Troubleshooting

Problem: "They don't seem to be amplifying."

Solutions 1. Check the battery.
2. Make sure the volume control is on.
3. Check to see that both port holes (openings) are clear of debris.
4. Make sure the unit is completely inserted (seated inside your ear).

Problem: "The fit isn't right or comfortable."

Solutions 1. Flex the rim of the ear to completely seat the ESP.
2. Call ESP customer service.

Problem: "There is feedback or whistling when I turn up the volume."

Solutions 1. Make sure the unit is completely seated into the ear. There should be no protruding areas.
2. Adjust the volume to a lower setting.
3. If this doesn't work please call ESP customer service.

Customer Service: (303) 659-8844  www.espamerica.com  esp@usa.net

Warranty

The ESP system is in warranty for one year against any failure due to normal wear and tear, this also includes the fit. Physical damage to the outside is not considered normal wear and tear. Return the system to us for all service. After the first year, any service will be done quickly, at a flat rate, at our lab. The customer will then receive a new one year warranty. If you have any questions or any problems with your ESP system call customer service directly at 1-303-659-8844. Warning: Gunfire is known to be damaging to your hearing. The use of your ESP’s does not guarantee that further hearing loss will not occur. Heredity and the aging process as well as your previous history of noise exposure must be taken into account. Regular hearing tests are recommended to monitor your hearing thresholds. Use with caution in indoor ranges where excessive noise levels may build up to intolerable levels. Warning: To minimize risk of damage in transport please properly pack your ESP system.
Controls & Functions

To turn your ESP's on, rotate the volume dial toward the front. This increases the volume. The switch is incorporated into volume control. Use the tip of finger to rotate the volume. To decrease the volume or turn off the unit, rotate the volume control backward. You may wish to adjust the volume for different listening situations. Each unit is also turned off when the battery door is opened. When turning your ESP's off, rotate the dial until the two red dots line up, and you feel a distinctive click. Please read the "Battery installation" section for information on using the correct batteries and their life expectancies. Never use force when using your new ESP's. If you have any questions about your ESP's please give us a call. Because the ESP system is a superior noise plug in the off setting, it does not always have to be turned on to be effective. If feedback or "whistling" occurs be sure the ESP is seated well into the ear, then back the volume down slightly.

Cleaning & Maintenance

Use the wax pic to carefully remove any wax or debris from the opening at the tip of the canal. Do not attempt to wash the ESP system as this may damage the electrical components. Do not use cleaning solvents or lubricants on your ESP's. Store in a cool dry place away from pets and children. The number one failure is earwax! Do not use any other item to clean out ear wax in our ESP's! The wax pic is designed for that use, but as in all aspects of your ESP's do not use excessive force. The brush end of the wax pic can be used to brush debris from the shell surface. If your ESP's get wet, remove the batteries and set them out to dry. Do not use a heat source other than the sun. Proper care and maintenance of your ESP's will ensure that they perform at their peak performance every time you put them in.

Proper Installation

Before inserting your new ESP's into your ears, check to be sure the volume is down to minimize feedback. Your ESP's should be inserted completely into the ear. To insert the plug it may be necessary to flex the rim of the ear to allow the plug to seat and seal properly. The faceplate must sltt flush with the rim of the ear. Do not use the battery door as a handle when inserting or removing. If the ESP is not properly and fully inserted into the ear, you will hear a "whistle" or feedback in your ear. The custom fit is critical for comfort and sound recreation without feedback. If you experience any problems with your ESP's during the first year, simply return to us and we will repair or replace them at no charge. After the warranty expires, we offer full service to keep your ESP's working at peak performance. If you have any questions about your new ESP's, please feel free to give us a call at 303-659-8844.

BATTERY: Your ESP's are shipped with the Size #13 hearing aid batteries. When the battery is getting low on the ESP's, an audible beep tone will let you know. The more beeps the lower the battery. The #13 series batteries will give about 200 hours or 6 weeks, whichever comes first. Hearing aid batteries are "air activated". When you pull the tab off the battery the calendar starts and the battery will last about 6-8 weeks whether you use the ESP's or not. To insert or replace the battery, gently open the battery door. Do not force or open the battery door too far. The battery door will close only if the battery is inserted correctly. Close the battery door until it snaps completely shut. Never force the door shut! If the door will not close check to see that the battery is inserted correctly. If you will be storing your ESP's for the season or more than 3 weeks, you must remove the batteries and store them separately to prevent battery corrosion. IF THE BATTERY BECOMES STUCK BE VERY CAREFUL TRYING TO REMOVE IT. SEVERE DAMAGE MAY OCCUR LEADING TO COSTLY REPAIRS. If in doubt please send it to us for removal/repair.