



# The new invisible hearing solution



# Our Manifesto

Empowering  
the world to hear,  
see, and connect.

Tune into a world where the beauty of sound knows no limits, where you can hear every detail and immerse yourself in the richness of life.


Because the better you hear, the more you can connect with what matters.

BREAKTHROUGH INNOVATION

Hear better in  
noisy environments  
with the all-in-one  
hearing glasses

The new invisible open-ear OTC hearing solution for perceived mild to moderate hearing loss.

Nuance Audio blends sound engineering and world-class smart eyewear design for a stylish, high-tech solution engineered to transform lives.



Hear what you see  
with directional  
microphones

Hear comfortably  
with discreet  
open-ear speakers

## What Makes Nuance Audio Hearing Glasses Unique

- Invisible hearing aid
- Open-ear comfort
- Directional amplification
- All-in-one solution
- Easy to use



## Restaurants & Crowded Places

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Struggling to follow conversations in noisy restaurants? Focus on the voices you care about with directional microphones limiting background noise interference, making dining out more enjoyable.

## Workplaces

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Busy meetings and bustling offices? Experience enhanced hearing that reduces listening effort, to help you stay sharp and confident throughout the day.

## Family Gatherings

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At lively family dinners or reunions, don't miss the shared laughter and heartfelt moments. Focus on the voices that matter most, strengthening your connections and making everyday experiences more enjoyable and accessible.





Nuance Audio Glasses use directional microphones and open-ear speakers to provide a comfortable and natural listening experience.

The Nuance Audio App is essential for setting up and personalizing the glasses to the user’s hearing needs and preferences.

Switch between two audio modes: Frontal, to focus on face-to-face conversations, and All-around, to amplify all surrounding sounds.

Audio modes

Presets

Choose from the different pre-configured amplification settings (A, B, C or D) the one that best suits your hearing needs.

Background noise

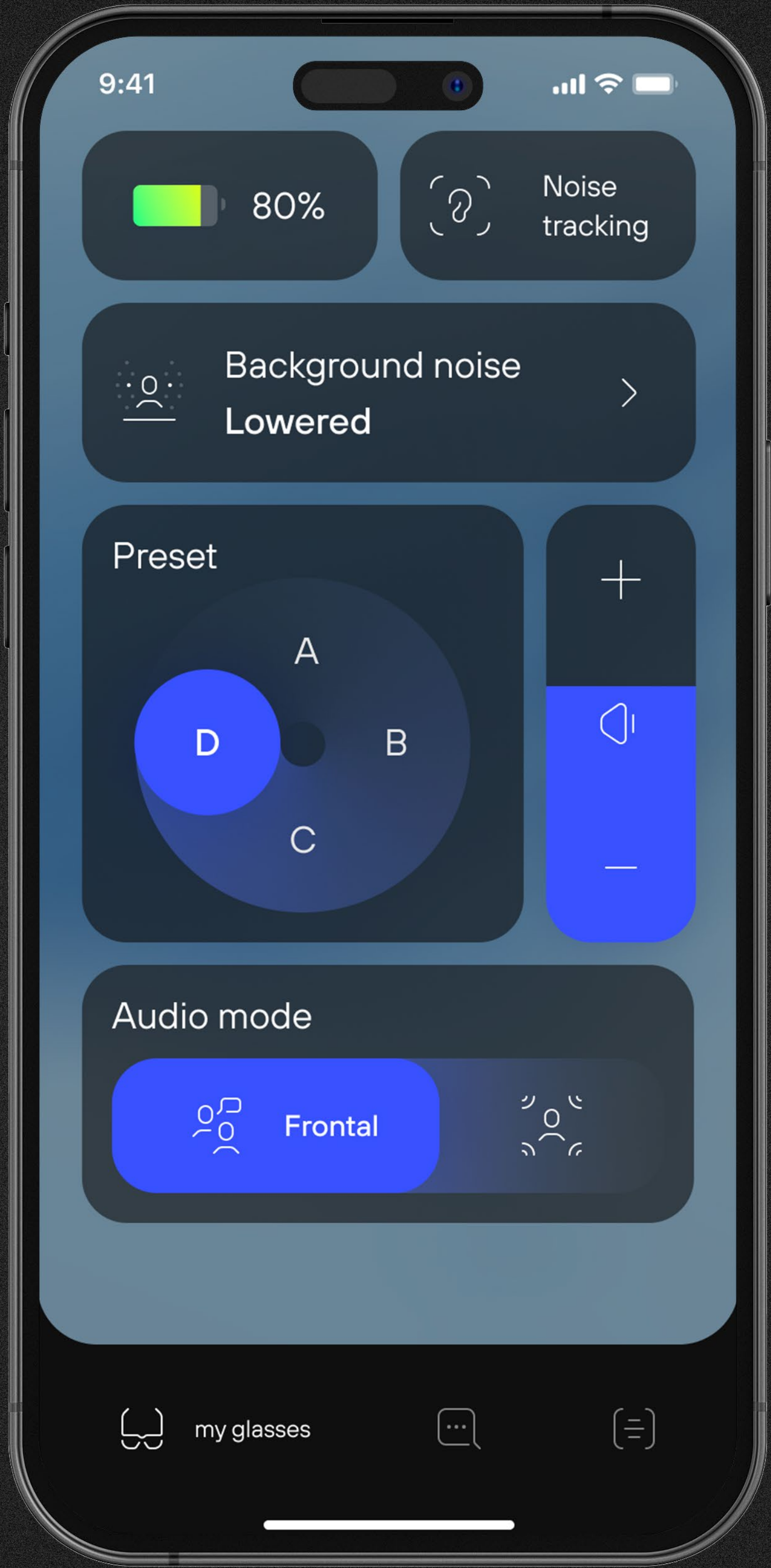
Customize the background noise level you want to hear with three levels of noise reduction.

Volume level

Adjust the volume of amplification on a scale from 1 to 5.

Download for iOS

Download for Android





THE COLLECTION

Styles

2 timeless models available in 3 different sizes and 2 elegant colors.



Accessories & packaging

Designed to be discreet and easy to use while maintaining the same sophisticated look as the eyewear.



Included with purchase of Nuance Audio Glasses:

1 x Nuance Audio Glasses

1 x Glasses Case

1 x Charging Pad, with cable included

1 x Cleaning Cloth

\* available for purchase separately

\*\* sold separately

Nuance Audio, Best Paired with Transitions® Lenses

Experience seamless hearing and visual performance throughout the day. The latest ultra-dynamic Transitions® lenses adapt amazingly fast to all light conditions. From clear indoors to dark as a sun lens outdoors, they offer 100% UV protection. Nuance Audio paired with Transitions® lenses deliver a superior multisensory experience, to empower your everyday life in any light. Available in Grey and Emerald as non-prescription lenses at purchase, and with a widest color range as on-demand prescription lenses.



Customize Nuance Audio with prescription lenses

Option to add your preferred optical lenses based on your vision needs.



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SALE & CUSTOMER CARE

Return Policy

If you purchased your Nuance Audio glasses through an EssilorLuxottica banner or our official website, you can return them within 30 days from the date of purchase, or any longer period expressly provided by applicable law or by the EssilorLuxottica banner. For products bought from other retailers, please refer to their return policies.

For detailed return instructions, visit our [Terms & Conditions page](#).

Warranty Services

A one-year warranty from your purchase date for your Nuance Audio Glasses and accessories coming inside the packaging. To make a warranty claim, simply contact the Nuance Audio Support Center or visit the authorized dealer where you purchased the product. You'll need to provide proof of purchase or the serial number of the glasses or accessories in question.

Included in the purchase

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Additional cover options (sold separately)

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For added peace of mind, Nuance Audio authorized distributors offer extended insurance services. These typically include coverage for accidental damage and warranty extensions for manufacturing defects.



# Insurance Coverage

If your Nuance Audio Glasses are coupled with prescription lenses, they may be covered under most MVC (Managed Vision Care) plans. Nuance Audio Glasses, classified as over-the-counter hearing aids, may also qualify for coverage under certain health plans through hearing aid benefits or over-the-counter allowances.

For confirmation of coverage, consult your plan or speak with your authorized Nuance Audio Glasses reseller.

You may also use HSA/FSA funds. For more details, check with your Nuance official provider.





# Customer Care

At Nuance Audio, we're here to make your experience seamless and enjoyable. Whether you need help getting started, troubleshooting an issue, or learning how to make the most of your Nuance Audio Glasses, we've got you covered with a variety of support options:

1

Explore Our Learning Center

Get started with confidence by visiting our Learning Center at [nuanceaudio.com](https://nuanceaudio.com). Here, you'll find:

- Quick and easy video tutorials to familiarize yourself with the product and unlock all its features.
- Downloadable user guides and other helpful documents (also included in your packaging).
- Handy care tips to help you maintain and optimize your glasses over time.

2

Solve Problems Quickly  
by Visiting [nuanceaudio.com](https://nuanceaudio.com)

For common questions or concerns, check out these resources:

- **Troubleshooting:** A step-by-step guide to resolving the most frequent issues.
- **FAQs:** Got a specific question? Chances are, we've already answered it here.

No matter how you choose to connect with us, we're committed to making your experience with Nuance Audio as smooth and rewarding as possible.

Sometimes, you just need to talk to someone. We're here for you:

- **Call Us:** Our team is just a phone call away at 1+844-844-0919, available 7 days a week, from 8 AM to 8 PM (EST Time Zone).
- **Use Our Online Form:** Prefer email? Fill out our contact form, and we'll get back to you within 24 working hours. Plus, we'll keep you updated throughout the resolution process.
- **Chat with Us:** For quick, agile support, chat with a dedicated support agent via our website or app.

3

Reach Out to Our Team

4

Advanced Assistance  
with Remote Support

Need help adjusting your settings? With your permission, our support team can remotely view and configure key app features (like volume, focus mode, or programs) to ensure your Nuance Audio Glasses are perfectly optimized for your needs.







FAQ

1

Can these glasses replace/or be used with my hearing aids?

Nuance Audio Glasses can be used as a hearing aid for people with mild to moderate hearing loss. Currently it is not made to be used in conjunction with hearing aids.

2

Can people with normal hearing benefit from Nuance Audio Glasses?

Yes, even people with normal hearing may experience clearer speech in noisy environments with Nuance Audio. The glasses help reduce listening effort in challenging situations by amplifying sounds from the direction the wearer is facing.

3

Do I need an audiogram or prescription to buy Nuance Audio Glasses?

No, an audiogram or prescription is not required. Nuance Audio Glasses are available over-the-counter, with preset configurations to personalize your hearing support as needed.

4

Is Nuance Audio suitable for me if I only have hearing loss in one ear?

According to the FDA regulations, over the counter hearing aids are not intended for people with unilateral hearing loss.

5

Is Nuance Audio suitable for me if I have tinnitus?

Nuance Audio Glasses are not intended to help out in case of Tinnitus. However, studies show that the use of hearing aids may assist in reduced perceptual burden of Tinnitus, due to the acoustic masking. In that case, you may feel your Tinnitus less when using the glasses, as you will get more amplification of the external sounds around you.

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How much do Nuance Audio Glasses weigh?

The weight of Nuance Audio Glasses is surprisingly similar to a pair of normal eyeglasses, ensuring maximum wearer comfort.

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What are Nuance Audio frame styles?

You're be able to choose between three different styles: Panthos 48, Square 54, Square 56. All three frame styles are available in two colors: Shiny Black and Shiny Burgundy.

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What should I do before I wear my Nuance Audio Glasses for the first time?

Before using your Nuance Audio Glasses, we recommend reviewing the User Guide included in the package. In brief:

- A Download the Nuance App
- B Create or Log in to Your Nuance Account
- C Pair Your Glasses
- D Complete the Tutorial
- E Glasses Calibration

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How can I charge the glasses?

Fold them and place them on the charging pad. Magnets inside the charging pad will help position your eyewear correctly.

10

How long does a full charge take?

A full charge takes about 3 hours.



FAQ

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How long does the battery last?

Once fully charged, the battery lasts at least 8 hours of continuous use under average conditions (moderate surrounding noise and standard amplification settings). This performance can be extended if the glasses are turned off when amplification is not needed, or when the surrounding environment requires less amplification and/or noise reduction.

- When not in use, your glasses can maintain a charge for about 6 days
- For 1 year and a half, you'll have 500x battery cycles before it starts to gradually lose its charge
- After 2 and a half years (around 1,000x battery cycles), the battery performance is still expected to be above 85%

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Which accessories can be purchased separately?

You will be able to purchase the charging pad and the remote control separately.

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What is the charging pad for?

Nuance Audio Charging Pad is an accessory that charges the Glasses wirelessly. It has a LED on top that indicates the charging status (when charging) and the Glasses' battery level (when picking them up). To use it, connect one end of the USB-C cable you received in the packaging to the USB-C socket of the charging pad, and the other end to a wall plug or adapter. Fold the Glasses and place on the charging pad. The magnets inside it help position them correctly.

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What is the remote control for?

With the remote control, you can:

- Switch on/off the hearing assistance
- Switch between Frontal and 360 audio modes
- Change the volume

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Are Nuance Audio frames waterproof?

By design, Nuance Audio are IPX4 compliant, including microphone areas.

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How should I clean up the lenses and the frames?  
Is any special care required?

Daily cleaning

- Use a damp non-abrasive cloth, avoiding all harsh chemicals, soap kinds, solvents or alcohol
- Do not use dirty or abrasive cloths which could alter the features of the lenses
- Do not place your glasses under running water
- Do not use any other cleaning tool (such as a hearing aid brush, toothpick, or air pressure) to clean the glasses
- Store the cloth away from dirt and dust
- Dry off your glasses before putting them back inside the case, wearing them, or placing them on the Charging Pad for wireless charging

Deep cleaning

- In case of contact with salt water, pool water, or other chemicals such as cosmetics, hairspray, sunscreen and insect repellents, we recommend immediately wiping your eyewear with a damp non-abrasive cloth
- To clean the lenses, use a lens spray, available in stores. Make sure to spray on a cloth and not directly on the lenses
- Gently clean any dirt or dust from the outer portions of the glasses with a damp non-abrasive cloth. The 6 microphone meshes and 4 speaker meshes should be cleaned carefully

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Can I use Nuance Audio Glasses without the App?

The mobile App is mandatory for audio calibration and firmware updates. It should be seen as a digital remote control to access the advanced functionalities of the Glasses.



FAQ

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**Do I need to be tech-savvy to be able to use the app?**

No. The App is designed with a user-friendly interface that requires no technical expertise. Basic tasks, such as adjusting volume or selecting predefined modes, are designed to be straightforward for all users. The app is designed to be intuitive and accessible.

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**Do I always need to have my smartphone with me while using the Nuance Audio Glasses?**

While Nuance Audio Glasses can be used as a standalone device, they can be enhanced by pairing them with the mobile App. For the best experience and access to all features, it is recommended to have your mobile device with you.

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**Is there any price advantage compared to traditional hearing solutions?**

Yes! Nuance Audio Glasses are around one quarter of the cost of an average traditional non-OTC hearing aid. Optionally, they may also turn into a 2-in-1 solution as Nuance Audio Glasses are able to carry prescription lenses (at an additional cost). Hence, your total costs may be less than having to purchase prescription glasses and hearing aids separately. Source: Loud and Clear: Why Americans Want Effective and Affordable Over-the-Counter Hearing Aids. Prepared by the Offices of Sen. Elizabeth Warren and Sen. Chuck Grassley June 2022.





