

# FREQUENTLY ASKED QUESTIONS

## about the Dry & Store® Hearing Aid Conditioning System



### **Why do you call it a conditioning system?**

Dry & Store is not simply a dryer, and moisture removal is just one of its many benefits. Dry & Store also dries cerumen for easier removal from hearing aids, and it deodorizes the hearing aids. A germicidal lamp kills 99.9% of bacteria and other organisms that if not removed can cause itching, irritation, or recurring infections. *You can expect improved clarity and dependability, longer-lasting batteries, fresh and clean hearing aids, and for many people, an end to itching and irritated ears.*



### **How does Dry & Store work?**

Dry & Store units are low power, electrical appliances, recommended for in-home use every night. Place your hearing aids in the drying compartment, press the start button, and Dry & Store does the rest. For the next eight hours, Dry & Store gently circulates warm, dry, sanitized air. Throughout the cycle, the desiccant serves to “capture” the moisture molecules as they are released from the hearing aids. Dry & Store has a built-in timer and will turn itself off after eight hours.



### **What if I have to use my hearing aids before the 8-hour cycle is finished?**

Open the drawer, (or on the Global model, lift the lid) to interrupt the cycle. While the best results will be achieved with the full 8 hours of conditioning, some of the benefit of Dry & Store conditioning can be gained by shorter cycles. When you interrupt the process by opening the drawer or lifting the lid, the unit’s timer re-sets itself, ready for the next full cycle.

### **How warm does it get? Is it safe for ear molds and wax guards? What about the batteries?**

The temperature inside Dry & Store is not much different from your body temperature. It is limited by a thermal control system, so you can safely place everything in the drawer – hearing aids, earmolds, tubing, even the batteries.



### **I can leave the batteries in?**

Yes, you can leave the batteries in the hearing aids during conditioning, with the battery door open. Independent testing by Energizer revealed that in high humidity conditions, Dry & Store can increase zinc air battery life by 10-20%. Another reason for batteries lasting longer is simply that it takes less energy to power a hearing aid that is completely dry.



### **Does it work on noise maskers, ear monitors, and cochlear implant speech processors?**

Yes. Since moisture dampens the responsiveness of microphones and speakers, corrodes battery contacts, and interferes with conductivity of delicate electronics, any device that includes one or more of those components can benefit from Dry & Store conditioning. Behind-the ear and in-the-ear devices such as monitors and maskers, as well as ear-level speech processors, can be conditioned in either the Professional model or the Global model. Body-worn processors, however, require more room; the Global meets that need.

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### **How does Dry & Store relieve itching or irritated ears?**

Dry & Store has a highly specialized ultraviolet/germicidal lamp that operates at the beginning of the conditioning cycle. During this brief period, the lamp generates enough germicidal energy to kill 99.9% of the bacteria that are a common cause of itching ears. (Note that the only function of the UV lamp is to kill germs; it does not heat the unit. The unit is heated by other mechanisms that precisely control the heat.)

### **My hearing aids get clogged with earwax. Can Dry & Store help?**

Yes. Earwax contains a certain amount of moisture. When that moisture is removed during Dry & Store conditioning, it becomes flakey and easier to remove from the instrument. In a nationwide survey, 100% of dispensers recognized Dry & Store as an effective cerumen management tool.

### **What is a "desiccant" and what does it do?**

Desiccant is a term for an adsorbing agent. Dry & Store will not work properly without a desiccant in place, because the desiccant is needed to capture the moisture that is released from the hearing instrument. The desiccant used in Dry & Store, called a **DRY-BRIK®**, is custom-formulated for super-high efficiency.

### **Do the two models use the same desiccant?**

The same Dry-Brik can be used in both the Professional model and the Global model. The Global model has been designed so that it can also use a rechargeable metal can desiccant according to personal preference. Compared to a metal can, the Dry-Brik carries the extra benefits of super-adsorbency plus a deodorizing function.

### **How long does a Dry-Brik last? Can it be recharged?**

The life of a Dry-Brik is two months.

### **What's the difference between the Professional model and the Global model?**

They provide the same conditioning function; it's mostly a matter of personal preference. The Professional is our flagship model; it's very stable on a bedside table or bureau and easy to use, but it is not available outside North America. The Global model is designed for portability and versatility, so it's great for travel and for second homes. The Professional has a divided drying compartment that is ideal for households with more than one person wearing hearing aids. The Global accommodates body-worn speech processors, and its switching power supply can be used anywhere in the world with the proper plug adapter. The Professional has a two-year warranty; the Dry & Store Global has a one year warranty.



### **The bottom line: What's so special about Dry & Store?**

Dry & Store utilizes a unique, patented combination of technologies to combat moisture and moisture-related problems, and the results speak for themselves: Nine out of ten dispensing professionals report that Dry & Store reduces repairs. Three out of four consumers say that their hearing aids sound better.

Available from:

**Ear Technology Corporation**  
Helping people hear better, every day.  
1-800-327-8547 [www.dryandstore.com](http://www.dryandstore.com)