



May 1, 2015

Dear Hearing Health Professional,

Advanced Bionics appreciates your continued efforts to bring the Naída CI Q70 technology to thousands of recipients worldwide.

AB remains committed to making improvements to the Naída CI Q70 (Naída CI) sound processor. As part of this commitment, we began shipping Naída CI processors with further improvements to the connector as well as an improved earhook on May 1<sup>st</sup>, 2015. The connector improvement helps keep moisture away from vital components of the Naída CI. The improved earhook has a new design and material that is more durable.

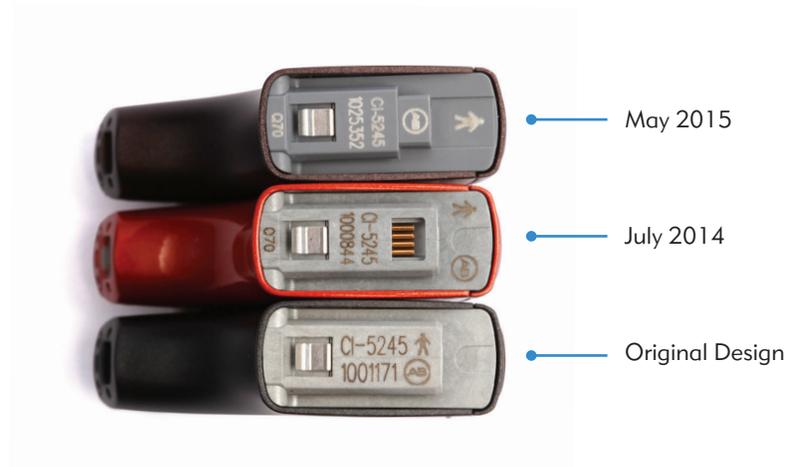
We are confident that the improved connector and earhook will further enhance the durability of the processor. There is no need to return working sound processors. Please follow the normal RMA process if you have a Naída CI sound processor that is not working. It will be replaced with a processor featuring the improved connector and earhook.

For your patients' peace of mind, we restarted the standard warranty period for all Naída CI Q70 sound processors and accessories on January 1, 2015. There is nothing for your patients to do; we automatically restarted the warranty period in our system.

Everyone at AB is dedicated to providing the best possible hearing experience for our recipients. If you have any questions, please do not hesitate to contact your AB representative at any time.

Sincerely,

Robert Cisneros  
Sr. Product Manager  
Advanced Bionics



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## **NAÍDA CI Latest Improvements FAQ**

### **1. Why did you make additional changes to the connector on the Naída CI?**

We are continually striving to improve the Naída CI Q70 and we do so through our continuous improvement process. During this process, we discovered that by modifying the design of the connector, we will decrease moisture exposure to the internal electronics. In addition to the modified design the connector is now made of a more break-resistant material. Please continue to recommend use of the Zephyr Dry & Store® as this will help ensure the components stay dry.

### **2. Why did you make changes to the Earhook?**

We received some Naída CI processors that had a portion of the earhook stuck in the Naída CI housing. The new design addresses this by improving its strength and allows the earhook to be removed in case of breakage.

### **3. Do I need to return Naída CI processors that don't have the new connector?**

No, there is no need to return Naída CI processors that are working properly.

### **4. I've had recipients with multiple failures. Should they exchange their Naída CI?**

It is not necessary for recipients to return their Naída CI unless they are experiencing an issue. If an RMA is necessary, please contact AB Customer Service for an RMA approval.

### **5. How many additional fixes will you make on the Naída CI?**

Advanced Bionics is dedicated to continuous improvement of all of our products and we will continue to make improvements throughout the life of the products.



**6. How much of an improvement will the improved connector make?**

In-house testing with recipients with very active lifestyles have shown that the improved design and new material make the connector more reliable. We expect to see an improvement in the reliability of the processor due to these changes.

**7. Can you replace the processors of customers who have had multiple returns?**

It is not necessary for recipients to return their Naída CI unless they are experiencing an issue. If an RMA is necessary, please contact AB Customer Service.