**Ordering Instructions**

1. Our plugs are custom made; it is therefore necessary for an audiologist to take aural impressions of your ears. You can arrange an appointment at one of our clinics in Cornwall by visiting www.themicrosuctionclincs.com, or with an Audiologist local to you.. If you are not sure how to find an Audiologist please get in touch and we will find one for you. Please take and show your Audiologist the Tip Sheet below

2. The Audiologist will use an otoscope to examine your ear and ear canal. If seen within one of our clinics you will also be shown the extent of any Surfer’s ear present and any other ear health issues you should be aware of using a video otoscope.

3. In order to take the shape of your ear an otostop (a foam block on a string) will be placed in your ear canal to protect your eardrum and set the length of the impression taken.

4. It is important that you now have a relaxed, still and open jaw when the impression material is setting. Please don’t laugh, chat or clench your teeth as this can compromise the seal of your plugs. You may be asked to hold a ‘bite block’ between your teeth to keep your jaw open.

6. A syringe is used to slowly dispense medical grade silicone into your ear canal. The material continues to fill the whole of your ear, creating a sensation of ‘fullness’.The majority of people find this feeling to be really pleasant.

7. The material takes from 2-5 minutes to set (depending on the temperature)

8. If you are seen outside of our clinics please note there is a separate charge to the Audiologist and you should take your impressions away with you. Package them carefully and send them on to us using the address below. Please include your name and contact details.

On receipt, we will quality check your impressions and contact you to arrange payment.

Wave Plugs

7 Trerice Drive

Newquay

Cornwall, TR7 2RL

Once payment has been received the lead time is 3-4 weeks and the plugs will be posted out to you with fitting instructions. UK postage is £3.95 (£12.50 to Éire and Europe). You are welcome to send us a photo or arrange a video-call should you need further assistance.

9. If you need your plugs urgently the manufacturer can provide a priority service (7-10 working days) for an additional £28/set. 12. Please your plugs and notify us of any issues straight away as the manufacturer has a 14 day free adjustment policy. After this a ‘repair’ charge is applied.

10. Your impressions are 3D scanned and kept on file. Should you need any spare or replacement plugs you can just contact us by email and we can arrange reprints at a discounted cost. We can also use these scans to provide other custom plugs for your ears, including sleep plugs, music sleeves for headphones, and noise protection plugs (music, industrial, bike and gun plugs).

14. Please note that although our custom plugs provide a snug fit and a great seal, it isn’t possible for us to guarantee that the plugs are always 100% watertight due to anatomical differences in ear shape. We are also unable to guarantee that they are 100% secure - occasionally a particular fall or impact may remove the plug from your ear. Without ear plugs such an impact could cause serious damage, such as a ruptured ear drum.

**Audiologist Instructions**

* We need an open Jaw full shell impressions, including the crus of helix, tragus and anti-tragus.
* If available, the impressions should be made using high viscosity, addition reaction silicone impression material.
* The impression should be taken with a still and open jaw
* A bite block may be used to facilitate this.
* The impression should be taken to the second bend of the ear canal if possible.
* If advanced surfer's ear is present then please use a slim otostop to maximise the achievable meatal length.

Please use sufficient impression material such that there is a fully defined helix, no creases and the complete shape/depth of the concha is identifiable. Overfilling is preferable. Iff you have any questions feel free to contact us.

[hello@waveearplugs.com](mailto:hello@waveearplugs.com)

Tel: 07811 809405