

user manual



5 ALGORITHMS
with
ClikFIT® Technology

tweak

congratulations

Congratulations on your Tweak® purchase. Tweak is a personal sound amplification product (PSAP). We know your new Tweak will soon be indispensable to you. With amazing sound quality, Tweak delivers both confidence and comfort so that you never miss a moment!

Tweak is a sophisticated sound amplifier utilizing innovative, patented technology. This unique device allows you to select and set your desired amplification setting from a range of acoustic alternatives.

Developed by an audiologist in conjunction with a team of acoustic engineers, Tweak can help you hear better in group settings, restaurants, theaters, meetings, and other environments where you have difficulty hearing.

Please carefully read this manual for complete setup and operating instructions before using your new sound amplifier.

tweak



tweak



tweak

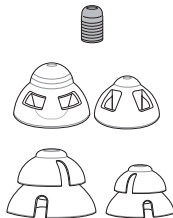
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box contents



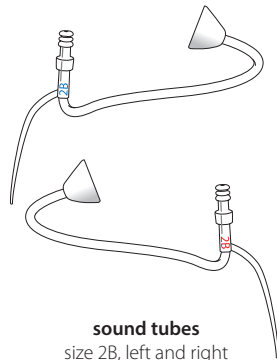
tweak amplifier



sound tips

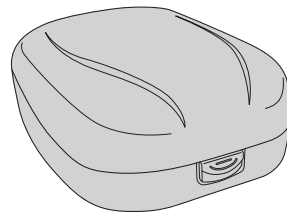


size 312 batteries



sound tubes
size 2B, left and right

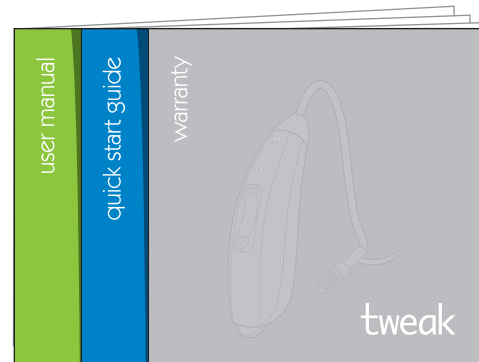
Contents shown represent a *single* amplifier. A pair of devices includes 2 amplifiers, 2 of each size of sound tip, 2 of each sound tube, and 8 batteries.



carrying case



cleaning tool

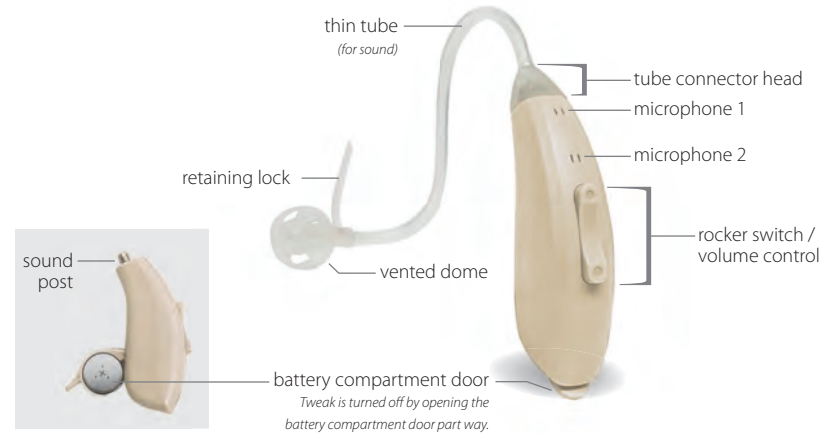


tweak manuals

user manual, quick start guide,
and warranty

tweak

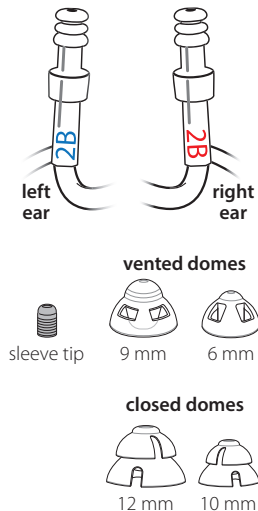
tweak components



preparing for use

Tweak comes with two standard tubes (size 2B, left and right). Tubes are marked with red lettering for the right ear and blue lettering for the left ear. There are a variety of tips included with your Tweak. The dark-colored sleeve tip will work for most users. However, for more bass sound use a vented or closed dome.

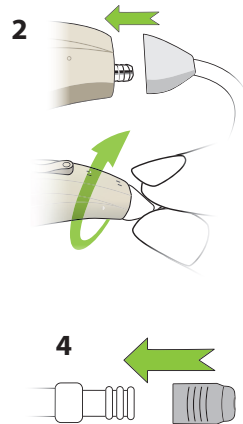
When choosing the proper tip, the goal is to get a fit that is comfortable and secure enough to keep tip in the ear. Larger tips will create a more snug fit and increase the bass sounds (lower frequencies) and reduce feedback.



Connecting the Tube and Tip

- 1 Choose either the left or right sound tube.
- 2 Align the sound tube connector end with the sound post on the amplifier. Twist the tube clockwise onto the sound post until it's snug.
- 3 Choose the tip to use with the sound tube.
- 4 Align the tip with the end of the sound tube and push the tip straight on.

Replacement tubes and tips can be ordered online at tweakhearing.com or by calling 1-888-815-3240



inserting a battery

battery: size 312 zinc-air (brown tab)

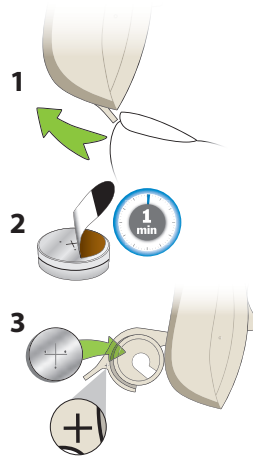


1 Lift the notch at the edge of the battery compartment and swivel open the door of the battery compartment.

2 Remove the brown-colored tab on a new battery. Wait one minute for the battery to activate.

3 Insert the battery with the positive "+" side facing up.

Notice the "+" on the edge of the battery door to assist you in finding the proper orientation.



4 Gently close the battery door. It should close easily; do not force the door closed.

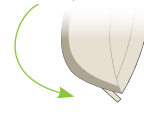
If resistance is experienced while closing the battery door, make sure the battery is inserted properly as it may be upside down. When the battery door is completely closed, your Tweak is on, ready for operation.

battery door open

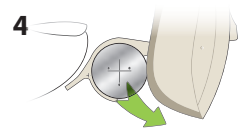



tweak is OFF

battery door closed



tweak is ON



 **Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of reach of pets and small children. In case of ingestion, seek medical attention immediately or call the National Battery Hotline at 1-800-498-8666. For more info visit <https://www.poison.org/battery>**

battery information

Low Battery Warning

You will hear three sets of double beeps every 10 minutes, which indicates it's time to change the battery. Once the voltage drops below 0.95V, Tweak emits six sets of double beeps, then shuts down.

Battery Tips

- Open the battery door when not in use. This turns off the amplifier.
- Store batteries in original packaging. Do not remove the brown-colored tabs from the batteries until you're ready to use them.
- Do not use expired, unsealed, or corroded batteries.
- Do not leave exhausted batteries in your Tweak.

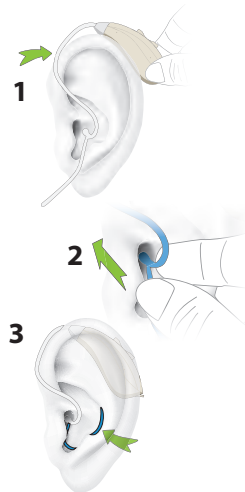
wearing tweak

- 1 Place Tweak over your ear. The curve of sound tube should rest on top of your ear comfortably, even with glasses.
- 2 Grab the loose end of the tubing and gently insert the tip into the ear canal.

- 3 Position the retaining lock in the bowl of the ear.

When properly inserted, the tubing will lay close to the head around the front of the ear and into the ear canal. Check this by moving your finger down the tubing, into the ear.

If the tip doesn't stay in your ear, you may need a different length sound tube. Additional sizes are available at tweakhearing.com or by calling 1-888-815-3240



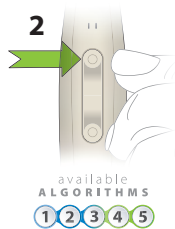
tweak setup

Selecting Your Amplification

With a fresh battery in your Tweak and wearing the amplifier, you are ready to choose an amplification setting.

- 1 Start out in a quiet environment. The first time you turn Tweak on, it will be at the lowest amplification setting. How does it sound?
- 2 To try the next level of amplification, press and release the upper portion of the rocker switch. You will hear two beeps, indicating you are now in Amplification Setting 2.

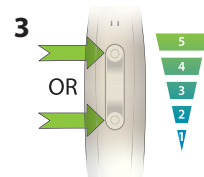
What you are doing is sampling the available acoustic settings for quiet environments. There are five different settings for you to try. Choose the one that sounds best to you—most natural, most helpful volume level.



If you find you can't get enough volume, call 1-888-815-3240 for additional options.

- 3 You can press either the upper or lower portion of the rocker switch to try out the different amplification settings.
- 4 Once you've made your decision, press and HOLD the rocker switch for eight seconds, until you hear a long beep. This procedure locks in your chosen amplification setting. Two programs are now available: Quiet and Noise.

Congratulations, your set up is now complete! Tweak remembers your preferred amplification setting from now on.



- 4 to lock in your preferred listening amplification setting



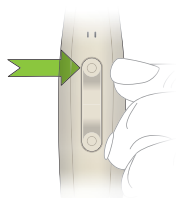
hold the rocker switch (upper or lower) for 8 seconds until you hear a long beep

tweak setup continued

From this point forward, the rocker switch provides two functions:

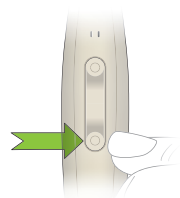
- to change the volume, and
- to switch between Quiet and Noise programs.

to increase volume

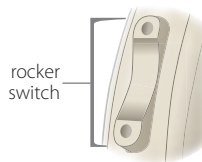


tap upper rocker switch

to decrease volume



tap lower rocker switch



Every time you turn on your Tweak, it will start out in the Quiet program, at the amplification level you locked in previously.

To switch to the Noise program, press and hold the rocker switch for two seconds then release. Do the same to switch back to the Quiet program.

To change programs

Press and hold the rocker switch (either upper or lower) for two seconds. Once you release the switch, you will hear a special sound that indicates which program you have just entered.

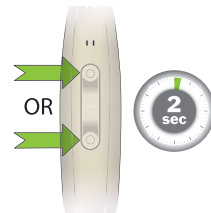
QUIET PROGRAM

BEEP

NOISE PROGRAM

**NOISE BURST
Shhhh**

In both programs you can still make minor adjustments to the volume by quickly tapping the rocker switch.



to change programs
press and hold the
rocker switch for 2 seconds
then release

If you decide later that you want to reset your Tweak to a different amplification setting, see page 28.

care

Cleaning the Exterior

- 1 You should inspect and clean your Tweak every day. To clean, gently wipe the surface with a soft, dry cloth or a moist non-alcohol disinfecting wipe. Do not allow water or liquid to enter any openings.

The daily use of a TweakDry UV® appliance is recommended to reduce moisture and wax buildup. www.tweakhearing.com



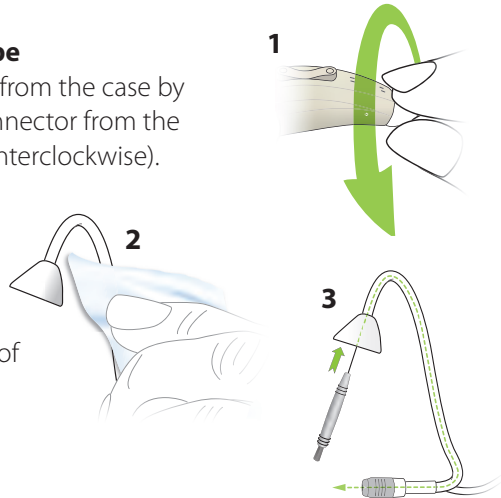
most amplifier repairs are caused to moisture and earwax



Do not rinse or submerge these parts in water. There is risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to Tweak's electronics.

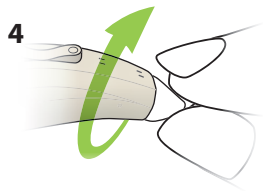
Cleaning the Tip and Tube

- 1 Remove the sound tube from the case by unscrewing the tube connector from the sound post (turning counterclockwise).
- 2 Wipe the exterior of the tube and tip.
- 3 Thread the cleaning tool wire through the tube connector and out of the tip. Wipe end of wire and repeat as necessary to remove moisture and debris from the tube.



Care continued

- 4 Re-attach the sound tube by aligning the connector end with the sound post on the amplifier case then turn the tube connector clockwise onto the sound post until snug.



Changing the Tube and Tip

The tube and tip should be changed periodically, typically two or three times per year. When the tube or tip become soft, discolored, kinked, or damaged, the tube can break and become detached from the device. Obtain replacements by calling 1-888-815-3240 or visiting tweakhearing.com

Change tubes and tips

2-3 TIMES
PER YEAR



When you change the tip, make sure it is securely fastened to the sound tube before inserting it in your ear.

Extended Storage

If it is necessary to store your Tweak amplifier for an extended amount of time, follow the steps below:

Remove the battery.

Clean your Tweak according to instructions in the Care section of this manual.

A full cycle in a TweakDry UV appliance is recommended prior to extended storage.

Place Tweak in an airtight container with a desiccant such as a Dry-Brik® or DryCaddy® Disc. Store in a cool dry place.

tweak tips



Place your Tweak amplifier in a TweakDry UV drying appliance every night to remove moisture and prevent corrosion.

Always carry spare batteries.

Safely store Tweak when not in use. Keep out of reach of small children and pets. In particular, dogs may be irritated by the feedback ("whistling") sound and attracted by the owner's scent. This often results in a chewed and/or ingested device.



Don't leave Tweak on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat or cold can damage the instrument.

Don't wear Tweak when using a hair dryer or when at the beauty salon, spa or barber.

Don't apply hair spray when wearing your Tweak. It can damage the microphone or other components.

Don't wear Tweak while taking a bath, shower, or while swimming.

Don't store Tweak in the bathroom during a shower or near a steam room, as moisture created by the steam may cause damage.

troubleshooting

No Sound or Not Loud Enough

Ensure that the battery is closed.

Replace the battery.

Make sure the tip is not clogged.

Make sure the amplifier case and sound tube are clean and dry.

Make sure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Make sure the volume is turned up, by tapping the upper portion of the rocker switch.

Excessive ear wax can prevent sound from entering the ear. Contact your physician.

Changes in your hearing can affect how you hear with Tweak. Contact a hearing healthcare professional if you suspect any change in your hearing condition.

Your Tweak may need to be reset. See page 28 for instructions.

troubleshooting continued

Whistling (“feedback”)

Your Tweak has a best-in-class feedback management system. However, when your hand is near the device, you may hear a whistling noise, which is called “feedback.” This may be caused by amplified sound bouncing off your hand back into the instrument. The noise usually quits when you take your hand away.

If the whistling doesn’t stop once you’ve moved your hand away, ensure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Try adjusting the volume. Tap the lower portion of the rocker switch to decrease the volume.

Your Tweak may need to be reset. See page 28 for instructions. Once reset, repeat steps on page 16 and choose a lower Amplification Setting. (Example: if you’re currently on Amplification Setting 3, consider Amplification Setting 2.)

If the above fails to reduce feedback, contact your place of purchase.

Sound is Distorted, Unclear, Intermittent or has Static Noise

Replace the battery.

Make sure the tube and tip are not clogged. (Refer to page 21.)

Make sure the amplifier is clean and dry. We recommend nightly use of a TweakDry UV appliance to remove moisture and prevent corrosion.

If you are near an electromagnetic field (e.g. near a computer screen or fluorescent lights), step away to see if the static clears.

Your Tweak may need to be reset. See page 28 for instructions. Once reset, repeat steps on page 16 and choose a lower Amplification Setting. (Example, if you’re currently on Amplification Setting 3, consider Amplification Setting 2.)

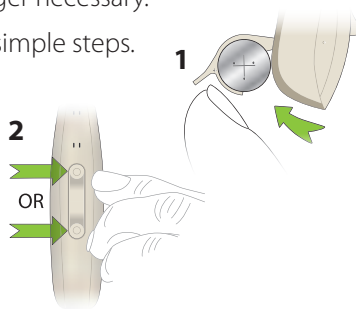
Your Tweak may have a poor battery contact or may not be set up properly. Contact your place of purchase.

how to reset

After wearing Tweak for a while, you may decide you want to try a different Amplification Setting than the one you initially selected. However, if you simply want more bass sound, remove the vented dome tip and attached one of the closed dome tips instead. This may resolve the issue and resetting is no longer necessary.

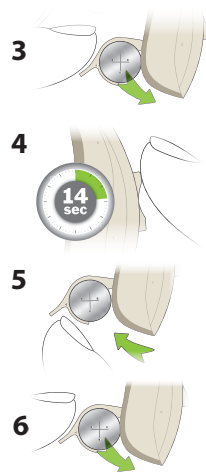
Tweak may be reset by following these simple steps.

- 1 With a battery inserted, open the battery door.
- 2 Press and hold the upper or lower portion of the rocker switch.



- 3 While still pressing and holding the rocker switch, close the battery door.
- 4 Continue holding the rocker switch. Wait at least 14 seconds before releasing the rocker switch.
- 5 Open the battery door.
- 6 When you close the battery door again, Tweak is reset.

You may now proceed to select a new Amplification Setting. See page 16 for setup.





Warranty

See warranty card for more information.

Owner information

Each Tweak has a serial number (S/N) located on the underside of the amplifier. Record this serial number in the owner information section below.

	LEFT	RIGHT
Serial Number		
Color		
Amplification Setting Selected		

Owner Name

Tweak Purchase Date

PLACE OF PURCHASE

Business Name

Phone Number

City

State

Country

tweak
tweakhearing.com
1-888-815-3240

A PSAP is a wearable electronic product that is not intended to compensate for impaired hearing, but rather is intended for non-hearing impaired consumers to amplify sounds in the environment for a number of reasons, such as for recreational activities. PSAPs are not intended to diagnose, treat, cure or mitigate disease.

If you think you have an undiagnosed hearing loss or have a history of excessive wax build-up, consult a hearing healthcare professional prior to using this product.