

A guide to hearing services at Specsavers





Welcome to Specsavers Hearing Centres

Hearing loss can affect every aspect of your life, especially the things that are most important to you such as relationships with family, friends or work colleagues. It is no wonder that people who suffer from hearing loss often say they feel isolated from the world going on around them.

The good news is, at Specsavers we can provide everything you need for better hearing. We offer hearing tests with a hearing care professional, the latest high-tech hearing aids from world-leading manufacturers, and aftercare for as long as you need us.

What's more, hearing tests and aftercare are free and our hearing aids offer outstanding value for money. So if you or someone you know has been experiencing any difficulties with hearing, why not do something about it today?

In this booklet you'll find information about the hearing services available to you at Specsavers. And if you need to find out more, you can either ask our staff, visit specsavers.co.uk/hearing or call 0808 143 1143.



Understanding hearing loss

Hearing loss is surprisingly common. In fact it affects 1 in 6 adults in the UK. It happens gradually, so you might not even realise it is getting worse. It can be a normal part of ageing or caused by experiencing too much noise over too long a time.

The type of hearing loss that you suffer from mostly depends on which part of the hearing system is affected. For example, if it is the outer or middle ear, sound levels are reduced and people may come across as if they're mumbling. If it is the inner ear, you could struggle with higher frequencies, consonant sounds like 't' and 'p' might be harder to hear, or sounds will be distorted.

Common symptoms of hearing loss

There are a number of tell-tale signs that might indicate you have hearing loss. Do any of these seem familiar to you?

- You have the TV or radio volume uncomfortably loud for other people
- You find it difficult to hear dialogue at the cinema or theatre
- Telephone conversations are hard work
- You ask people to repeat things or misunderstand what they say
- You have difficulty following conversations in groups
- It is harder to hear what others are saying if there is background noise, such as in restaurants or on the street
- You feel isolated because you cannot hear properly
- You avoid situations that you used to enjoy because of the way you hear
- Someone suggests you might not be hearing as well as you used to

If you have experienced one or more of these situations you may benefit from a hearing test and expert advice from a hearing care professional. At Specsavers, our hearing tests are free and without obligation. And if you require a hearing aid we offer a same day test and fit service, so we could have you hearing better from day one.



What happens in a hearing test?

Hearing tests at Specsavers are free and carried out by a hearing care professional. They take about an hour, during which we will ask about your hearing experiences and examine your ears.

We will then test your ears by playing sounds at different pitches through a pair of headphones and ask you to press a button every time you hear a sound. Next you wear a special headband that will test how well you hear sound through the vibrations it makes in your skull bones.

We will discuss your results with you and whether you would benefit from hearing assistance. If you could be helped by hearing aids, we will explain the range available to you at Specsavers.

Regular hearing checks are important, so we recommend you have a hearing test every year if you are over 40, or every two years if you are under 40. Don't forget they're free at Specsavers.

The 3-minute hearing check - your first step to better hearing

If you're not sure whether you have a hearing problem, our 3-minute hearing check is a quick and simple way to find out. It's free and you don't need an appointment, just ask our staff in store. Then, if you need to arrange a full hearing test, that's free too.

Hearing aids

How to choose hearing aids

At Specsavers, our hearing care professionals understand what hearing loss feels like and will use their expertise to find a solution that best meets your needs, lifestyle and budget. The price of hearing aids is determined by the type and number of features they have, not the severity of your hearing loss. But at Specsavers, we don't charge extra for different fitting styles.

We give you two hearing aids

Hearing loss naturally occurs in both ears, so helping both ears will mean you can hear more clearly. That's why we give you two hearing aids, programmed to work together.



Same day test and fit

In most cases we can fit your hearing aids on the same day as your test. We will programme your hearing aids to your needs and make sure you know how to use them before you leave the store. We will also organise a follow-up appointment after four weeks to check that everything is well and fine-tune the programming if necessary.

World-leading hearing aid technology

At Specsavers, we have a range of digital hearing aids that can do remarkable things. Designed and built by world-leading manufacturers, they are packed with technology and feature the newest innovations in hearing assistance.

They don't just turn up the volume, they identify the sounds you want to hear and filter out the rest - perfect for conversations in noisy rooms. They're so clever they learn and remember your settings for different situations, can connect to your TV and even help you answer your mobile phone. What's more, they're available to you at Specsavers prices.

See next page for range and prices >

Our range and prices

At Specsavers, we have a range of digital hearing aids to suit your lifestyle and budget. We also have the advance range, which is produced exclusively for us by world-leading manufacturers such as Siemens and Unitron.

All prices include two digital hearing aids, a free hearing test, four-year guarantee, four years' free batteries, a 90-day satisfaction period, a choice of fitting styles and free aftercare.

Good

Suitable for many everyday listening situations:

At home, watching TV, one-to-one conversations, small groups

Brands include advance, Siemens

All fitting styles available

From £495 to £1,095

Better

Suitable for more challenging everyday listening situations and busy environments:

At home, watching TV, one-to-one conversations, family gatherings, outdoors, restaurants, the theatre, business meetings, telephone calls

Brands include advance, Siemens, Widex, Phonak

All fitting styles available

From £1,395 to £2,295

SIEMENS

WIDEX
HIGH DEFINITION HEARING

PHONAK
life is on

ReSound
rediscovers hearing

oticon
PEOPLE FIRST

advance

Best

Sophisticated products and technology suitable for the most challenging listening situations:

At home, watching TV, one-to-one conversations, family gatherings, outdoors, restaurants, the theatre, business meetings, telephone calls, live music, sports events

Brands include advance, Siemens, Widex, Phonak

All fitting styles available

From £1,995 to £2,795



A photograph of a woman in a green uniform, likely a staff member, and a customer in a grey jacket and patterned scarf, both looking at a display of colorful flowers in a greenhouse. The woman in green has a name tag that says 'Lynne'. The customer is wearing a grey jacket and a blue and white patterned scarf. They are surrounded by various potted plants and flowers, including purple and pink blooms. The background is slightly blurred, showing the structure of the greenhouse.

Free aftercare

We want you to get the most from your hearing aids. That's why all our hearing aids come with a four-year guarantee and, with our free aftercare service, we will continue to take care of you long after you leave our store.

When you purchase hearing aids we will show you how to use and clean them. Then, if you experience any difficulties, our fully trained teams are always available in store to carry out any basic hearing aid maintenance you require. If you need replacement batteries, they're free and available without appointment too.

Why choose Specsavers



A trusted name in hearing care

Since 1984, Specsavers has been a trusted name in the optical market thanks to our high standards of service, expertise and unquestionable value for money. We apply those same values to our hearing centres, so it's no wonder we're the UK's number one high street provider of hearing aids.

We have experts in every store

Every one of our audiologists is a member of the The British Society of hearing aid audiologists (BSHAA) and registered with the Health and Care Professions Council (HCPC) as hearing aid dispensers.

Appointment times when and where you need them

With over 500 stores nationwide and clinics running midweek and weekends, you can choose a time and a place that's convenient for you.

High quality hearing aids

We stock the leading brands including Siemens, Phonak, Widex and Oticon, as well as advance, which is a range produced exclusively for Specsavers by leading manufacturers such as Siemens and Unitron.

Clear, low prices

Other hearing aid providers will tell you they don't publish prices because it will confuse you. We don't agree. That's why we are happy to show you our prices in this booklet. What's more, at Specsavers, you won't pay extra for different fitting styles, so together we can find the right solution for your hearing loss, lifestyle and budget.

Ongoing support and aftercare is all part of the service

Every purchase at Specsavers comes with a full aftercare package, including: free batteries for four years, four-year warranty, 90-day money back satisfaction period and free aftercare appointments for as long as you need them. That means you can get advice, maintenance checks and adjustments made whenever you need to.



Leading brand digital hearing aids at Specsavers prices

advance

PHONAK
life is on

oticon
PEOPLE FIRST

WIDEX
HIGH DEFINITION HEARING

ReSound
PERSONAL HEARING

SIEMENS

We offer world-leading digital hearing aid technology at Specsavers prices. So, you'll pay as little as **£495 a pair, up to £2,795 a pair**. That includes:

- A free hearing test
- Two digital hearing aids
- Free aftercare
- Four years' free batteries
- A choice of fitting styles at no extra charge
- A 90-day satisfaction period
- Four-year guarantee

For more information or to request a free hearing test, call Specsavers Hearing Centres on 0808 143 1143 or visit [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing)

The UK's No. 1 high street provider of hearing aids

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