



Why do we offer Mercury Free zinc air batteries?

It's green! As battery technology advances, the focus is on mercury free batteries. More and more countries are now legally required to use mercury free batteries, and the number is growing yearly.

How are Mercury Free Zinc Air batteries different from the older Standard Zinc Air batteries?

The running time for mercury free vs mercury bearing batteries is equal when used within the same category of hearing instruments. Mercury free cells are also more environmentally friendly because there is no mercury added to the cell. Mercury free cells are developed specifically for hearing instruments with wireless functionality. N.B. Hearing instruments with wireless functionality will always drain batteries more quickly.

Why do hearing aid batteries have a tab?

Hearing aid batteries use the oxygen in air as an energy source, and the tab seals the air holes on the battery. Once the tab is removed, it takes approximately two minutes before the hearing aid battery is activated/charged. At that point, the battery compartment can be closed. Inserting the battery before this time will lower the battery life and potentially impair the performance.

Please do not remove the tab before the hearing aid battery is to be used. Reattaching the tab will not prolong the running time of the battery and once the tab is removed the battery will automatically start discharging even when not being used.

How long is the shelf life on hearing aid batteries?

Depending on brand, our batteries have a minimum shelf-life of two years and typically around three to four years.

How should hearing aid batteries be stored?

Optimal room storage temperature for storing hearing aid batteries is between 10 and 25°C. Extremes of heat and cold may shorten the running time and a humid environment is not suitable for storage. Contact with metal objects such as keys or coins can cause a hearing aid battery to short-circuit, therefore it is recommended to never carry individual batteries loose in a purse, wallet or handbag.

What are the various sizes of hearing aid batteries?

The standard sizes of the hearing aid batteries are 10, 13, 312 and 675. They are colour-coded for easy identification;

	Size 675	Size 312	Size 13	Size 10
Colour code & top view				
Side view				
Diameter (approx.)	11.6 mm	7.8mm	7.8 mm	5.8 mm
Height (approx.)	5.4 mm	3.6 mm	5.4 mm	3.6 mm

How does a hearing aid battery deliver its best performance?

Wait 2 minutes after peeling off the tab before use. Please make sure you protect the hearing aid battery air holes from moisture. Switching off your hearing aid when not in use will also prolong the life of the battery. If the battery should get wet due to sweating or other types of moisture, dry it!

How long is the running time of a hearing aid battery?

The running time of the hearing aid battery depends on the hours of use per day, the amplification and the type/features of the hearing aid being used. Wireless streaming has a direct influence on the running time of a battery due to the high currents the hearing instrument draws in this mode. As the streaming mode is activated automatically running times of batteries vary depending on how often and how long streaming is active over the day. For instance the battery would drain more quickly in a noisy environment.

Why is my hearing aid not working / working well despite having a new battery?

There could be several reasons for this. Here are some things to check:

- Not enough time for battery to be activated after removal of the tab. (Wait 2 minutes after peeling off the tab before inserting).
- Built up of dirt on the battery contacts or the battery contacts becoming displaced over time causing poor contact with the battery.
- Microphone port or wax guard may be blocked and limiting the output of the hearing instrument, this is very typical and the first thing to check.
- Humidity / temperature changes - Moisture has got into the hearing instrument - try drying in a warm and dry place such as an airing cupboard with everything opened up.
- Personal hearing habits have changed (longer period of use per day, higher noise level, new features of the hearing aid are being used).
- Battery is dead (even if brand new). N.B. This is very rare as quality control is very high.

If the hearing aid is not working properly try another battery from a different pack. Maybe a different brand if you have one to hand for troubleshooting purposes (although we don't see much difference between brands generally, performance seems to be equally good from brand to brand).

I have tested the voltage of the battery and it is lower than expected ?

Sometimes we have customers stating the voltage on the battery is low when its tested on a voltmeter, but the way a zinc air batteries works is that once you pull the tab off the oxygen in air needs a few minutes to mix with the zinc in the battery to reach full voltage. Also, despite what the manufacturers quote for voltage (that can be 1.4v or 1.45v) the actual average operating voltage produced and needed is typically nearer 1.3v.

How do I dispose a used hearing aid battery?

Hearing aid batteries are classified as non-hazardous waste. However you can take your batteries to local collection points to be recycled. Typically you will see these collection points in supermarkets.

What do I do if a battery is swallowed?

Hearing aid batteries, whether they are used or new, must be stored out of the reach of small children and pets to prevent them from swallowing a battery. If batteries are ingested, seek medical help immediately.

When might a hearing aid battery expand and leak ?

If a discharged battery is left in the hearing aid after end of life, humidity can influence the battery chemistry and lead to swelling, especially in extreme weather conditions such as a tropical environment. The hearing aid can be damaged. Once a battery is at the end of its life, it should always be removed from the hearing aid.