



Nuance Audio Charging Pad
**Instructions For Use
Safety & Warranty**

Charging

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LED indicators



 20-100%

 0-20%

Nuance Audio™ Charging Pad

* Product availability, regulatory requirements, and warranty terms may differ from country to country. Please note that the local market product category of Nuance Audio™ Glasses may vary depending on the market in which the product is sold, and some countries do not adopt a dedicated local category (such as the UK, Australia, and New Zealand). As a result, the terminology used to denote the product's category may vary across the language versions of these Instructions for Use – Safety & Warranty (e.g. "assistant d'écoute" in France vs. "hearing aid" elsewhere). As this document is organized by language rather than by country, the terminology used to address the product in a given language version does not necessarily reflect the category applicable in all countries where that language is used. For example, although French is one of Switzerland's official languages, the terminology used in the French version does not apply to the Swiss market; for Switzerland, the correct terminology is "hearing aid".

"Nuance Audio™ Charging Pad is referred to within these Instructions For Use also as "Product", "Device" or "Equipment".

INTENDED USES & USERS

Intended use. The Nuance Audio™ Charging Pad accessory is intended to enable the Nuance Audio™ Glasses functionality in terms of charging the hearing aid*. The Nuance Audio™ Charging Pad is to be used only in conjunction with the Nuance Audio™ Glasses and is intended only for use by individuals 18 years old and older. The Nuance Audio™ Charging Pad is used to charge the Nuance Audio™ Glasses wirelessly. It has a LED, on top view, in order to give info to the user regarding the charging status of the Nuance Audio™ Glasses and it is battery less, it works thanks to a USB-C cable.

For ages 18 and up. The Nuance Audio™ Charging Pad is to be used only in conjunction with the Nuance Audio™ Glasses and is intended only for use by individuals 18 years old and older.

Do not allow anyone under 18 to use the Nuance Audio™ Charging Pad. Children can choke or suffocate in case of swallowing the Nuance Audio™ Charging Pad. Keep the Nuance Audio™ Charging Pad away from children.

Please refer to the Quick Guide for images and usage explanation of the Nuance Audio™ Charging Pad.

Restrictions to combinations. The Nuance Audio™ Charging Pad is to be used only in conjunction with the Nuance Audio™ Glasses. To charge the Nuance Audio™ Glasses, use the supplied USB-C Charging Cable or other USB-C type cable, with a USB wall plug/adapter (not included). It is strongly discouraged to connect the Nuance Audio™ Charging Pad to a wall plug/adapter that is not certified for the market in which the Nuance Audio™ Charging Pad is marketed, and that it has not been tested and approved according to national and local standards. The wall plug/adapter must have a minimum output level of DC5V/1A.

Read instructions. Read and follow all instructions included with the Nuance Audio™ Charging Pad before using it.

Cautions.

1. Do not use the Nuance Audio™ Charging Pad if any part of it is damaged or overheating, if they emit any loud unusual noise, if this happens, unplug the Nuance Audio™ Charging Pad from the power source immediately, then please visit us at www.nuanceaudio.com to get helpful service and contact information.
2. Do not make unauthorised alterations to the Nuance Audio™ Charging Pad.

IMPORTANT! If Nuance Audio™ Glasses' battery is not fully recharged every 6 months from last use this could lead to permanent damage to the battery, which could render Nuance Audio™ Glasses inoperable.

HEALTH & SAFETY INFORMATION

WARNING To reduce the risk of personal injury, discomfort, or property damage, please read and follow the health and safety information below before using the Nuance Audio™ Charging Pad.

Interference with personal medical devices. The Nuance Audio™ Charging Pad contains magnetic material and components that emit radio waves, which could affect the operation of medical devices such as but not limited to pacemakers or other implantable devices, or insulin pumps, consult your doctor or the medical device manufacturer before using the Nuance Audio™ Charging Pad. Unplug the Nuance Audio™ Charging Pad from the power and move it away from your other medical device if you notice any interference with your medical device.

Interference. Check before using the Nuance Audio™ Charging Pad in areas where electronics or wireless devices are restricted. This may cause interference.

Water & liquids. Do not submerge in water and keep it away from liquids. Exposure to water or other liquids may damage the Nuance Audio™ Charging Pad and lead to injury. It is not water resistant and is not designed to resist submersion or exposure to other liquids. In case of water exposure, dry the Nuance Audio™ Charging Pad thoroughly. Do not soak in water or stay in a humid environment for a long time.

WARNING Potentially explosive atmospheres

Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the Nuance Audio™ Charging Pad. Do not use the Nuance Audio™ Charging Pad when you are in an area with potentially explosive atmospheres.

Do not use if broken or damaged.

Overheating. Keep the Nuance Audio™ Charging Pad away from fire and excessive heat (e.g., from storage in direct sunlight, near candles, or in a hot car) to avoid burns or damage to the Nuance Audio™ Charging Pad. The Nuance Audio™ Charging Pad shouldn't overheat during normal use. If it does, stop using it immediately and contact support. Keep the Nuance Audio™ Charging Pad away from fire and heat sources.

Handle with care & avoid damage. The Nuance Audio™ Charging Pad is sensitive electronic Equipment and should be handled with care. Do not heat or bend the Nuance Audio™ Charging Pad, as it may become damaged and even catch fire. Do not drop, strike, or shake the Nuance Audio™ Charging Pad excessively. Do not use the Nuance Audio™ Charging Pad if it is damaged. Do not attempt to open, disassemble or tamper with the Nuance Audio™ Charging Pad. Do not expose to the sun. Do not place it around high-power electrical products. Do not be in a strong magnetic environment. If the Product stops working, its normal functioning can be restored by moving it away from the magnetic field.

Interactions & environments

Limitations of Use and Functionality

1: Place the Nuance Audio™ Charging Pad flat on the desktop to ensure it does not wobble.

2: Place the Nuance Audio™ Glasses folded and upside down on the Nuance Audio™ Charging Pad. Refer to Quick Start Guide for pictures.

3: Ensure that the Nuance Audio™ Glasses are aligned with the magnetic components on the Nuance Audio™ Charging Pad, Nuance Audio™ Charging Pad's LED will light up in orange or green when properly aligned If the alignment is not accurate, you can try adjusting the angle or position of the Nuance Audio™ Glasses.

4: During the charging process, do not move or vibrate the Nuance Audio™ Glasses significantly to avoid affecting the charging effect.

5: If the Nuance Audio™ Charging Pad cannot charge properly or experiences any malfunctions, please stop using it immediately.

Detailed system requirements, and terms of service are available at - www.nuanceaudio.com.

Flying. Check applicable aviation security restrictions on personal electronics before flying with the Nuance Audio™ Charging Pad. Use the Nuance Audio™ Charging Pad in compliance with all the applicable local laws, rules and regulations. Use common sense and respect third parties' rights, privacy, and confidentiality.

Operating conditions. -10°C to 45°C; 101.3kPa to 61.9kPa; humidity between 20% and 60% under 35°C for 1000 hours; maximum altitude of 13,000 ft for 1 hour at 0°C and 35°C.

Transport and Storage. Nuance Audio™ Charging Pad shall remain functional after recovery from minimum -30°C or maximum 75°C storage temperatures; high humidity 90% and temperature 45°C for 288 hours; exposure to altitude of 40,000 ft (12,192 m) (18.8kPa) for 12 hours at both -10°C and 45°C.

Cleaning and maintenance. To clean the Nuance Audio™ Charging Pad, use a dampened cloth and neutral soap avoiding all types of sprays, solvents, chemicals or cleaning solutions containing alcohol or ammonia. Do not use dirty or abrasive cloths which could damage the Nuance Audio™ Charging Pad. Keep the Nuance Audio™ Charging Pad dry. If the Product becomes excessively wet, there is a risk of damaging the charging function, thoroughly dry it, store them in a container with desiccants or in a drying case.

Charging, electrical & heat

Charging. Use only the Nuance Audio™ Charging Pad to charge the Nuance Audio™ Glasses. Use the supplied USB-C Charging Cable or other cables USB-C type, C to C, with a USB wall plug/adapter (not included). It is prohibited to connect the Nuance Audio™ Charging Pad to a wall plug/adapter that is not certified for the market in which the Nuance Audio™ Charging Pad is marketed, and that it has not been tested and approved according to national and local standards. The wall plug/adapter must have a minimum output level of DC5V/1A.

Do not clean the Nuance Audio™ Charging Pad while you are charging it. Do not charge the Nuance

Audio™ Glasses on metal surfaces or in strong electric or magnetic field environments. Periodically inspect the Nuance Audio™ Charging Pad and the USB-C Charging Cable for damage or signs of wear. Do not use if any part is damaged, cracked, or if any internal component is exposed. Do not try to repair the Nuance Audio™ Charging Pad or replace parts yourself, instead contact support at www.nuanceaudio.com.

Accessories. Use only with the compatible USB-C cables and wall plugs/adapters indicated above. Using non-approved accessories may permanently damage the Nuance Audio™ Charging Pad or the Nuance Audio™ Glasses, void the Luxottica Limited Warranty, and increase the risk of injury or damage to other property.

KEY FEATURES	
WIRELESS CHARGING	
Transmitting frequency	13,56 MHz (RF)
Receiving frequency	13,56 MHz
Max/Effective radiated power	1.8 W
Modulation type transmitting	ASK %100 modified Miller
Modulation type receiving	Load Modulation subcarrier fc/16 (848kbit/s) OOK Manchester
TECHNICAL SPECIFICATIONS	
Battery	Battery less
Lifetime	3 years
Shelf life	5 years
TRANSPORT AND STORAGE CONDITIONS	
Temperature	From -30°C to 75°C
Humidity	From 20% to high humidity 90% and temperature 45°C for 288 hours
Altitude & atmospheric pressure	Altitude of 40,000 ft (12,192 m) (18.8kPa) for 12 hours at both. -10°C and 45°C
OPERATING CONDITIONS	
Temperature	From -10°C to 45°C
Humidity	From 20% to humidity 60% under 35°C for 1000 hours
Altitude & atmospheric pressure	Altitude of 13,000 ft for 1 hour at 0°C and 35°C; 101.3kPa to 61.9kPa

Note: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the Equipment.

No part of this work may be reproduced, modified, distributed or otherwise used without prior written permission.

EU compliance statement

Luxottica Group S.p.A hereby declares that this Device is in compliance with Radio Equipment Directive 2014/53/EU, EU Medical Device Regulation 2017/745 on Medical Devices and RoHS II Directive 2011/65/EU. The full text of the EU Declaration of Conformity is available at the following internet address: www.essilorluxottica.com/en/brands/conformity-declaration

Keep the Nuance Audio™ Charging Pad away from the womb of pregnant women. Keep the Nuance Audio™ Charging Pad away from the lower abdomen of adolescents.

Use the Nuance Audio™ Charging Pad in good reception conditions to reduce the amount of electromagnetic radiation received.



The end user is required to report any serious incident that occurs in relation to the use of the Device to the competent authority of the Member State where the incident occurred and to the manufacturer of the Device.

Disposal Information

The Nuance Audio™ Charging Pad and the USB-C Charging Cable should not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. For more info on proper disposal, please visit www.nuanceaudio.com.

The crossed-out wheeled bin symbol below mean that, according to local laws and regulations, the Nuance Audio™ Charging Pad, and the USB-C Charging Cable shall be disposed of separately from household waste. When the Nuance Audio™ Charging Pad and/or the Charging Cable reaches its end of life, take it to a collection point designated by local authorities. In alternative, take the Nuance Audio™ Charging Pad and the USB-C Charging Cable to an affiliated store. The separate collection and recycling of the Nuance Audio™ Charging Pad and Charging Cable at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.



WEEE information

Luxottica is committed to the proper disposal, reuse, recycling and recovery of Waste Electrical and Electronic Equipment ("WEEE"). WEEE should not be disposed of in normal domestic waste bins.

For more info on proper disposal, please visit www.nuanceaudio.com.

Nuance Audio™ is a registered trademark of Essilor International SAS.

LUXOTTICA LIMITED WARRANTY

This limited consumer warranty (the "Warranty") is provided by Luxottica Group S.p.A., Piazzale Cadorna 3, 20123 Milano, Italy ("Luxottica"). This Warranty covers defects and malfunctions in the Luxottica Product it accompanies. The Warranty continues for one (1) year from the date of purchase of the Product (the "Limited Warranty Period"). However, if you purchase the Product from within the EU, UK or EFTA, the Limited Warranty Period shall be two (2) years. This Warranty applies only to those countries where Nuance is officially marketed and supported, meaning countries where the product is certified and Luxottica is authorized to distribute it ("Warranty Coverage Territory"). We warrant that the Product will, under normal and intended use, function in accordance with the technical specifications or accompanying Product documentation (the "Warranted Functionality") during the Limited Warranty Period. For the avoidance of doubt, any services that are required to achieve the Warranted Functionality may be updated, modified, or limited, so long as it continues to maintain (or exceed) the Warranted Functionality. This Warranty is not available to products that were purchased from any source other than Luxottica or an authorised dealer. This Warranty is valid only with proof of purchase that clearly shows the purchase date. If you send us a Product without valid proof of purchase, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up. This Warranty gives you specific legal rights, and you may also have other rights under consumer protection laws or regulations in the country where the product was purchased or, if different, where you are located, provided that this product is officially marketed there at the time the warranty service is needed. Such rights vary from state to state and country to country. The benefits conferred by this Warranty are in addition to and do not affect any rights and remedies conveyed by such consumer protection laws and regulations (including, without limitation, national laws implementing Directive 1999/44/EC and Directive 2019/771). You are entitled to remedies free of charge in the event that the Product does not conform with the requirements set out under the laws in the Warranty Coverage Territory. The other remedies available to you according to the laws in the Warranty Coverage Territory are not affected by this Warranty. For full information on your rights according to the laws in the Warranty Coverage Territory, please see below and/or contact your local consumer rights organisation/citizens advice bureau. Please visit us at www.nuanceaudio.com for information about the countries Luxottica supports and to get helpful service and contact information. The scope of technical support offered by Luxottica consists of helping to diagnose and resolve problems with defects in the Product. Please note that when contacting Luxottica via telephone, long distance charges may apply, depending on your calling area.

REGISTRATION

Product registration is not required as a condition to coverage under this Warranty, but some Luxottica products require periodic connection to an online account to ensure full functionality.

HOW TO MAKE A WARRANTY CLAIM

If you have a problem with your Product, unless specifically stated elsewhere in this Warranty

and except as provided by applicable state law, to make a warranty claim, you need to return your Product to the authorised dealer from which the Product was purchased, together with your proof of purchase. Please visit www.nuanceaudio.com to get helpful service and contact information. If your warranty claim is deemed to be valid, and we confirm a defect or malfunction covered by this Warranty, the appropriate remedy will be determined. Depending on the circumstances, we may take one of the following actions: i) Repair the Product, only where repair is technically feasible (given the highly technological content of the Product, the only repair available is lens replacement); or (ii) Replace the Product; or (iii) Refund the purchase price paid for the Product, if neither repair nor replacement is possible or appropriate. Subject to your rights under applicable local laws of the Warranty Coverage Territory, the choice of remedy rests with the Company. Subject to your rights under any local laws, if we determine that a Product should be replaced, the replacement may be a new, refurbished, or a re-manufactured Product. The Limited Warranty Period is extended by a duration equal to the time during which we had the Product in our possession for performance of the Warranty, as described above. Save for your rights and remedies available under your local laws, the provision of a repaired or replacement Product does not restart or otherwise extend the Limited Warranty Period. We may not return the original Product to you. If your warranty claim is not deemed to be valid, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up before it is disposed of. Except to the extent that the law requires otherwise, any expenses incurred by you in returning the Product for warranty assessment will be borne by Luxottica. If you need to return your product to Luxottica, you will be provided with a prepaid label. If the warranty claim is deemed to be invalid and we do not find a defect or malfunction covered by this Warranty, we will contact you to see if you want us to conduct repairs at your cost and, in any event, you will be charged for the outbound freight to return your Product based on Luxottica's standard shipping rates.

LIMITATIONS AND EXCLUSIONS

THIS WARRANTY DOES NOT COVER, AND LUXOTTICA IS NOT RESPONSIBLE FOR: DELIVERY OR INSTALLATION, OR LABOR CHARGES FOR SETUP OF THE PRODUCT AND/OR ADJUSTMENT OF CUSTOMER CONTROLS ON THE PRODUCT. DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT, FLUCTUATIONS AND POWER SURGES, CONNECTIONS TO IMPROPER VOLTAGE OR INCORRECT ELECTRICAL LINE VOLTAGE, VIRUSES, MALWARE, RECKLESS, WILLFUL, OR INTENTIONAL CONDUCT OR NEGLECT. DAMAGES CAUSED BY SERVICING THE PRODUCT WHICH HAS NOT BEEN PRE- AUTHORISED BY LUXOTTICA. DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH THE PRODUCT INSTRUCTIONS/DOCUMENTATION. DAMAGES CAUSED BY FAILURE TO FOLLOW THE PRODUCT INSTRUCTIONS/DOCUMENTATION OR FAILURE TO PERFORM CLEANING OR PREVENTIVE MAINTENANCE. DAMAGES CAUSED BY THE COMBINATION OF THE PRODUCT WITH OTHER NON-LUXOTTICA BRANDED PRODUCTS, ACCESSORIES, PARTS OR COMPONENTS OR USE OF PRODUCTS, EQUIPMENT, SYSTEMS, UTILITIES, SERVICES, SOFTWARE, PARTS SUPPLIES, ACCESSORIES, APPLICATIONS, INSTALLATIONS, REPAIRS, EXTERNAL WIRING OR CONNECTORS NOT SUPPLIED OR AUTHORISED BY LUXOTTICA THAT DAMAGE THE PRODUCT. SIGNAL ISSUES, RECEPTION PROBLEMS AND DISTORTION RELATED TO NOISE, ECHO, INTERFERENCE OR OTHER SIGNAL TRANSMISSION AND DELIVERY PROBLEMS. ANY EQUIPMENT OR COMPONENTS THAT WERE NOT INCLUDED IN, OR WITH YOUR PRODUCT AS ORIGINALLY SOLD. NORMAL WEAR AND TEAR. DAMAGE CAUSED AS A RESULT OF IMPROPER TRANSPORTATION OR PACKING/ PACKAGING WHEN RETURNING THE PRODUCT TO LUXOTTICA OR A COLLECTION DEALER. DAMAGES CAUSED BY MODIFICATION OR ADAPTATION THAT MAY BE REQUIRED TO ENABLE A PRODUCT TO OPERATE IN ANY COUNTRY OTHER THAN THE COUNTRY FOR WHICH IT WAS DESIGNED, MANUFACTURED, APPROVED AND/OR AUTHORISED, OR REPAIR OF THE PRODUCT WHICH RESULTS IN DAMAGE AS A RESULT OF THESE MODIFICATIONS. DAMAGE TO PRODUCTS WHERE THE ANTI-COUNTERFEITING CODE (OR EQUIVALENT) HAS BEEN REMOVED, ERASED, DEFACED, ALTERED OR MADE ILLEGIBLE.

This Warranty does not include any specific guarantees that the Product will be error-free. Except in the US and to the extent prohibited by any applicable law in any other country, this Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

IMPLIED WARRANTIES

EXCEPT IN THE EU, EFTA AND UK AND EXCEPT TO THE EXTENT PROHIBITED BY ANY APPLICABLE LAW IN ANY OTHER COUNTRY, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT IS DISCLAIMED. FOR THE US ONLY, ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE EXPRESSLY LIMITED TO THE

DURATION OF THE LIMITED WARRANTY PERIOD AS SET OUT IN THIS WARRANTY. IF YOU ARE A CONSUMER SUBJECT TO THE QUEBEC CONSUMER PROTECTION ACT, THE WARRANTY DISCLAIMER CONTAINED IN THIS SECTION DOES NOT LIMIT YOUR RIGHTS AND REMEDIES UNDER SUCH ACT, INCLUDING THE RIGHT TO MAKE A CLAIM UNDER ANY OF THE STATUTORY WARRANTIES PROVIDED UNDER SECTIONS 34 TO 54 OF SUCH ACT.

LIMITATION OF LIABILITY

EXCEPT TO THE EXTENT PROHIBITED BY ANY APPLICABLE LAW, LUXOTTICA SHALL NOT, UNDER THIS WARRANTY, BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. EXCEPT TO THE EXTENT PROHIBITED BY LAW, LUXOTTICA'S MAXIMUM LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATED TO THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT PLUS ANY INTEREST ALLOWED BY LAW REGARDLESS OF THE FORM OF CLAIM.

TO THE EXTENT PERMITTED BY LAW, LUXOTTICA IS NOT LIABLE FOR EVENTS BEYOND ITS CONTROL, SUCH AS ACTS OF GOD, VIRUSES, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, FOR BREACH OF THIS WARRANTY, CONTRACT OR TORT (INCLUDING NEGLIGENCE).

This Warranty does not affect your legal rights under any applicable state and national law governing the sale of consumer goods. Some countries, states, provinces, and territories (including the EU, EFTA and UK) do not allow the exclusion or limitation of incidental or consequential damages, the exclusion or limitation of certain damages or types of loss or allow limitations on how long an implied warranty or condition may last, so the limitations or exclusions described in this Warranty may not apply to you.

FOR CONSUMERS IN AUSTRALIA

For purchases made from a retail store operated by Luxottica in Australia, the Supplier is Luxottica Retail Australia Pty Ltd (ABN 26 000 025 758) of level 34, 1 Denison Street, North Sydney, NSW, 2060. For purchases made through the wholesale channel: the Supplier is Luxottica South Pacific Holdings Pty Ltd (ABN 58 104 629 772) of level 34, 1 Denison Street, North Sydney, NSW, 2060. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Your rights and the benefits given to you under this Warranty are in addition to other statutory rights and remedies you have under the Australian Consumer Law and other laws.

Returns and Exchanges:

If you bought Nuance Audio™ products from an EssilorLuxottica banner, you may return them within 30 days from the date of purchase, or any longer period expressly provided by applicable law or the specific EssilorLuxottica banner. Nuance Audio™ products purchased through non-EssilorLuxottica retailers must be returned to those retailers in accordance with their return policies. For further information on EssilorLuxottica returns, please visit: <http://www.nuanceaudio.com/en-us/c/support/shipping-and-returns>.



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20123 Milan, Italy



Made in China
Fabriqué en Chine



www.nuanceaudio.com



For the latest and up-to-date Instructions For Use - Safety and Warranty, please refer to the Instructions in the Support section of the Nuance Audio™ App and to the following website page:
nuanceaudio.com/support/manual-guide



Support: nuanceaudio.com/contact-us

This quick start guide is applicable to AAW0001EL & RELO063AO
Nuance Audio™ Charging Pad



Raccolta carta
Papel y cartón

