



# THANK YOU

For additional support & information, visit [www.redux.com](http://www.redux.com)



RE DUX



# 530-0019, v1.2  
Instruction for use for 900-UDC11-0-BK-EN-UNIV



RE DUX

## ULTRA™ DRY & CHARGE

[www.redux.com](http://www.redux.com)

**USER MANUAL**

## Welcome to the Ultra™ Dry & Charge experience!

Ultra™ Dry & Charge is designed to protect what matters most: your devices. Our innovative, heat-free drying system uses advanced Electronic Rice™ technology to safely remove moisture from phones, hearing aids, earbuds, and other delicate electronics.

We combine smart sensors, reusable materials, and precision engineering to make moisture recovery simple, fast, and reliable.

Please read this manual carefully before first use and keep it for future reference. Your feedback helps us improve every detail. For support or comments, contact us at [support@redux.com](mailto:support@redux.com).

Protect. Reactivate. Reuse.  
— The ULTRA™ DRY & CHARGE Team —  
DESIGNED AND ENGINEERED IN THE USA



## Product Overview

The Redux Ultra™ Dry & Charge (UDC) is intended for frequent use to remove daily accumulated moisture which can decrease hearing aid performance. Powered by DryBUDDY™ technology, it continuously monitors the Electronic Rice and automatically reactivates it when necessary. Eliminating the need for replaceable components.

### Important:

- Do not plug in a wet device. If a device is wet from being worn in the shower, in heavy rain, fully submerged in a washing machine, sink, toilet or other body of water, dry it in the UDC without placing device in the charge case and without plugging in the internal charge cable. The DryBUDDY module can also be removed and used independently.

## Safety Information

- Use only as directed.
- Place unit on a stable, flat surface.
- Do not immerse in water.
- Do not operate the UDC without DryBUDDY™ installed.
- Only use the supplied power adapter.
- Keep away from children.

## Battery Information

- Battery Type: CR2032 (coin cell)
- Nominal Battery Voltage: 3 VDC
- Battery is non-rechargeable.

1

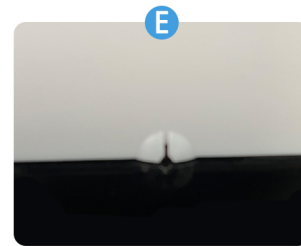
2



## Product Components

Component	Label	Description
Power Port (USB-C)	A	Port used to connect the power adapter to supply electricity to the unit. Provides continuous power for drying and charging.
Display Screen	B	Screen that displays all operational information, including system status and drying progress.
DryBUDDY™ Pocket and Module Slot	C	Compartment and connector where the DryBUDDY™ module is inserted. Enables proper connection and activation of the drying function during operation.
USB-C Charge Port (Internal)	D	USB-C port used to charge devices during the moisture-removal process. Allows simultaneous drying and charging for compatible hearing aids, earbuds, and other small electronics.
Fresh Air Inlet	E	Opening that allows controlled air circulation within the UDC.
Ambient Light Detector	F	Sensor that detects ambient light within the surrounding environment for screen dimming purposes.

3



4

## Package Contents

- Redux Ultra™ Dry & Charge (UDC)
- 1 × DryBUDDY™
- (sealed in air-tight packaging)
- Power adapter and cord
- Quick Start Guide
- Charging Cable Accessories
- USB-C to USB-C
- USB-C to Micro

## UDC Components

- Start Button (Green button on DryBUDDY™) – initiates drying cycle
- LED Indicators – located on DryBUDDY™
- UDC Visual Display – shows real-time text messages about status
- DryBUDDY™ Pocket – for installation of DryBUDDY™
- Power Port – USB-C, 5V, 2A

## Operating Instructions

### Setup

1. Open lid and remove all components.
2. Remove DryBUDDY™ from its air-tight, silver pouch. Pouch can be discarded.
3. Check for and remove any debris from DryBUDDY pocket within the UDC.
4. Install the DryBUDDY™ into the UDC by slowly sliding the DryBUDDY™ into its pocket ensuring the green button is facing the front of the machine. Push down until the DryBUDDY™ comes into contact with the plastic and the USB-C connection is engaged.
5. Make sure the small, black switch on top of the DryBUDDY is to the left.
6. Using supplied two-meter power cable, plug USB-A into the power block provided. Plug the USB-C end of the power cable into the power port at the back of the machine. Plug power block into standard outlet.

DryBUDDY

Green button



5

7. As the UDC is booting up, the screen will greet you with a friendly “HELLO”. When the machine fully booted up the screen will display “READY TO DRY”.

## Drying your Electronic Devices

### Hearing Aids in a Charge Case

1. Open UDC lid.
2. Choose appropriate charge cord for your device.
3. Plug in charge cable to the USB-C charge port inside the chamber.
4. Plug the other end of the charge cord into your hearing aid case or charger base.
5. Place your aids in the case per the manufacturer’s instructions and place inside the UDC chamber.
6. Press Green Start Button on the installed DryBUDDY™. A green light will flash briefly indicating the drying process has started. The display screen will remind you to close the lid.
7. Close UDC lid fully (until the lid comes in contact with the chamber). The display will indicate “DRY IN PROGRESS”.
8. Dry cycle will run automatically until the UDC determines there is no more detectable water to be removed in the electronics. Depending on the size of the device(s) in the chamber, the dry cycle time will vary. Typical dry times are **6-8hrs**. Dry times will always vary depending on what is being dried and how much moisture is in the devices.



6

9. When the dry has completed, the screen will display "DRY COMPLETE / READY TO DRY".
10. Open the UDC lid to remove your device(s).
11. Keep DryBUDDY™ installed with the UDC lid closed when not in use.

### Other Small Electronics

1. Open UDC lid.
2. If applicable, choose appropriate charge cord for device.
3. If applicable, plug the charge cable into the USB-C charge port in the UDC chamber.
4. If applicable, plug the other end of the charge cord into your device.
5. Place the device in the center of the chamber. Note: It doesn't need to be connected to a charge cable to dry.
6. Press Green Start Button on installed DryBUDDY™. A green light will flash indicating the drying process has started. The display screen will remind you to close the lid.
7. Close UDC lid fully (until the lid comes in contact with the chamber). The display will indicate "DRY IN PROGRESS".
8. Dry cycle will run automatically until the UDC determines there is no more detectible water to be removed. Depending on the size of the device(s) in the chamber, the dry cycle time will vary. Typical dry times are **6-8hrs**. Dry times will always vary depending on what is being dried and how much moisture is in the devices.
9. When the dry has completed, the screen will display "DRY COMPLETE / READY TO DRY".
10. Open the UDC lid to remove your device(s).
11. Keep DryBUDDY™ installed with the UDC lid closed when not in use.

### Reactivation Cycle

The UDC monitors the condition of the Electronic Rice™ inside of DryBUDDY™.

- A reactivation cycle will occur if the Electronic Rice™ needs refreshed.
- The reactivation cycle could occur after a dry is complete or while the machine is sitting idle, preparing the UDC for your next dry cycle.
- It is safe to open the lid and remove device(s) while reactivation is in progress.
- Pressing the Green Start Button while reactivation is in process will start a dry cycle once reactivation has completed.
- Reactivation takes approximately 3 hours including automatic cool down.
- During reactivation, the UDC will display "REACTIVATING".
- If the Green Start Button has not been pressed and the reactivation cycle has completed, the UDC will display "REACTIVATION COMPLETE / READY TO DRY".



### Display Messages

INSTALL  
DRY BUDDY

See setup instructions for how to install DryBUDDY™.

PLEASE WAIT

DryBUDDY™ communicating with UDC, no action required.

7

8

READY TO DRY

System ready, follow instructions to start dry cycle.

DRY IN PROGRESS

Dry cycle running, keep lid closed.

DRY COMPLETE /  
READY TO DRY

Safe to remove device(s). Follow instructions if you are ready to start another dry cycle.

REACTIVATING

3-hour reactivation in progress, no action required unless needing to start a dry cycle. Press Green Start Button to initiate the dry cycle once reactivation is completed.

REACTIVATE  
COMPLETE /  
COOLING DOWN

If you need to start a dry cycle, press the Green Start Button to initiate dry cycle once cooling down has complete.

REACTIVATION  
COMPLETE /  
READY TO DRY

System ready, follow instructions to start a dry cycle.

9

## Maintenance

- Clean with lint-free, dry cloth as needed. Do not use liquids or solvents.
- The UDC is intended to be maintenance-free with no parts needing replacement.

## Troubleshooting

Concern

Action

UDC doesn't  
power on

1. Only use Redux supplied power block and cable.
2. Check power connection at the outlet and at the back of the machine.

Green Start  
Button did not  
initiate dry cycle

1. Confirm DryBUDDY™ is installed properly. Make sure it is fully seated in the pocket. Refer to DryBUDDY™ installation instructions, if needed.
2. Make sure "READY TO DRY" is displayed.
3. Press Green Start Button and close the lid. There will be a message displayed reminding you to close the lid.
4. If "DRYING" still doesn't display, reboot the machine by unplugging the cord from the back of the machine for 5 seconds and plugging it back in. Allow several seconds for bootup and for display to read "READY TO DRY", then press Green Start Button again.

10

Lid doesn't fully close

Make sure your device(s) fit properly inside the chamber and no cords or debris keep the lid from closing.

Both red & green LED lights on DryBUDDY™ are solid

Unplug machine. Wait 5 seconds. Plug back in.

## Technical Specifications

**Size:** 7.12" (181 mm) deep, 7.12" (181 mm) wide, 6.65" (169 mm) high.

**Weight:** 0.9 kg (2 lbs).

**Power Requirements:** 5VDC, 10W max.

**Operating Temperature:** 5° C–40° C (41° F–104° F), 20–90% RH (non-condensing).

**Storage Conditions:** –20° C–60° C (–4° F–140° F) in a dry environment (<60% RH).

## Warranty & Support

Your **Redux Ultra™ Dry & Charge Dryer** comes with a one-year limited warranty. This coverage ensures that your **Redux UDC** 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 UDC** encounters a defect within this period, reach out to us! Visit [www.redux.com](http://www.redux.com) 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.

For general questions and support, please email us at [Support@Redux.com](mailto:Support@Redux.com).

## Dos

1. The **Redux UDC** is intended for dry, clean, indoor use. Store and use in a cool, dry area.
2. Keep **DryBUDDY™** installed and the lid fully closed when not in use. If unable to keep **DryBUDDY™** installed, seal it in an air-tight pouch.
3. For best results and shorter treatment time, allow the dry cycle to complete before removing device(s). It is safe to remove the device(s) early, but the device(s) may not be fully dried. In the event you remove your device(s) early, close the lid and allow dry cycle to finish this conditions the chamber for the next dry.
4. If your device has excess moisture on it, wipe it with a dry, clean cloth prior to starting a dry cycle.
5. Make sure the small, black switch on top of the **DryBUDDY™** is to the left when installed in the UDC.
6. When drying your charge case or charge base for the first time, please allow extra time for the UDC to move initial moisture. Store charge case or charge base in the UDC with the lid closed to reduce future dry times.

## Don'ts

1. Do not plug in a device that has been fully submerged in water. Dry it in the UDC without connecting it to an internal charge cable.
2. Do not pour liquid of any sort into the drying chamber. This will damage the dryer and void your warranty.
3. Do not disassemble the **UDC** for any reason. This will void your warranty.
4. Do not block the two internal pin-point holes located inside the **UDC** chamber.

