

A guide to hearing services at Specsavers



Specsavers®

Audiologists



Welcome to Specsavers

Hearing loss can affect every aspect of your life, especially the things that are most important to you such as relationships with family, friends, or work colleagues. It's no wonder that people who suffer from hearing loss often say they feel isolated from the world around them.

The good news is that at Specsavers, we can provide everything you need for better hearing. We offer free hearing tests with a hearing care professional, the latest high-tech hearing aids from world-leading manufacturers, and aftercare for as long as you need us. If you're unable to visit one of our stores unaccompanied, we can now come to you instead*.

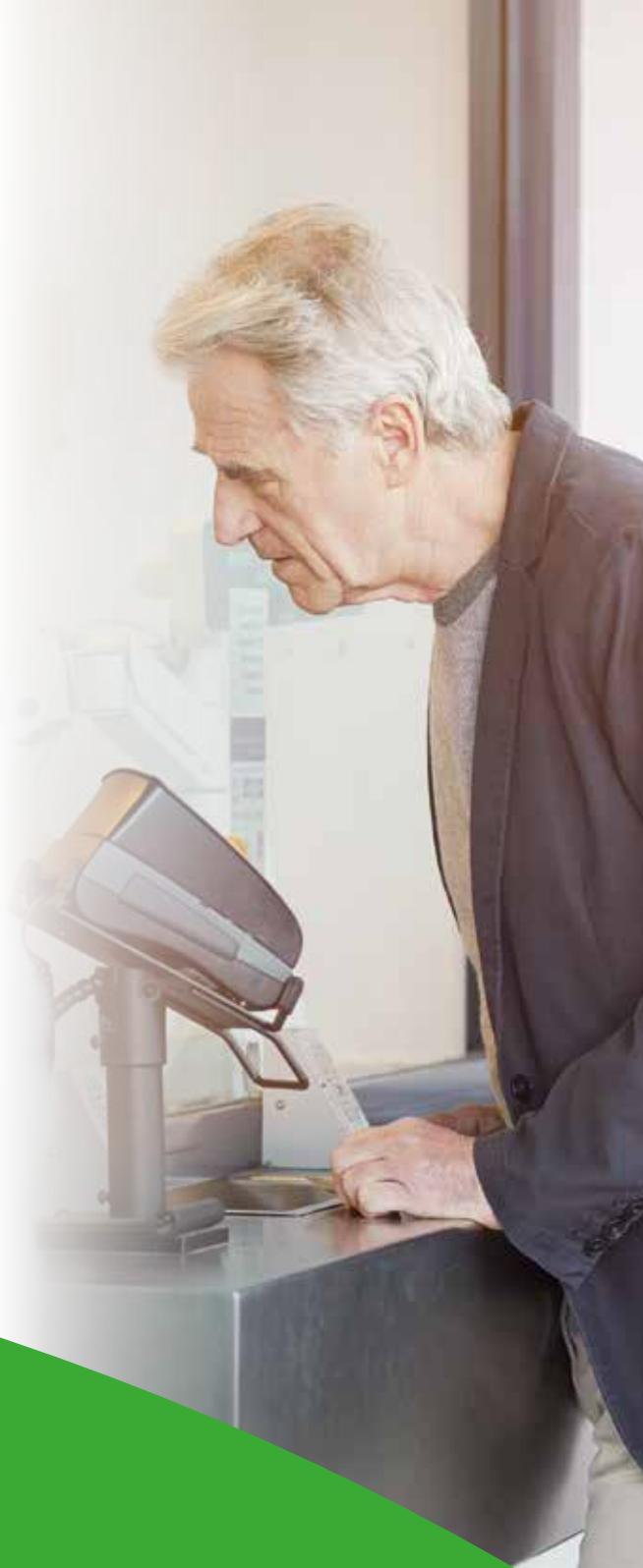
If you or someone you know has been experiencing any difficulties with hearing, this booklet will give you all the information you need. You can also visit [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing), call 0808 143 1143 or just talk to a member of staff.

* A charge may apply. Contact your local store for more details.

Understanding hearing loss

Hearing loss is surprisingly common. In fact, it affects 1 in 6 adults in the UK. It happens gradually, so you might not even realise it is getting worse. It can be a normal part of ageing, or can be caused by experiencing too much noise over too long a time.

The type of hearing loss that you suffer from mostly depends on which part of the hearing system is affected. For example, if it is the outer or middle ear, sounds are muffled. If it's the inner ear, you may think that people are mumbling. Higher frequencies could be a struggle and consonant sounds like 't' and 'p' might be harder to hear, or sounds will become distorted.



Common symptoms of hearing loss

There are a number of tell-tale signs that might indicate that you have hearing loss. Do any of these seem familiar to you?

- You have the TV or radio volume uncomfortably loud for other people
- You find it difficult to hear dialogue at the cinema or theatre
- Telephone conversations are hard work
- You ask people to repeat things or misunderstand what they say
- You have difficulty following conversations in groups
- It is harder to hear what others are saying if there is background noise, such as in restaurants or on the street
- You feel isolated because you cannot hear properly
- You avoid situations that you used to enjoy because of your hearing difficulties
- Someone suggests that you might not be hearing as well as you used to

If you have experienced one or more of these situations and you're unsure as to whether you have a hearing problem, our 3-minute hearing check in-store is a quick and simple way to find out. It's free and you don't need an appointment – just ask in store. Then if you need to arrange a full hearing test, that's free too.



What happens in a hearing test?

Hearing tests at Specsavers are free and carried out by a hearing care professional. They take about an hour, during which we will ask about your hearing experiences.

Using a tiny camera, we can examine the health of your ear canals and ear drums, ensuring that the sound has a clear pathway through to the delicate structures of the middle and inner ears – we will even show you on screen what we're seeing. This will be recorded to help us keep track of any changes in your ear over time.

We will then test your ears by playing sounds at different pitches through a pair of headphones and ask you to press a button every time you hear a sound. Next, you will wear a special headband that will test how well you hear sound through the vibrations it makes in your skull bones.

We will discuss your results with you and whether you would benefit from hearing assistance. If you could benefit from hearing aids, we will explain the range available to you at Specsavers. And we offer a same-day test and fit service, so we could have you hearing better from day one.

Regular hearing checks are important, so we recommend that you have a hearing test every year if you are over 55, or every two years if you are under 55.

Check your hearing at home

Now you can carry out a quick and easy hearing check at home using your mobile device. It will give you an indication of whether a full test in store is needed. Just download the new Specsavers Hearing Check app from the App or Play store.



Hearing aids

How to choose hearing aids

At Specsavers, our hearing care professionals understand what hearing loss feels like, they will use their expertise to find a solution that best meets your needs, lifestyle, and budget.

We give you two hearing aids

Hearing loss naturally occurs in both ears, so helping both ears will mean that you can hear more clearly. That's why we give you two hearing aids, programmed to work together to give you the clearest stereo sound possible.

'Real-ear' measurement

When having your hearing aids fitted, some stores use 'real-ear' measurement to account for the individual acoustic characteristics of your ear canals. A special microphone analyses the sounds produced by the hearing aids in your ear canal to ensure you are getting the optimum level of amplification.

Hearing aid accessories

There are a wide range of wireless accessories which can connect with our latest hearing aids to ensure you get the most out of every listening situation. In addition, many of our hearing aids also connect to an app which enables you to personalise your listening experience.



Leading brand digital hearing aids

At Specsavers, we have a range of digital hearing aids to suit your lifestyle and budget. We stock leading brands including Signia, Phonak, GN ReSound and advance which is our own brand of technology, created specifically for us by world-leading manufacturers.

signia
Life sounds brilliant.

PHONAK
life is on

advance

ReSound GN

The price of hearing aids is dependent on the type and number of features they have, not the severity of your hearing loss. Look out for 'invisible' hearing aids, ones that connect to your smart phone and rechargeable options.

The bands below show an example of the prices for two hearing aids and the number of features they have as depicted by the star system:

★ / ★★ £495 - £895

★★★ £1,095 - £2,395

★★★★ £1,695 - £2,595

★★★★★ £1,995 - £2,895

All prices include: two digital hearing aids, aftercare for life, four years' supply of batteries*, choice of fitting styles, 90-day money-back guarantee and a four-year warranty.

*Excludes rechargeable hearing aids, which come with either appropriate charger unit or rechargeable batteries.

Best value

We're always happy to show you our digital hearing aid prices, unlike some of our competitors. What's more, we guarantee you won't find better value – or we'll repay you double the difference*.



*Best value guarantee applies to two hearing aids. A recent written quotation for a pair of comparable hearing aids and extras will be required – for full terms and conditions visit [specsavers.co.uk/hearing/offers/clear-price](https://www.specsavers.co.uk/hearing/offers/clear-price).

Free aftercare and ongoing support

We want you to get the most from your hearing aids, so we'll organise a follow-up appointment after four weeks to check that everything is well and fine-tune the programming if necessary.

And all our hearing aids come with a free aftercare service and a four-year guarantee, so we will continue to take care of you long after you leave our store.

When you purchase hearing aids we will show you how to use and clean them. Then, if you experience any difficulties, our fully trained teams are always available in-store to carry out any basic hearing aid maintenance you require. If you need replacement batteries, they're free and available without appointment too.



Why choose Specsavers

A trusted name in hearing care

Since 1984, Specsavers has been a trusted name in the optical market thanks to our high standards of service, expertise, and unquestionable value for money. We apply those same values to our hearing centres, so it's no wonder we're the UK's number one high street provider of hearing aids.

We have experts in every store

All of our hearing aid audiologists are registered with the Health and Care Professions Council (HCPC) as hearing aid dispensers, a register of health and care professionals who meet the HCPC high standards for training, professional skills, behaviour and health.

Appointment times when and where you need them

With over 500 stores nationwide and clinics running midweek and weekends, you can choose a time and a place that's convenient for you.

At Specsavers, we aim to make our pricing as clear and plain as possible. Your purchases at Specsavers are treated differently for VAT purposes depending on the goods you buy, on which VAT is payable at 20%, and the professional services, which are exempt from VAT, involved. (Not applicable in Channel Islands.)



A complete digital hearing aid package

Our prices always include:



A hearing check



Two digital hearing aids



Aftercare for life



Four years' supply of batteries*



Choice of fitting styles



90-day money-back guarantee



Four-year warranty

* Excludes rechargeable hearing aids, which come with either appropriate charger unit or rechargeable batteries.

The UK's No.1 high street provider of hearing aids

For more information or to book a free hearing test, call **0808 143 1143** or visit **[specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing)**

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