

THANK YOU

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RE DUX

RE DUX
HOME DRYER

USER GUIDE

#530-0011 REV 1.16 INSTRUCTIONS FOR USE FOR
900-HM1X-0-XX-EN-NA



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WELCOME

The Redux Home Dryer brings professional-level drying to your home for hearing devices such as hearing aids, earbuds, cochlear processors and Baha processors. The Redux Home Dryer may also be used on smartwatches/wearables and other small accessories.

Moisture negatively affects the sound quality of hearing devices. Once the Redux Home Dryer removes all moisture present, hearing devices sound their best.

Using our patented process, Redux Home Dryer's sensors detect complete moisture removal in about two hours.

Redux is an all-in-one dryer that is efficient and hassle-free with its built-in, maintenance-free desiccant. We recommend drying hearing devices once a week, depending on personal use.

DIRECTIONS

1. Position the Redux Home Dryer on a stable, flat surface.
2. Connect the Redux-supplied power block cord into the back of the dryer. Connect the power block into a wall outlet. The Redux Home Dryer will power on automatically.

 **CAUTION: Only use the Class II power supply provided with the dryer. Use of another power supply could possibly cause damage to the dryer.**

3. Open the Redux Home Dryer. Turn the lid counterclockwise to unlock the lid and lift the lid vertically to access the drying chamber. Place up to two hearing devices or one accessory inside the drying chamber. If you have hearing aids with receivers that have flexible domes, gently place them inside the air director. If you have

earmolds, you may remove these. They do not need to go into the air director. Ask your audiologist if unsure. Note: drying with earmolds may take longer due to larger size to dry.



⚠ CAUTION: Do not put anything in the chamber that will hit the inside of the lid, as this will prevent the chamber from sealing and reduce effectiveness of the drying process.

5. Set the lid on top of the Redux Home Dryer and find one of four positions that the lid will slide into the sealing groove.

6. Twist the lid clockwise until resistance is met; this will take about an inch of movement (do not over-tighten).
7. To start Redux Home Dryer, press the START button on the front of the dryer until the blue light comes on.
8. DRYING CYCLE: The solid blue light will illuminate throughout the duration of the drying cycle. Once it starts to flash, the drying process is complete and your hearing devices can be removed from the chamber. Drying time on average is 2 hours (range: 45 minutes to 6 hours). Your first dry may take longer due to larger amounts of moisture present.
9. REGENERATION CYCLE: The blue light will remain flashing for up to two hours. During this time, your dryer is regenerating itself in preparation for the next treatment. The blue light will turn off after regeneration is complete. Your hearing devices can be removed from the chamber at any time during or after this part of the process.

10. Remove the lid by turning the lid counterclockwise to unlock, lift off vertically and remove your device(s).

11. Secure the lid back on the dryer.



CAUTION: Between uses, the lid must be kept on the Redux Home Dryer to ensure that it properly calibrates and efficiently dries.

Enjoy hearing the Redux difference and knowing your devices are best protected against moisture!

REDUX LIGHT LEGEND



No lights – Ready to dry



Blue constant light – Drying



Blue flashing light – Desiccant regeneration



Amber flashing light – Fault, please visit redux.com/support for troubleshooting support

DO'S AND DON'TS WHEN USING REDUX

1. Keep the lid on the dryer when not in use.
2. Do not dump or pour liquid of any sort inside the dryer. This can be detected, will damage the dryer, and may void your warranty. Only use the power supply that is provided by Redux in your packaging. Using other power supplies can cause damage and void your warranty.
4. Keep your Redux Home Dryer plugged in between uses and understand that the first dry can take longer when the dryer has not been in use for extended periods.

5. Do not use the Redux Home Dryer if the power supply is damaged or frayed.
6. Wipe excess moisture from the exterior of the device(s) before drying to reduce dry time.
7. Do not disassemble the Redux Home Unit.
8. Keep away from children.
9. Keep lid on Redux Home when not in use.

TROUBLESHOOTING AND SUPPORT

The Redux Home Dryer monitors its own health and will notify the user of any issues detected by flashing an orange light on the front panel. If this orange light displays and begins to flash, unplug the dryer for ten seconds before reconnecting the original power supply back to the dryer. Should the device not correct itself, please visit redux.com/support for self-help tools and submit a ticket for warranty support follow-up.

MAINTENANCE AND CLEANING

- Never spray or pour any liquid directly into the chamber.
- Unplug the dryer unit for cleaning.

Inside Drying Chamber:

- The inside of the drying chamber can be periodically wiped down with a 70% (or greater) concentration of isopropyl alcohol (IPA).
- Dampen a soft cloth with IPA or use a disposable IPA wipe. Then, gently wipe any debris or contaminants from the inside of the chamber and lid.

Outside Container:

- The outside of the Redux Home Dryer and button pad can be cleaned with a clean microfiber cloth.

Button Pad:

- Do not use IPA or other solvents to clean the button pad.
- Never pour liquids directly onto the button pad.
- Never use sharp objects to clean the button pad.
- Never use excessive force to clean or operate the button pad.
- Never use abrasive cleaners or solvents to clean the button pad.
- To clean the button pad, use a mist spray bottle of screen cleaner to lightly dampen a clean microfiber cloth. Gently wipe the button pad with the damp cloth. Then, wipe the button pad with a clean and dry microfiber cloth.

ENVIRONMENTAL INFORMATION

The Redux Home Dryer is intended only for dry, clean, indoor use.

Operating Temperature Range: 15 °C – 30.5 °C (60 °F - 87 °F)

Operating Relative Humidity Range: 0% - 80%

Storage Temperature for Unit: 0°C - 70°C (32 °F - 160°F)

Storage Relative Humidity: 0% - 90%

Altitude: Operating: ≤3048 m (≤10,000 ft)

Storage: ≤15240 m (≤50,000 ft)

WARRANTY COVERAGE

Your Redux Home Dryer comes with a one-year limited warranty so you can hear your best without worry. This coverage ensures that your Redux Home Dryer is free from defects in material and workmanship for a period of one year from the date of your original purchase.

Making a Claim

If your Redux Home Dryer encounters a defect within this period, reach out to us! Visit www.redux.com/pages/support for self-service troubleshooting assistance or to fill out a service ticket. We'll respond to your service ticket within 3 business days and initiate a warranty claim if necessary.

Exclusions and Limitations

The warranty does not cover unauthorized repairs or damage resulting from neglect, accidents, or abuse. It also does not cover consequences of waiting to notify us of an issue or if you have continued using the device despite acknowledging an issue.

Contact Information

Contact us at www.redux.com/support or email support@redux.com.

GENERAL INFORMATION

Weight: 0.93 lbs

Overall Width: 4.4 in

Overall Depth: 4.4 in

Overall Height: 5.3 in

Enclosure Material: Polycarbonate

Noise Level: TBD

PATENT INFORMATION

Since 2012, Redux has acquired over 72 patents throughout the globe to protect its revolutionary innovations.

8991067

9488564

9488565

9513053

9644891

9683780

9709327

9746241

9816757

10240867

10651643

10690413

10697701 10928135

58 foreign patents

37 U.S. and foreign
patents pending

Redux Home App

Download the app here by scanning the QR code with your phone.

Apple Users:



redux.wiki/apple

Android Users:



redux.wiki/android

App Step-by-Step Instructions:

1. Plug in your Redux Home Dryer.
2. Download the app from the app store (Apple or Google Play).
3. Open the Redux Home App after the download is complete.
4. If your unit doesn't appear in the list, click "search now."
5. Your Home Dryer will be listed if it has been detected at least once. If the app connects to your Home Dryer, the oval icon next to the Home Dryer number will turn blue and display "Available."

6. Select the available Home Dryer to access the Run Time Screen in the app:
 - If the Home Dryer is already running a cycle, the app will take a few seconds to retrieve information and display the status.
 - Starting the Home Dryer while on this app page may result in a brief delay before the timer starts counting; this is normal.
 - If you see the message: "This version of the Home Unit is not supported on this App," please contact support@redux.com for upgrade options.
7. When drying is complete, a "Dry Complete" pop-up will show the elapsed time and provide the message: "Please visit the Dry Data Page for Results."
8. Select "Dry Data" to view the amount of moisture removed.
9. For any issues, please contact support@redux.com.

Reasons why the app may not connect to your Redux Home Dryer:

- You have an older version of the Home Dryer that doesn't support liquid removal functionality.
- Ensure your Home Dryer is powered on.
- Wait for your Home Dryer to fully boot up.
- Check if your home dryer is too far away from the device using the app.
- Verify that another device running the app isn't already connected to the Home Dryer.

Frequently Asked Questions

Why does my Redux Home feel warm at the bottom of the unit?

The Redux Home uses low heat (lower than the human body temperature) at the end of every drying cycle to ensure that the Redux Home is ready for the next drying cycle. This heat will not effect your hearing aids and is not used during the actual drying cycle.

What happens to the moisture from my hearing aids?

Redux Home uses a powerful desiccant to remove all moisture from hearing aids. The Redux Home then uses a patented way of removing that moisture from the desiccant in a separate chamber. This means that your hearing aids will still be completely dry even if the desiccant is not!

My hearing aids don't have domes/or won't fit in the air flow director. What do I do?

If you do not have domes, or the domes won't fit into the air flow director, that is okay. Simply place the hearing aids within the chamber, and you are ready to dry!

My domes/earmolds do not fit into the air flow director ports. What do I do?

If your hearing aids domes or earmolds do not fit into the ports, do not worry. Simply place your hearing aids into the Redux Home, and ignore this step.