Our AquaNots are Ready for Summer...Are You?

Summer is right around the corner and to us, that can mean just one thing – it’s SWIMPLUG SEASON! Every year at this time we begin to see a big increase in our AquaNot and Style #70 earpiece orders. So we thought we’d take a moment to talk about the kind of impression needed for a good fit and Westone’s Slick-Sil® AM (anti-microbial) coating, which can help you and your patients slide right into the summer season.

First, keep in mind that for a really great fit it’s important to take a full impression, paying special attention to the upper concha and helix lock area.

While this area doesn’t keep water out of the ear canal, it does provide a key retention area to help stabilize the earpiece and keep the canal from moving. So please help us help you and your patient by sending us the best possible impression.

Next, as most of you know, we glaze our AquaNot and Style #70 earpieces to make their vivid colors “pop.” But for some people, this coating can cause insertion problems. The solution to this occasional problem is our Slick-Sil AM coating. As its name implies, it provides a slick, low-friction surface finish for significantly easier insertion without lubrication and a barrier against bacterial growth. It’s the perfect solution. (Note: coating the earpiece with Slick-Sil AM results in a matte finish.)

If you’re not yet involved in this market, this is a great time to start. To help you get started or expand your current efforts, we’ll provide you with one of Westone’s free AquaNot posters and some of our color brochures. Just give us a call at 800-525-5071.

Customer Service Corner

And never the twain shall meet.

Please note that earpiece and supply orders cannot be shipped together, because the earpiece production facility and the supply order warehouse are separate facilities. If you like, you can note your supply requests on the bottom of your earpiece order form, and they will be forwarded to our supply department for processing. Westone’s Customer Service department is always ready to take your supply orders. Just give us a call Monday through Friday, 7:00 am – 5:00 pm MDT. As always, our focus is on how to serve you better, so please contact us at 800-525-5071 or customerservice@westone.com.

And then there was TURQUOISE

Turquoise has been added to the myriad of color options for Westone’s line of silicone earpiece materials, which includes Otoblast®, W-1 and AquaNot. We know you’ll enjoy experimenting with this new original color from Westone.

Custom Sales Kit Developed for TRU Universal Product Line

Westone has developed a tool to help you promote and sell the new TRU Universal hearing protection line. The kit includes a display box, three hooks, and six pair of TRU Universal WR20 Recreational earplugs (two each blue ear tips, pink ear tips, and smoke ear tips).

The display dimensions are 16” wide, 15” tall, and 4.25” deep, which comfortably holds six TRU boxes. When you place your refill order, you may mix and match the WR20s with the WM16s and WM25s. This compact sales display fits perfectly on a reception counter or other exhibit area.

The price for the entire kit is $100 and is available through our online store or by calling Customer Service at 800-525-5071. The SKU# is 62879.

Widex is now WIRED

Widex has recently introduced a new “wired” series of receivers into the market. These new receivers are available as a wired S (standard), wired M (medium) and wired P (power), and are being used with the Dream, Clear and Super product lines. If you are ordering a custom earmold for the new S, M or P receiver, please indicate it is a “wired” receiver along with the power level on the Westone order form. Failure to do so may delay your order, or your order may be processed incorrectly. If you are using an HP or SP receiver, please send those orders directly to Widex.

Please Don’t Fax

If the occasion should arise that you need an earpiece remake using impressions at Westone, please don’t fax the remake request. Unfortunately, many, if not most of the faxed requests we receive require a call to you for clarification of the issues involved, thus delaying the remake for you and your patient. And because we have different fax machine locations at Westone, the faxed remake request can easily be delayed in reaching the Technical Support department. So please just call us at 800-525-5071 to make sure we completely understand your remake needs. We have a fully staffed Technical Support department waiting to help you.
Summer is upon us and now is a great time to be thinking about ear and instrument care. Here are a few of our favorite products for moisture control as well as earpiece and ear care.

TRU® Universal WR20

Westone’s TRU Recreational is a great off-the-shelf solution that provides a comfortable and tuned listening experience for everything from concerts to movie attendance, and any other situation where mid level noise exposure exists. The TRU WR20 offers an average attenuation of 20 dB and NRR 12.

Ideal for: Concerts, Nightclubs, Sporting Events, Air Travel and Movies.

MSRP: $29.99
Dispenser: $14.99
PN 77707 (Pink), 77708 (Smoke), 77709 (Blue)

Ear Band-It® Ultra

The Ear Band-It® Ultra is made from custom-designed, embossed neoprene on the inner side of the headband providing extra grip on the forehead, ears, and back of the head to avoid slipping during most types of water activity. The 4.0 mm headband contains 100% neoprene which gives the Ear Band-It® Ultra unparalleled strength and comfort over neoprene blend headbands. The unique shape with larger ear flaps increases the surface area, creating more grip and better coverage of the ear itself.

MSRP: $15.95
Dispenser: $10.50
PN 54109–54140

Ear Gear®

Ear Gear is popular with both children and adults and is great for use during sports, outdoor activities, or in the workplace. Ear Gear protects the hearing instrument from dirt, moisture and loss with a water resistant double wall spandex nylon sleeve that is acoustically transparent, fully washable and reusable.

Prices vary by SKU. PN S5702–57995

Dry Caddy™

Created with the same high quality you’ve come to expect from the family of Dry & Store® products. An entire year of protection in a small package! Using a fresh Dry-Disc every two months ensures maximum drying performance. Powerful molecular sieve desiccant captures moisture and odor with no recharging or reactivating.

MSRP: $19.95
Dispenser: $12.95
PN 50549

Oto-Ease®

Inserting earpieces is made easy with the new and improved Oto-Ease. Oto-Ease is a sterile, unscented lubricant designed specifically for custom earpieces. The unique formula provides a non-greasy, water-soluble solution for patients while also helping create an effective acoustic seal.

MSRP:
$38.50/12pk  
$17.95/5pk  
$10.95/3pk  
$3.95/1pk  
$9.95/5pk (5-ml Bottle)
Dispenser:
$32.50/12pk  
$13.90/5pk  
$8.50/3pk  
$2.85/1pk  
$8.50/5pk (5-ml Bottle)
PN 54011–54018

Serene Renew Dryer

This compact, lightweight unit is an environmentally friendly, natural, and cost effective way to dry and refresh hearing instruments, without the use of desiccants or chemicals. Renew Dryer & Freshener uses dry heat to remove moisture and condensation; accommodates up to two pairs of hearing instruments or cochlear implant processors.

MSRP: $69.95
Dispenser: $49.95
PN 50532