



## power one – Frequently asked questions



high level hearing

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### In what sizes is power one supplied?

The standard sizes of the hearing aid batteries are 10, 13, 312 and 675. They are colour-coded for easy identification, as follows:  
size 10: yellow; size 13: orange; size 312: brown; size 675: blue.

### Why do zinc air hearing aid batteries have a tab?

Hearing aid batteries use air as an energy source. The tab seals the air hole on the battery. Once the tab is removed, it takes approximately ten seconds before the hearing aid battery is activated and the battery compartment can be closed.

Please do not remove the tab before the hearing aid battery is used. Reattaching the tab will not prolong the service life of the battery.

### How is power one stored?

Store your **power one** hearing aid batteries at between 10 and 30 degrees Celsius – preferably at room temperature between 20–25° C. Heat may shorten the service life, and a damp environment such as that of a fridge is not suitable for storage.

Moreover, never carry individual hearing aid batteries loose in your purse, wallet or handbag – contact with metal objects such as keys or coins can cause the hearing aid battery to short-circuit.

### How can I make the most of power one?

Protect the air hole from moisture. Shutting down your hearing aid when not using it can also help prolong the service life of button cells. The battery should be removed when you put your hearing aid in a drying box in order to prevent the battery from drying.

### How long does power one run for?

The runtime of hearing aid batteries depends on various factors, such as e.g. duration of use per day, the volume and the type of hearing aid used. You can find more information in the **power one** runtime flyer.

### How should used power one batteries be disposed of?

Just like other types of batteries, **power one** batteries should be disposed of in an environmentally friendly manner via the collection system. You can bring the batteries in the original blister to, for example, collection points in supermarkets or to your hearing aid acoustician. Never burn **power one** batteries.

### Why doesn't my hearing aid work even though it has a new battery?

- Contamination in the battery compartment is hindering the contact.
- The wrong battery type was used.
- The electrical contact to the battery is not working.

If you have further questions, please consult your hearing aid acoustician.

### When can hearing aid batteries leak?

Deep discharge could occur if empty batteries are left in the device. Completely depleted batteries may leak. Undefined environmental conditions could also cause leakage. Empty batteries stored in undefined environmental conditions may also leak outside the device. That is why we recommend disposing of them quickly.

### What could cause hearing aid batteries to swell?

Empty batteries left in the hearing aid, and which were depleted as a result, might become swollen. Additionally, batteries could become swollen due to extreme humidity.

### Why has my hearing aid battery only lasted such a short time?

Statistics show that, in the rarest of cases, the reasons for a short service life are not necessarily production faults, but rather:

- Environmental influences (e.g. humidity, temperature).
- Personal hearing habits have changed (longer period of use per day, higher noise level, new features of the hearing aid are being used).
- The hearing aid was in use longer than usual, e.g. at a long film evening.
- The hearing aid is new, or the type or brand of the hearing aid has changed.
- The new hearing aid has additional features that require more energy.

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Improper handling can also reduce the service life of the hearing aid battery, e.g.:

- The battery is left for a long time without its tab before it is inserted in the hearing aid.
- The hearing aid is not switched off over night or after a long period of non-use.
- The battery loses capacity due to a short circuit when mishandled (e.g. through contact with metal objects).
- The battery is stored in a warm environment, e.g. in a car standing in the blazing sun.

## **What can I do if my child swallows a battery?**

Both new and used hearing aid batteries must be kept out of the reach of children in order to prevent them from swallowing the batteries. Should this still happen, take your child to a doctor immediately.

## **I just tested the battery with my battery tester. Why does it show that the battery is empty even though I took a new one straight out of the pack?**

Standard battery testers test the battery voltage and not the charging status. Batteries that were not yet activated, i.e. the tab was not pulled or only very recently, do not reach the nominal voltage of 1.4. In this case, the battery tester might show that the battery is “empty”. You can still use the battery for your hearing aid. It is fully charged and ready for use as the voltage is not the same as its power capacity. The battery’s nominal voltage of 1.4 V is only reached after some time. This means that the tester only shows that the battery is “full” later on. Battery testers are not suitable for checking the battery’s charging status. In fact, there is no tester on the market for measuring the capacity of zinc-air batteries as the measurement requires completely discharging the battery since  $\text{capacity} = \text{power} \times \text{time}$ . Also, many testers are highly inaccurate. These factors mean that a tester can only differentiate between a completely discharged battery and a partially discharged battery. Any statement on the actual remaining operating time of the hearing aid cannot be made this way.

**Where can I buy  
power one batteries?**

We recommend buying the **power one** batteries from your hearing aid specialist.

For more information, please consult a hearing aid specialist you can trust or get in touch with us:

VARTA Microbattery GmbH  
Daimlerstr. 1  
73479 Ellwangen, Deutschland  
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[info@powerone-batteries.com](mailto:info@powerone-batteries.com)