



## All-Day Clear Dealer Product FAQs

---

### What features do the All-Day Clear hearing aids have?

All-Day Clear hearing aids can be self-fit by the consumer by completing the Sound Profile Selection in the All-Day Clear app. The hearing aids have 2 automatic environments, directional microphones, noise reduction, wind noise manager, feedback manager, made-for-all Bluetooth connectivity, and a dedicated Live Music sound mode.

---

### What features can be adjusted in the Unitron TrueFit™ software?

Overall gain adjustments can be made for 10 frequency regions. The Feedback Optimization Test is available, and recommended only if feedback is present. MPO's and compression ratios will indirectly change when you change the gain settings. There are no direct adjustments to these features.

---

### How do the All-Day Clear hearing aids compare in shape to branded products?

The All-Day Clear is similar to a Unitron branded RIC and comes with a #2 standard receiver. The All-Day Clear Slim is a unique Sennheiser body, with an earbud-like earpiece which has the microphones at ear level.

---

### How do the All-Day Clear hearing aids compare in technology to prescription products?

There is no direct comparison to the All-Day Clear hearing aids and prescription hearing aids. All-Day Clear includes unique features and processing to be self-fit devices. All-Day Clear has 2 automatic environments and speech enhancement and noise reduction features.

---

### Is the TV Connector the same as what is available for branded products?

The TV Connector is identical to the Unitron Easyline TV Connector, and is also compatible with Phonak hearing aids.

---

### What can I replace on the All-Day Clear hearing aids?

All-Day Clear comes with a #2 standard receiver. You have the option to change the receivers in clinic with branded product standard receivers and domes. We only recommend standard receivers and closed domes because there are no correction factors in the software for other solutions. Only the earpiece retention loops and the eartips can be replaced on the All-Day Clear Slim hearing aids.



## All-Day Clear Dealer Product FAQs

---

### Can I send in one hearing aid for repair?

We must receive both hearing aids and the charger. Shipments without both hearing aids and charger cannot be “repaired” because the hearing aids and charger are always exchanged with a “service replacement kit”.

---

### What are the return policies for All-Day Clear?

All-Day Clear products purchased by the clinic from Sonova follow standard Sonova hearing aid return policies. For consumer purchase on the Sennheiser All-Day Clear website, the hearing aid purchase policy is a 45-day risk free trial, where consumers receive a full refund from Sonova if returned within 45 days.

---

### What’s included in the All-Day Clear kits?

All-Day Clear Kit – Pair (2) of devices with medium eartips, 1 charger, 1 USB-B cord, 1 wall plug, set of small & large eartips, 8 wax guards, 1 cleaning brush.

All-Day Clear Slim Kit – Pair (2) of devices with medium eartips, 1 charger, 1 USB-C cord, 1 wall plug, set of small & large eartips, 6 wax guards, 1 cleaning brush, 1 carrying case.

---

### Which smartphone software do consumer’s need for the app to work?

The All-Day Clear app is compatible with iPhone running iOS version 14 or newer and Android devices running version 8.0 or newer and supporting Bluetooth 4.2.

---

### What is the warranty on All-Day Clear hearing aids?

There is a one-year repair and no Loss and Damage warranty on All-Day Clear hearing aids. If a consumer purchases the In-clinic Care Package, they will receive an additional one-year manufacturer’s warranty once the hearing aids are unlocked in TrueFit fitting software.