

# Nelpo®

Hear the Unsaid

## Nelpo BH-R55-02 User Guide





Keep dry

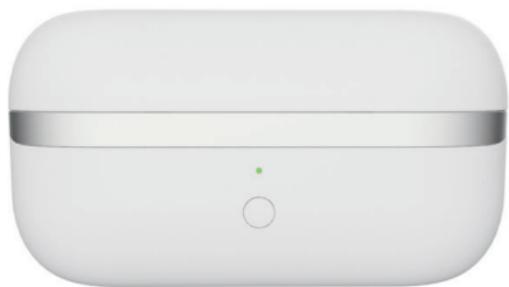


## Good day!

Thank you for choosing **Nelpo®** Hearing Aids. This instruction manual may appear simple, but it contains all the essential information you need. Please read it carefully before using your hearing aids. This will help you achieve the best experience with your NELPO product and fully utilize its features. We hope you enjoy using your **Nelpo®** Hearing Aids!



## What's inside?



Charging case \* 1



Hearing Aids (L&R)



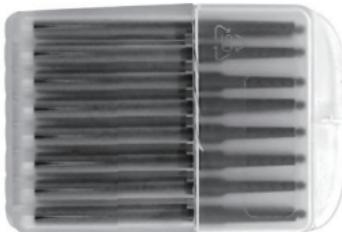
Ear dome L size \* 1 pair

Ear dome M size \* 1 pair

Ear dome S size \* 1 pair



USB-C cable \* 1



Wax guard \* 8



## READY TO HELP

Our customer service experts are standing by, ready to help you at any time.

We offer free one - on - one real - time assistance and are happy to guide you through everything. If the product you received is damaged, please contact us directly for a free replacement.

Email: [emily.wang@snmtek.com](mailto:emily.wang@snmtek.com)

## Table of Contents

Getting Started.....	Pg. 6-7
Daily Use.....	Pg. 7-9
Bluetooth: Pairing Your Hearing Aid.....	Pg. 10-11
Bluetooth Troubleshooting.....	Pg. 12
Hearing Aid Troubleshooting.....	Pg. 13-14
Hearing Aid Care Guide.....	Pg. 15-16
Returns & Warranty.....	Pg. 16
FDA Information.....	Pg. 17
Product Specifications.....	Pg. 18
FDA Required Information Warnings & Precautions .....	Pg. 19-23
Over-the-Counter (OTC) .....	Pg. 23-24
Hearing Aid Disclaimer .....	

## Getting Started

### Charging

- Fully charge before first use (2 hrs via USB-C).  
Green light = fully charged.
- Daily charge time: 100 mins (The charging case can supply power 3 times, and it can last up to 45 hours in total)



100%

### Wearing

Gently insert ear tip into ear canal  
Twist slightly until secure without pressure  
Repeat for other ear if using pair

! If uncomfortable, try smaller ear tip  
(S/M/L included)



### Power

- The hearing aid powers on automatically when taken out and powers off automatically when placed back.
- Green light = Powered on | Red light = Low battery
- Bluetooth pairing = White and Blue lights flashing

## UV Hygiene Care

When the charging case is closed, double-click the button to turn on the ultraviolet (UV) cleaning function, which helps you maintain the hygiene of your ear canal. If you open the charging case during the cleaning process, the UV cleaning will automatically stop. The cleaning time is about 5 minutes

## Daily Use

### Volume Control

- ✓ At startup:  
Press "+" in the app or the volume button on the hearing aid to increase volume.  
Press "-" in the app or the volume button on the hearing aid to decrease volume.
- ✓ Maximum volume  $\leq 80\%$  (Note: Prolonged exposure to high decibel levels may cause hearing damage).

### Mode Switching

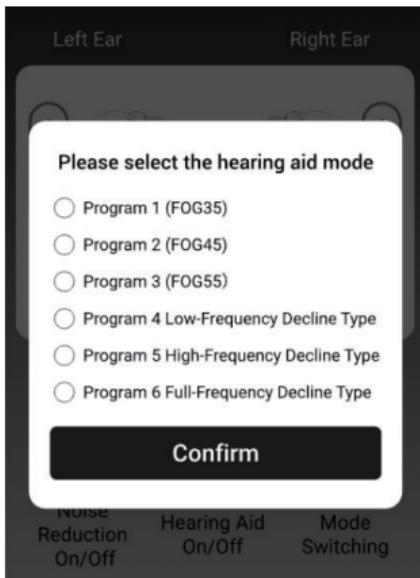
Press "-" the volume button for 2.5s to switch different hearing aid mode.

Or switch between preset hearing modes via the app:

## Program 1 (FOG35)

-Mild Hearing Loss

Family chats, office communications, one-on-one talks in quiet environments.



## Program 2 (FOG45)

-Moderate Hearing Loss

Supermarket shopping, small gatherings, street conversations and other scenarios with some noise.

## Program 3 (FOG55)

-Severe Hearing Loss

Noisy buses/subways, large conferences, low-noise industrial workshops and other scenarios requiring strong sound amplification.

## **Program 4**

### **-Low-Frequency Decline Type**

Listening to low-frequency sounds like male voices, cellos, or conversations in environments with low-frequency noise such as air conditioners.

## **Program 5**

### **-High-Frequency Decline Type**

Hearing high-frequency sounds like female voices, children's voices, phone rings, violins.

## **Program 6**

### **-Full-Frequency Decline Type**

Concerts, cinemas, banquet halls with many people and other scenarios needing balanced amplification of all frequency sounds.

## Bluetooth - Pairing your hearing aid

Your hearing aids are equipped with built-in Bluetooth® connectivity, allowing you to connect to devices that support Bluetooth 5.0 or higher (up to 5.2). This includes most modern Apple iOS or Android smartphones.

When connected to a smartphone your hearing aid is able to play music and answer calls hands-free

In the settings menu of your phone:

- Turn on Bluetooth
- Search for new devices



Open the charging case and take out the hearing aid. It will automatically power on and enter the pairing mode after 10 seconds. You will hear the voice prompt "Enter pairing mode", and at the same time, the white light will flash, putting it into the pairing state.

- If the time exceeds 90 seconds or you close the lid, it will automatically exit the pairing status.
- From the list of available devices, select your hearing aid to simultaneously pair both devices.
- When the pairing is successful, you will hear the voice prompt "Bluetooth connected." 

Once the pairing is successful, the hearing aids will automatically reconnect within the range of your mobile phone the next time you use them.

### Hands-Free Calling

Once paired, phone calls will automatically be routed to your hearing aids. The built-in microphone will pick up your voice.

Answer a call: Single-click the volume button on either earbud to accept an incoming call.

Reject a call: Double-click the volume button on either earbud to hang up or decline the call.

- Pairing is only necessary once per phone.
- Bluetooth connection will extend to 30ft / 10m but can be reduced by obstructions in a purse or pocket.

## Bluetooth Troubleshooting

Not all phones work well with Bluetooth devices  
Follow these steps if you are having trouble  
connecting or experiencing poor audio with  
Bluetooth:

1. Disconnect hearing aids from remote app  
(if installed)
2. Uninstall the Hearing Remote app (if installed)
3. Delete/forget hearing aids from Bluetooth menu
4. Check for and install any updates on your phone
5. Disable/enable or turn off/on Bluetooth
6. Restart your phone
7. Restart the hearing aids
8. Reconnect one hearing aid via Bluetooth menu

# Hearing Aid Troubleshooting

Cause	Solution
<b>No sound or faint sound</b>	
Not powered on	Check the "Power On / Off" page
Low or dead battery	Put the device into the charging case.
Dome blocked by debris/earwax	Clean the dome and replace the anti-earwax cover.
Microphone blocked	Clean the device with cleaning brush. If the issue persists, contact Neplo.
<b>Hearing aids won't power on</b>	
Device needs resetting	Long-press the touch button on either earbud for 3 seconds to power on/off.
	Place the device in the charging case and close the lid.
	Take out the device to complete the reset.
<b>Bluetooth issues</b>	
Bluetooth not connected	Check the "Bluetooth Troubleshooting" section (Page 12).
	Not all phones are fully compatible with Bluetooth devices.

Cause	Solution
<b>Feedback/whistling</b>	
Objects or clothing near the device	Move any objects or clothing away from the device.
Dome not inserted properly	Re-wear it; contact Neplo for wearing instructions if needed.
Dome not fitting properly	Test with ear tips of different sizes.
Excessive earwax in the ear canal	Clean the ear canal.
Volume too high	Turn down the volume.
<b>LED light off during charging</b>	
Charger not connected to power	Ensure the USB cable is plugged into the charging case and a powered outlet.
Hearing aids not inserted properly	Use the correct charging cable and ensure the port fully inserts into the hearing aids.
Dirty charging pins	Clean the hearing aids and charger with a dry cloth.

# Hearing Aid Care Guide

## Regular Cleaning Protects Health

Clean your device weekly to prevent earwax buildup and bacterial growth.

### Microphone Port Maintenance

- Wipe microphone openings daily with:  
Neutral cleanser-dampened cloth  
Soft-bristle brush (included)

### Nighttime Storage

- Always store in charging case overnight
- Keep away from:
  - ✗ High heat (> 104°F/40°C)
  - ✗ Humidity (bathrooms/pools)
  - ✗ Drop risks (edges of tables)

### Reusable Ear Tips Care

- Weekly cleaning:

Remove ear tips

Soak in mild soapy water 5 mins

Clean with soft brush

Air-dry completely

### Housing Cleaning Method

- Use 70% isopropyl alcohol wipes:

Wipe surfaces 1-2 times

Avoid liquid entering ports

Dry immediately with microfiber cloth

## **Safe Cleaning Solutions**

Approved products must be:

- pH-neutral (6.5-7.5)
- Non-corrosive
- Non-toxic

 **⚠️ Never use:** Bleach, acetone, or essential oils

## **Returns and warranty**

### **The Nelpo 100% happiness guarantee**

If for any reason you are not satisfied with your Nelpo hearing aids, you may return it within 45 days after delivery date for a full refund of the original purchase price

This guarantee is only possible if the hearing aid has not been modified, tampered with, damaged or repaired by the user.

### **Manufacturer warranty**

All Nelpo hearing aids come with a 24 month guarantee that covers manufacturing defects.

This guarantee will not be valid if the hearing aid has been modified, tampered with, damaged or repaired by the user.

Hearing aids must be cleaned prior to any repairs, otherwise a cleaning fee will apply

If your device stops functioning correctly  
reach out to  
[emily.wang@snmtek.com](mailto:emily.wang@snmtek.com)

## FDA information

### Use your hearing aid all day long

The best way to ensure better hearing is to practice listening with your hearing aid until you are able to wear it comfortably all day. Generally, infrequent use of the hearing aid does not provide you with the full benefit of amplification. Your hearing aid will not restore normal hearing. Hearing aids will not prevent or improve hearing impairment resulting from a physiological condition.

Hearing aids will help you to make better use of your residual hearing.

The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.

### Possible side effects

If you are experiencing discomfort, contact Nelpo or your hearing care professional for modification of the hearing aid at the point of irritation. A hearing aid may cause an accelerated accumulation of cerumen (earwax).

Also in rare cases, the otherwise nonallergenic material may cause a discharge from the ear, allergic reaction, or any other unusual condition. Please seek immediate consultation with a physician if these conditions occur.

## Product Specifications

OSPL90 MAX	127dB
HFA OSPL90	118dB
HFA FOG50	62dB
Equivalent input Noise Level	29dB
Rated Power Supply Current	10mA
Total Harmonic Distortion	10%
Frequency Bandwidth	300~5000Hz
Bluetooth Version	BluetoothV5.2
Bluetooth Effective Distance	>10M
Type Of Battery	Lithium polymer battery
Call Duration	>10h(100%Volume)
Charging Time	≈100min

## Warnings & Precautions

### ⚠ 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



### **WARNING:**

**This hearing aid should not cause pain when inserting it.**

Remove the 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.

**⚠ 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.**

You should turn down the volume or remove the device if the sound output is uncomfortable, 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 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.

**⚠ 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.

⚠ **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.

## OTC Hearing Aid Disclaimer

**Intended Use:** Our OTC hearing aids are designed to amplify sound for individuals with mild to moderate hearing impairment. They are not intended for use by individuals with severe hearing impairment or profound deafness.

**Consultation:** We recommend consulting with a qualified audiologist or healthcare professional before using our OTC hearing aids, especially if you have concerns about your hearing health.

**Effectiveness:** The effectiveness of our OTC hearing aids may vary based on individual hearing conditions and environmental factors. We do not guarantee improved hearing or complete restoration of hearing ability.

**Safety Precautions:** Follow all instructions provided with the OTC hearing aids for proper usage and maintenance to avoid discomfort, injury, or damage to the device.

**Limitations:** Our OTC hearing aids may not address all aspects of hearing loss and are designed to provide basic amplification only.

**Medical Conditions:** Individuals with certain medical conditions or ear-related issues should consult with a healthcare professional before using OTC hearing aids.

**Battery Safety:** Handle batteries with care. Keep them away from children and seek medical attention if ingested.

**Limited Liability:** We are not liable for any damages, injuries, or losses resulting from the use or misuse of our OTC hearing aids. Users assume all associated risks.

# Nelpo®

Hear the Unsaid



[emily.wang@snmtek.com](mailto:emily.wang@snmtek.com)

FCC Warning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.