

ABOUT EAR IMPRESSIONS

The earmold impressions (EMI's) are the most important factor in providing your customers with the best fitting and most acoustically optimal custom earmolds. Inadequate EMI's can cause discomfort, seal issues, insufficient attenuation for hearing protection, or inferior sound quality for music products.

For true custom-fit earmolds, the EMI's must thoroughly represent the full physical structures of the ears. If an EMI's exhibits questionable features, it is recommended to retake the earmold. HearSmart Solutions Inc. reserves the right to reject earmold impressions that do not exhibit the features necessary to produce a quality custom product.

When our lab has to reject EMI's, the Provider has the option to send us new earmold impressions, or Void the 90-Day Fit Guarantee for the order.

FEATURES OF A GREAT IMPRESSION:

» Canal length past the 2nd bend (over 1 cm)



» Clearly defined helix, concha, and tragus



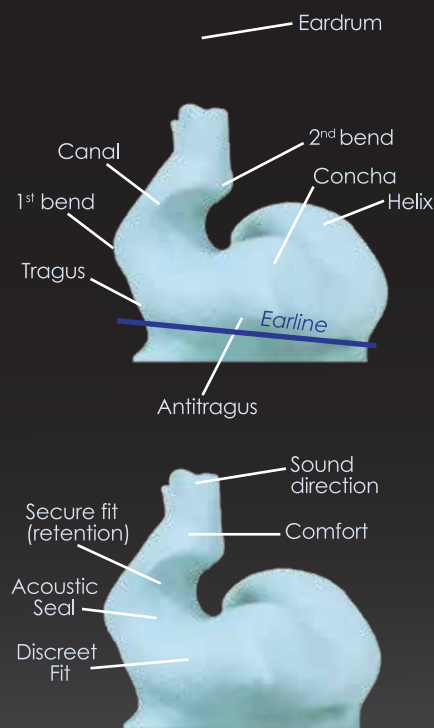
» Smooth and complete



» Impression of full ear



UNDERSTANDING:

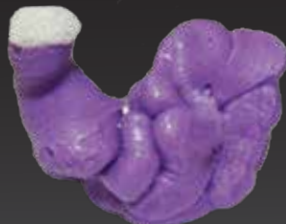


RETAKE IMPRESSIONS IF:

» Canal length under 1 cm » Airpockets, Creases, voids



» Incomplete helix, concha, or tragus

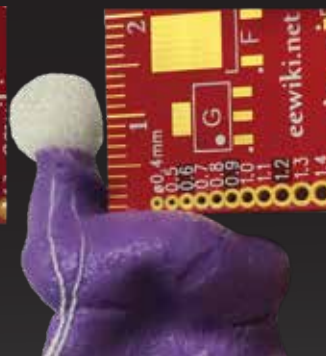


HOW WE MEASURE CANAL LENGTH:

» Sufficient canal length over 1 cm



» Rejected canal length under 1 cm



*When measuring the canal length, place a ruler on the concha bowl of the EMI and measure the length of the inside canal portion only. Do not include the otoblock in the measurement.