Say “Hello” to a Member of the Westone Team
Sherri Woodward: Customer Service Representative

Westone would like to introduce you to Sherri Woodward, Customer Service Representative and our spotlight employee for February! Sherri has been a resident of Colorado for 45 years after moving from her home state of Iowa at age seven. Sherri has two children and five grandchildren who all reside here in Colorado, with extended family still back in Iowa. Sherri has been with Westone for eight years, spending two years in the lab making earmolds, and the last six representing the Customer Service Team.

When Sherri is not at work, she loves to explore scenic Colorado with her grandchildren. She also loves animals and working with arts and crafts. We are glad to have Sherri as a part of our Westone family and Customer Service Team!

So...What’s New?
The New Year is the perfect time to verify that all of your account information is current. Have you moved, or do you have a new contact person? Maybe you have added a new office location to your business or changed your phone number. And while up-dating your account information, make sure that we have your e-mail address. That way you are signed up for our exclusive e-mail specials. We promise, cross our hearts, that we don’t EVER give out your e-mail address to anyone. Your friendly customer services reps are waiting to hear from you.

Did You Know?
We are frequently asked, “What is the best way to clean a custom earpiece?” Keeping in mind that many people have an opinion on the subject, we would offer the following observations.

First, while the earpiece can be cleaned with soap and water, this is not ideal because of the residue that may be deposited on the earpiece that may not be properly rinsed off. This method will also require thorough drying which can be problematic for the end user. Then again, alcohol has been used on occasion, but this presents a problem as alcohol has a tendency to dry and damage the surface of the earpiece, especially in stronger solutions.

Ideally, you should use a product that will clean the surface of the earpiece of body oils and acids, plus remove any bacteria that may be present. If done daily to both the earpiece and the tube, this not only cleans but prolongs the appearance of the earpiece (to slow down discoloration) and also help maintain the flexibility of the tube. A product like Audio Wipes that contains no alcohol is an ideal solution for the end user. As a single application wipe, it is easy to use and easy to dispose of when finished cleaning. Add a small cerumen removal tool, and the patient has everything needed to properly care for the custom earpiece. (Audio Wipes are available at our on-line store www.westone.com/store)

As you may know, Westone was a pioneer of in-ear monitoring for onstage musicians and we continue to be a global leader in the field. Every day, artists as diverse as One Republic, The Band Perry, Josh Groban and Peter Frampton rely on Westone for their best performances. Our monitors and earphones are also very popular in the audiophile community for the personal listening of high-end audio.

Many of you have already made Westone monitors a part of your practice. But if you and/or your clinic are not familiar with ordering monitors, or maybe you recently received an inquiry and weren’t sure how to respond, we would like to offer a quick primer and remind you how easy ordering can be!

Westone Elite Series (ES) monitors are available as a single driver ES10, dual driver ES20, triple ES30, five ES50 and the six driver ES60. Your patient will want to make his/her selection based on the preferred application, the instrument played or their budget.

In addition to the number of drivers, Westone’s ES monitors can also be personalized in a variety of ways. The best way to experience all the incredible options available is through our online ES Customizer.

1. After selecting the model, your patient has the option of choosing the earpiece colors, from a solid Opaque color to unique options such as Translucent, Ice, Metallic, Sparkles, and Swyrl.
2. Next, they can add an exotic faceplate material or special artwork. Faceplate options include Abalone Shell, Reflections, Crystals, Carbon Fiber, Wood and Stainless Steel. If they want to add special artwork, they can choose images from our existing art gallery or even submit their own images! (Trademark laws apply.)
3. When satisfied with their selections, they can simply print an order form and bring it to you to be included with their impressions.

To experience the Customizer for yourself, please visit www.westoneaudio.com and click on the “Customize Your Westones” box. If you have any questions or run into difficulties, just call one of our friendly Westone customer service representatives to assist you.

Bring out your creative side and have fun designing your very own custom ES Monitors!
**Supply-Lines**

Order online: westone.com/store
email: westone@westone.com

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### Kidzsafe Headphones

Protect children’s hearing with KidzSafe™ myDesign™ Headphones by utilizing KidzSafe™ patented volume-limited technology (<85dB). Listen safely to music and videos at moderate volume levels to help prevent noise induced hearing loss.

Includes:
- 1 Customizable Headphone
- 50+ Removable Décor Stickers
- 2 60" Removable tangle free cords
- 2 Sets of snap-on removable ear pads
- 1 Drawstring Bag

**Kidzsafe Headphones**

**Sale Price:** $20.65  
**Dispenser Price:** $22.95  
PN 63008 (Blue), 63009 (Pink)

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### Westone LED Earlite

Super-bright Westone LED Earlite provides a beam of light like no other ear-lite on the market. The "cold burning" LED light source is rated to provide over 100,000 hours of life.

Earlite includes:
- Westone LED Earlite
- 2 AAA batteries
- 2 Earlite tips (one standard and one PROS slotted tip)

**Westone LED Earlite**

**Sale Price:** $11.65  
**Dispenser Price:** $12.95  
PN 24106

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### ClearSounds Quattro Conn. 360 Neckloop

The ClearSounds Quattro offers four unique applications: Mobile, Home, Office, and Entertainment. The Quattro was developed to facilitate the use of a Bluetooth capable cellular phone, landline phone, or audio device for hands-free wireless operation. The Quattro reduces or eliminates interference between cellular phones and hearing instrument(s) or cochlear processors. Size: 1.25”x2.5”x.75”

- 30 dB adjustable amplification
- Accommodates T-coil and non-T-coil users, Neckloop receiver requires T-coil(s)
- Maximum range: 30 feet
- Built-in microphone and quick release feature
- Volume control and multiple levels of amplification
- Compatible with standard Bluetooth Version 2.1 + EDR devices
- Profiles supported: Hands-Free Profile (HFP), Headset Profile (HSP), Advanced Audio Distribution Profile (A2DP) and Audio/Video Remote Control Profile (AVRCP)
- 1-year limited manufacturer’s warranty

**ClearSounds Quattro Conn. 360 Neckloop**

**Sale Price:** $121.50  
**Dispenser Price:** $135.00  
PN 62462

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*No additional discounts apply* | *Sale ends March 30, 2015*