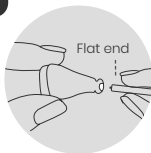
- Domes deteriorate with time and use resulting in poor sound delivery and a poor fit in your canal. Additional risk of domes disintegrating in your canal. Please replace your domes every 3-4 months. Sooner if you feel necessary.

## Wax guard replacement instruction

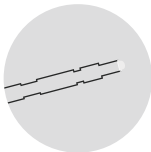
Your wax guard should be replaced when it becomes clogged. Some people produce more earwax than others and thus might need to replace their wax guard more often. In most cases, you need to replace it once a month or if your device doesn't sound as loud as it used to, or if it sounds distorted.



Replace the wax guards one device at a time. Remove the dome from the device. Take a wax guard installation tool. The tool has one black end and one white end where the wax guard is mounted.



Hold onto the device and gently push the flat black end into the hole of the old white wax guard on the device. Gently pull the tool away from the device. At this point the used wax guard should have come off.



Turn the tool around and push the new wax guard into the hole where the used wax guard was.



Pull the tool away from your device. Once you have replaced the wax guard, remember to attach the dome. Discard the tool and the used wax guard.

# Troubleshooting

Problem	Possible Cause	Solution
No sounds	Low battery	Charge the device
	Blocked sound outlet or microphone opening	Clean the device
Not loud enough	Blocked sound outlet	Clean the device
	Volume not high enough	Turn up the volume of the device
	Not fitting correctly	Try a different dome size
		Reinsert the device
When was your hearing last checked?	Arrange a hearing test	

Intermittent sound	Moisture	Clean and dry the device
	Partially blocked sound outlet or microphone opening	Clean the device
	Defective device	Contact the Go contact centre
Whistle/ Feedback	Too much wax in the ear	Contact a health professional
	Not fitting correctly	Try a different dome size
		Reinsert the device
Volume is too high	Turn down the volume of the device	

## Getting used to the devices

- It can take some time to get used to the devices. How quickly you adjust depends on how often you wear them.
- We recommend that you start wearing your devices 1 to 2 hours per day in a relatively quiet environment (like indoors).
- You can start to expose yourself to more sounds and noises and increase the wearing time week by week.
- In the beginning (first 4 weeks) you might notice an increase in the noise levels around you. Background noise and unfamiliar sounds may seem too loud. This will improve over time and the more you wear the devices. Voices and the television may be clearer.
- You may hear the internal workings of the device and initially your own voice may also sound quite loud and hollow. This is normal.
- Between weeks 5 to 8 you should start getting used to your devices.
- Below are a few tips to help you adjust to your devices:

- Ask people to get your attention before speaking.
- Ask people to slow down and to speak as clearly as possible.
- Ask specific questions about things you did not hear properly.
- Ask people to repeat the words you
- Ask people to get your attention before speaking.
- Ask people to slow down and to speak as clearly as possible.
- Ask specific questions about things you did not hear properly.
- Ask people to repeat the words you missed or to rephrase what they said, if necessary.
- When attending meetings, church gatherings, or social events, arrive as early as possible so that you can sit in the front of the room, closest to the speaker.
- When talking in groups, try to ensure that everyone's face is visible to you, in order to assist with the understanding of speech.
- Try to stand about 3-5 feet away from the person you are talking to.

- Ask the person you are talking to, to stand in good lighting.
- Don't try to speak to someone who is not in the same room as you.
- When having a conversation, try to minimize or remove any background noise such as the television or radio.
- Remember to be calm and not panic.

## Contact Us

**Call:** +1 302 754 3190

**Email:** support@gohearing.com

### Location






1712 Sycamore Road,  
DeKalb, Illinois, 60115



For additional information on the use of these hearing aids and how to obtain accessories such as domes and wax guards, visit [www.gohearing.com](http://www.gohearing.com) or contact us by phone or email.



# Information and description of symbols

-  This symbol indicates important information on handling and product safety.
-  This is the symbol for caution and warning. This is a safety symbol used to highlight that there are specific warnings or precautions associated with the devices that are not otherwise found on the label.
-  Consult instructions for use.
-  This is the symbol to keep the device dry.
-  The symbol with the crossed-out garbage bin is to make you aware that this hearing device and batteries may not be thrown away as normal household waste. Please dispose of old or unused hearing devices, at waste disposal sites intended for electronic waste, or give your hearing

device to your hearing healthcare provider for disposal. Proper disposal protects the environment and health.

Manufactured by:

Xiamen Wenatone Medical Technology Co.,  
Ltd. A805, Jianye Building, Torch Hi-Tech (Xiang  
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