

FAQs



ARE HEARING AIDS WATERPROOF?

Moisture continues to be the most common reason for hearing aid, hearing instrument and hearable malfunction. While hearing instruments have seen improvements in their water resistance compared to just years ago, they are not waterproof. The performance of these devices is still often negatively impacted by the constant presence of water in our world, perspiration from our skin and humidity in the air. Left untreated, these factors can begin impacting hearing quality in just weeks and eventually lead to costly returns.

HOW IS REDUX DIFFERENT THAN THE DRYER I ALREADY USE?

Redux is FASTER

Our innovative system is drying hearing instruments in minutes with the push of a button.

Redux is DRYER

We utilize endpoint drying technology to maximize moisture removal from treated devices.

Redux is SMARTER

The technology combines vacuum-chamber drying with humidity-level measurement to vaporize liquid at a low temperature that is safe for the devices.

Redux is VERIFIED

Users receive a real-time measure of the moisture removed during the drying process and a report of the total amount upon completion.

WHERE CAN I BUY A REDUX MACHINE?

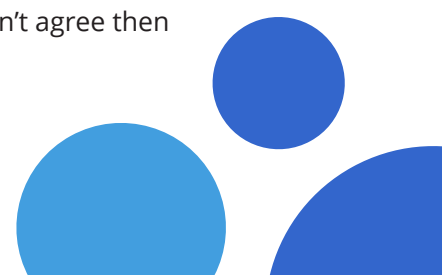
Redux is currently available as a drying service provided by hearing care professionals (HCPs). HCPs can offer Redux as a value-added service to patients to improve the short and long-term function of their hearing aids while reducing maintenance costs.

If you're a patient in need of drying, please contact your HCP and ask about Redux.

If you're a professional with patients in need of drying, please contact us at hearing@redux.com to trial the system.

HOW CAN I JUSTIFY AN ADDED PRACTICE EXPENSE?

Redux approaches hearing care with two objectives...to improve the health of patients and to improve the health of practices. We have a business development ROI model in place that allows partners to enter just a few variables about their practice to determine if Redux is a good fit for their business. We encourage HCPs to try us out and hear the difference it makes for patients...if you don't agree then just send it back to us.



HOW DO I KNOW FOR SURE THAT REDUX IS REALLY WORKING?

We think it's best to let our current third-party users answer this question. Based on Jan-March, 2020 data, Redux hearing care partners and their patients reported the following rates of success based on thousands of dries:

Moisture Removed - 98%

Dead Aid Improved - 50%

Weak Aid Improved - 83%

Good Aid Improved - 80%

Total Improved - 77%

IS REDUX SAFE TO USE?

Redux is a perfectly proven safe system for drying electronic devices. We've been drying rechargeable lithium-ion battery phones in thousands of locations for over five years. Additionally, our hearing care partners have successfully dried thousands of hearing aids, implants and hearables (e.g. AirPods that took a spin in the washing machine). We do all of this below normal body temperature.

CAN I JUST TRY IT OUT ON SOME PATIENTS?

Absolutely. We'll happily send a device and set your office up for a free 30-day trial. We want you, your practice and each of your patients to see/feel/trial the system. There is no cost for the month of use, this is an opportunity to work together toward improving the health of your patients and practice.

HOW MUCH DOES REDUX COST?

Redux pricing is based on four factors:

Number of locations

Length of agreements

Timing of commitment

Payment terms

The system can accommodate a single office or can be scaled up to thousands of locations. Please contact us at hearing@redux.com or visit www.redux.com to discuss partnership opportunities specific to your office(s).



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