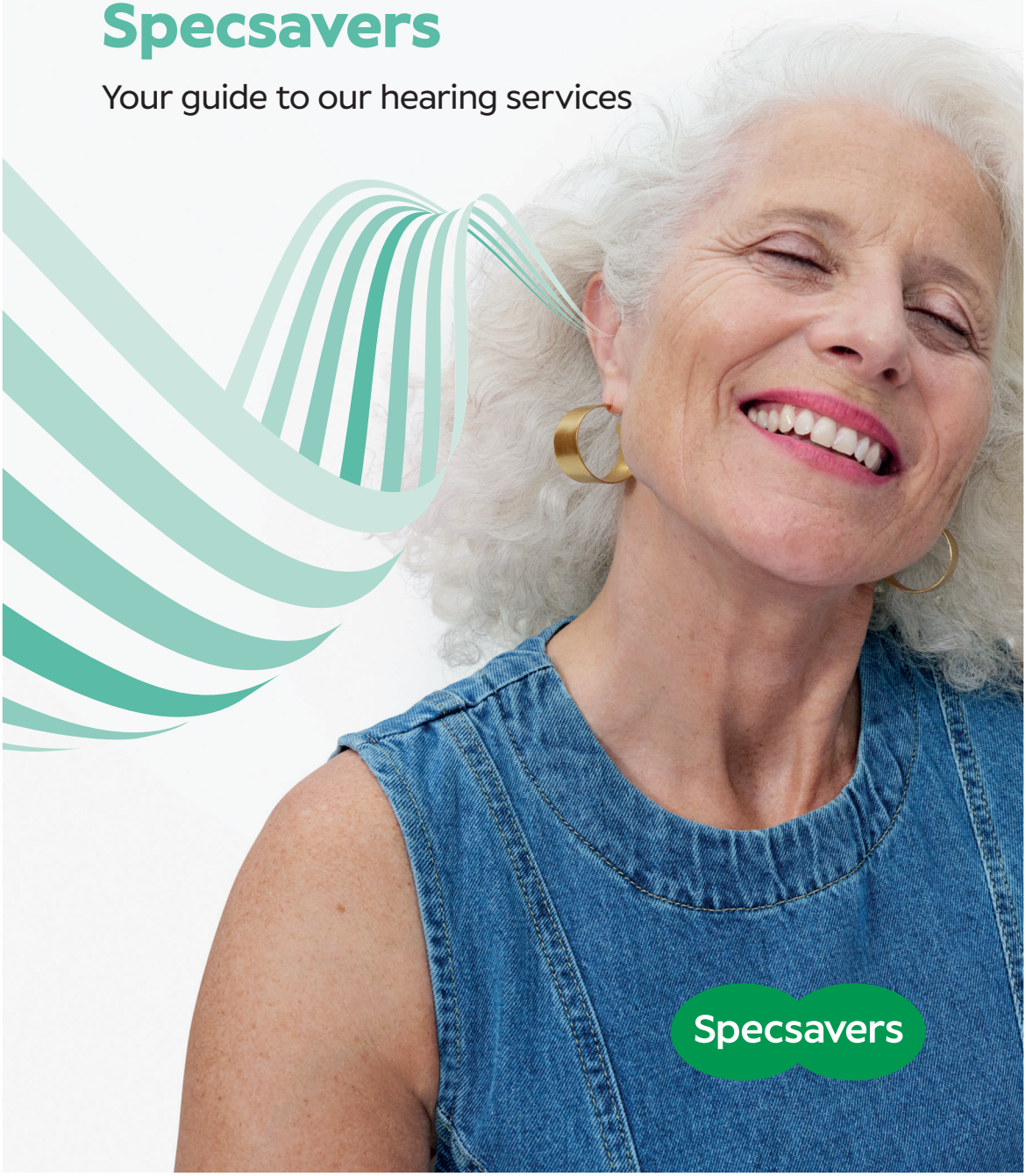
Your amazing hearing
Rediscover it at Specsavers

Your guide to our hearing services



Good vibrations

Our hearing is pretty darn amazing. Just think about how it works.

Our ears work 24-7 – they never sleep – to funnel vibrations in the air into our ear canal, through a series of super-sensitive structures – including the smallest bones in our body and around 15,000 sensory hairs, some of which can handle high frequencies, others low – and then onto our brain, where they're turned into recognisable sound. And it all happens in an instant. It's magical, really.

It's also perfectly natural for our hearing to change so, if you think yours has, you're not alone. One thing that unites us all is that, over time, our hearing won't stay the same.

Even tiny changes can affect the way we pick up conversations, TV and the world around us. The usual answer is just to pump up the volume and struggle through conversations.

But there's a better way.

We'll find out if your hearing's changed and, if you decide you want to do something about it, we have a wide choice of hearing technology. Our experts will help you find the devices that are right for you.

Start by asking us about our free hearing check – and let's go from there.

Tell-tale signs our hearing is changing

Hearing changes gradually. In fact, we usually don't realise it's changed at all. These tell-tale signs are often an indication that our hearing has changed. Do any of them sound familiar?

- Turning up the volume
- Your friends seem to have started mumbling
- You miss parts of words (like consonants)
- Conversations are a bit harder
- You start to think about avoiding social events
- Family or close friends begin to mention it
- You might hear high or low frequencies differently
- You struggle to hear American accents in movies (yes, that's a thing)

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Check your hearing at home

You can quickly check your hearing at home with our free online tool. It will give you an idea of whether you need to see one of our hearing experts in store for more help.
Just visit specsavers.co.uk/hearing

The online hearing check is not a replacement to seeing a hearing expert in store. It just gives an indication about how well you can hear.

What happens in a hearing check in store

Your hearing care is tailored to you. We want to understand what's important to you, and how changes in your hearing might be affecting the things in life that you enjoy. Our hearing experts will then use the right techniques and technology to assess your hearing.

Your first appointment usually takes around an hour and we hope that you'll learn a lot about your ears. If you would like to bring along a friend or family member that's fine with us, it can actually be very helpful.

After asking a few questions, your hearing expert will assess your hearing by playing sounds at different pitches through a pair of headphones. They'll ask you to press a button every time you hear a sound. They'll then ask you to wear a special headband that will test how well you hear sounds through vibrations.

Our hearing experts use tiny cameras, called otoscopes, which examine the health of your ear canals and eardrums, ensuring that sound has a clear pathway through the structures of the middle and inner ears – they'll even show you on screen what they're seeing if you want to have a look. This will be recorded to help keep track of any changes in your ear over time.

Your hearing check will provide us with a hearing profile which is unique to you. This will also be stored so that we can see any changes in your hearing over time.

If you need hearing technology, your hearing expert will talk you through all the options that might be suitable for you.

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The wonder of hearing technology

Modern hearing technology boasts amazing features that help to improve your hearing. Tiny processors enhance the important sounds you need to hear. As well as being able to focus on speech, hearing technology can also make it more comfortable for you in noisy environments by automatically identifying and then reducing background noise. For example, the sound of background chatter, traffic, streets and crowds. So you can concentrate on what you really want to hear.

Your hearing profile

A hearing check provides us with your unique hearing profile. This can be loaded into your hearing technology, allowing the devices to amplify some of the particular frequencies you've been missing.

Finding the right hearing technology for you

Because everyone's hearing is unique, our hearing experts will help you to choose the right hearing technology for your individual needs. Our hearing devices also come in a variety of styles and colours, so we can help you choose something that looks great too.

We give you two devices – after all, you've got two ears

Hearing usually changes in both ears – so we give you two hearing devices, programmed to work together to give you the clearest sound possible. This helps keep you balanced, helps you work out where sound is coming from, and helps to filter out unwanted background noise.

Control at your fingertips

With an app that works with compatible smartphones, many of our hearing devices can be adjusted instantly by you, either by changing the volume or selecting a different program. There are also a wide range of accessories which can connect wirelessly to selected hearing devices to ensure you get the most out of every listening situation.

Ask in store about your smartphone's compatibility.

Specsavers Advance – high tech, low price

Specsavers Advance hearing devices are exclusively built for us by world-leading manufacturers, so you'll find all the same great features and quality you'd find in other leading hearing device brands – just at Specsavers prices.

Specsavers Advance models vary to suit your hearing needs, lifestyle and budget. So whether you need help with volume, certain pitches or speech, if you need hearing devices for work, home or when you're out and about – we'll find the right Advance hearing technology for you.

We'll help you to pick from our range of fitting styles and colours (including 'invisible' ones), and we'll do the rest – making all the necessary adjustments to make sure they're perfectly tailored for you.

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Specsavers Advance hearing devices are available at the following prices:

Hearing devices	Price per pair	Rechargeable option	Sound quality	Suitability for active lifestyles	Suitability in small groups	Social situations
Elite	£2,100	✔	★★★★★	★★★★★	★★★★★	★★★★★
Super	£1,900	✔	★★★★	★★★★	★★★★	★★★★
Premium	£1,600	✔	★★★	★★★	★★★	★★★
Plus	£1,000	✔	★★★	★★	★★	★★
Standard	£500	✘	★★	★	★	★

Branded hearing devices available from £2,500

We have broken down our current hearing technology range into a star system based on their functionality and price. The star system is based on comparisons to other models in the same range and is a quick guide to the number of features each model has.

Our hearing device package

Our hearing package includes:

- A full hearing check and assessment
- Two digital hearing devices
- Full aftercare*
- Hearing device charger or four years' supply of disposable batteries
- Choice of colours and fitting styles
- 100-day money-back guarantee**
- Four-year warranty on devices***
- Pre-fitting wax removal refund****
- Remote assistance (remote care and fine-tuning)

* Full aftercare refers to in-store tuning, adjustments for comfort and support with managing hearing devices, all of which are conducted at no charge.

** From date of fitting.

*** Four-year warranty covers repair to hearing devices, excluding those faults caused by accidental damage.

**** Pre-fitting wax removal refund entitles customers who have paid £60 for wax removal within the last 30 days to a refund of £60 (the cost of the wax removal service fee) when buying hearing devices. The 30 days is from the date of purchasing hearing devices. This £60 is discounted from the price of any hearing device package. Applies to named person and at the named Specsavers store only. Cannot be exchanged for cash or used with any other offers or vouchers.

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Earwax removal

Earwax probably isn't something you've given much thought to, but it's actually a very important part of our ear health.

What is earwax?

Essentially, earwax is an efficient self-cleaning service for our ears, and helps to protect the sensitive ear canal from things like bacteria and debris that can cause infections.

Our bodies will normally produce enough earwax to maintain health on its own, but some of us are more prone to wax build-up. Sometimes this wax can become hard and impacted, which can lead to hearing problems or discomfort.

How can we help?

Our hearing experts remove earwax using a technique called microsuction. It's considered to be the quickest and safest method of earwax removal, including for hard or impacted wax.

The process is much more comfortable as it avoids touching the sensitive skin of the ear canal, and has no contact with the eardrum.

Your hearing expert will use an otoscope, a magnification tool with a light, to have a good look at your ears before and after the wax removal procedure. They'll gently use a suction tube to remove the wax, wearing a magnifying headpiece for a detailed view of what they're doing.

In minor cases, they may manually remove wax instead, using specialist tools to gently tease out the wax from the ear canal.

NHS hearing services

In parts of England where this is commissioned, Specsavers also provides NHS-funded adult hearing loss services.

For further details please refer to specsavers.co.uk/hearing/hearing-aids/nhs-hearing-aids

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