



**WELCOME TO THE FAMILY!**

To get the best performance and sound from your new Alclair custom monitors, they must fit correctly and provide a complete acoustic seal. This requires a high quality **silicone** impression of your ears. Please read the information below to ensure you get great impressions of your ears.

**CUSTOMER INSTRUCTIONS**

- 1. Schedule an appointment with an audiologist or hearing aid center to have impressions taken of your ears.** If you would like us to help you find an audiologist, please call us at **800-933-9899** or email **support@alclair.com**. If you do a web search for Audiologist or Hearing Aid Center, you should find a few options to call for pricing.
- 2. Have your impressions taken.** The audiologist will examine your ears to ensure they are healthy before taking the impressions. Please share the instructions to the right with audiologist. The audiologist will give the completed impressions to you. The cost of the exam and the impressions is paid by you directly to the audiologist.
- 3. Send us your impressions.** Please include the form below, a copy of your order form, or contact information if you ordered by phone. Our address is:

**ALCLAIR AUDIO**  
**8700 Jefferson Highway**  
**Osseo, MN 55369 USA**  
**800-933-9899**

**AUDIOLOGIST INSTRUCTIONS**

Thank you for serving this customer. To provide them with the best possible custom in-ear monitors we require high quality silicone impressions of their ears.

Please refer to the information below. If you have questions call us at **800-933-9899**. If you would like to be included in our list of recommended audiologists, please email **support@alclair.com**.

Use a high quality two-part silicone impression material such as those listed below. *Please note, we do not accept powder and liquid impressions.*

- MATRICS, INC MB-34 - 800-933-9899
- WARNER TECH CARE - 800-328-4757
- OAKTREE PRODUCTS AUDIOLOGISTS CHOICE - 800-347-1960

Please ensure the impressions are:

- Full anatomy of the ear
- Past the second bend of the ear canal
- Made with an open jaw using a 1" bite block
- Free of voids

Please give the impressions to the customer, they will send them to us. *It is the customer's responsibility to pay you for your services.*

Detach the form below and send with your impressions.

NAME

MODEL ORDERED

ORDER NUMBER

EMAIL

PHONE NUMBER

NOTE