

NUANCE AUDIO

Operations Guide

TABLE OF CONTENTS

Get To Know Nuance Audio.....	Page 3
Overcoming Common Objections.....	Page 4-5
The Demo Experience.....	Page 6
Marketing Materials.....	Page 7
Visual Merchandising.....	Page 8
Patient Questionnaire.....	Page 9
Product Assortment.....	Page 10-11
Order Accessories on Smart Shopper.....	Page 12
EssilorLuxottica Warranty.....	Page 13
Eyewear Protection Plan (EPP).....	Page 14
Insurance & Promotions.....	Page 15
VSP Order Process.....	Page 16
Manufacturing & Final Inspection.....	Page 17
Returns & Exchanges.....	Page 18
Damages & Returns.....	Page 19
Shipping Guidelines.....	Page 20
Technical Support & FAQs.....	Page 21



Nuance Audio Glasses are the first product to shift the paradigm of traditional hearing aids, embedding a high-quality hearing technology into fashionable eyeglasses seamlessly. The audio component will be completely invisible, removing a psychological barrier that has historically stood in the way of consumer adoption of traditional hearing aids.

MARKET OPPORTUNITY

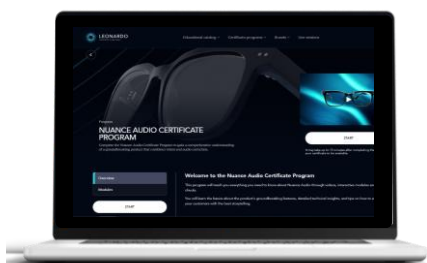
In a world where 1.6 billion people are affected by hearing impairment, Nuance Audio seeks to address the needs of 1.2 billion individuals with mild to moderate hearing loss.

BARRIERS TO HEARING AID ADOPTION

- **Stigma** – Many perceive hearing aids as a sign of aging.
- **Comfort** – Traditional devices are often uncomfortable.
- **Cost** – The average price for a pair of hearing aids is \$4,600 USD*.

GET TO KNOW NUANCE AUDIO

Being able to comfortably demonstrate and present this technology will be key in selling Nuance Audio. Leonardo offers courses to aid in learning about the basics of the product features, technical insights, and tips on how to effectively engage your patients.



Complete the [Nuance Audio Certificate Program](#) on Leonardo to begin your training and learn more about Nuance Audio.

Once you have completed this lesson, it is key to get hands on with the product and practice product presentation and creating a flawless demo experience for your patients!

The Demonstration is what will sell the frames!

No matter where in the patient's journey, once they shows interest in Nuance, offer the demo! Get very comfortable with this to ensure the experience is positive.

On-The-Job Practice to boost confidence!

Take time to role play executing a demo, engaging and uncovering needs, closing the sale and dispensing the eyewear.



Being comfortable with the demo unit and being able to speak confidently about the product is crucial for anticipating consumers' most common objections. Ensure they focus on the improved speech perception, not on the little discomfort they may feel at the beginning of the demo experience.

Sounds Like

These innovative Glasses are designed to enhance speech perception while keeping your ears free. Let me show you how they work. Just for your awareness, this experience may feel different from your normal hearing—if you notice a slightly “metallic” or higher-pitched sound, that's completely normal. The Glasses amplify specific parts of speech (typically higher frequencies) to help you perceive each word more clearly. I encourage you to pay close attention to this feature.

(Optional: Additionally, the performance of these trial glasses is not yet fully optimized, as they are currently in “default” mode and have not been calibrated. – Explain the calibration process)

COMMON OBJECTIONS AND HOW TO OVERCOME THEM

“I hear my own voice too loud and/or unnatural”

Perceiving your voice as amplified is absolutely normal to any hearing solution, as you are now receiving amplification of the sounds around you, which include also your own voice. It may take at least 30-40 minutes of continuous usage in a noisy environment to become more comfortable with this, while full acclimatization usually requires just a few days.

That being said – you may try to:

- Make sure the “Own Voice” configuration is set as “No”
- Calibrate the Glasses, if not yet done, or re-calibrate them
- Explore if different Presets provide a more comfortable sound.

“I perceive amplified sounds as tinny, robotic, unnatural, echoey”

The Nuance Audio Glasses give access to hearing tones that were not accessible to you before, and the brain simply needs to get used to it. More specifically, as most hearing losses are in high frequency, the emphasis towards the amplification of high frequencies may initially return such tinny/robotic/unnatural sound perception. Hence, it's not uncommon to experience some discomfort at the beginning, and a short adjustment period (normally, up to a few days) may be required. To improve the acclimatization process, it may be suitable to reduce the volume at first and turn it up gradually after you feel more comfortable.

That being said – here are some additional tips on how to better fit your glasses:

- Explore if different Presets provide a more comfortable sound.
- Try lowering the Background Noise (ex.: from “Standard” to “Lowered”)
- Calibrate the Glasses, if not yet done, or re-calibrate them.



“I hear a weak amplification”

- Try increasing the Volume.
- Try another Preset (and then may have to adjust the Volume).
- Try increasing the Background Noise (ex.: from “Lowered” to “Standard”).
- Try to calibrate, if not yet done, or re-calibrate.

“Some Presets do not amplify enough, while others too much. Is there a middle setting?”

In these cases, try experimenting with different presets and volume levels to find the best configuration for your hearing needs. For example:

- Combine “softer” presets, such as A or B, with higher volume levels (typically, 4 or 5).
- Alternatively, try pairing “stronger” presets, such as Preset C or D, with lower volume levels (typically, 2 or 3).
- Finally, keep in mind that increasing the Background Noise setting (e.g., from “Lowered” to “Standard”) can also enhance the perceived amplification

“The glasses make a whistling sound”

Premise: Whistling sounds may occur when objects come into close proximity to the glasses. For example, this can happen when the frame is touched while removing or adjusting the glasses, moving hair behind the ears, hugging someone, wearing a hoodie, or due to wind blowing. Additionally, whistling may be triggered in quiet environments when using a high amplification setting, or in confined spaces, such as inside a car, due to the acoustics environment. This is a normal effect of amplification devices.

For this reason, it is recommended to pay attention to the contexts in which these whistles occur, to distinguish a normal effect from a possible device malfunction.

That being said, there are some **adjustments** you can try to reduce this effect:

- Lowering the Volume.
- Lowering the Background Noise.
- Explore if different Presets provide a more comfortable sound.

“Price is too high”

- It’s an all-in-one solution, merging vision and hearing.
- On average a traditional hearing aid cost around 4.5K USD (pair)
- Propose all the available payment methods and solutions.
- We may recall to the consumer they have to 30 days (45 in CA) to return the product and get fully refunded (“no risk trial”).

The Demo Experience lets your patients make an informed decision about adopting this innovative eyewear solution, increase interest and confidence, and improve their overall product perception and experience.

THE DEMO EXPERIENCE

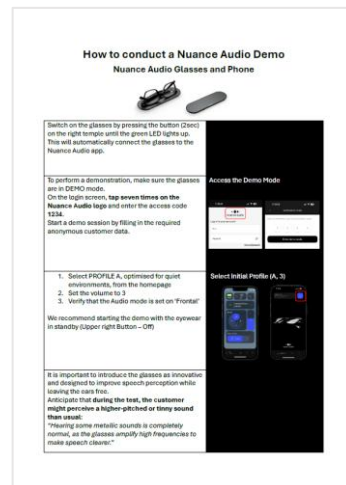
1. Set up the demo unit and articulate the process to the patient as you set it up.
2. Enter the application and start demo experience by having the patients fill out the data.
3. Bypass the calibration phase and use demo-mode only.
 - Use the instructions to know which presets to use for which environments.
 - If the patient cannot see without their glasses, attach the clip that is the closest match to their Rx.
6. Be prepared to explain the features of the glasses, how they connect to the app, and highlight the benefits of using the product and answer any questions.
7. When you finish each patient's experience, complete the short questionnaire and click **Restart Demo** for the next person.

RESOURCES AVAILABLE IN TOOLKIT

Demo Lite Set Up Instructions



Demo Lite Script & Patient Journey



Notes:

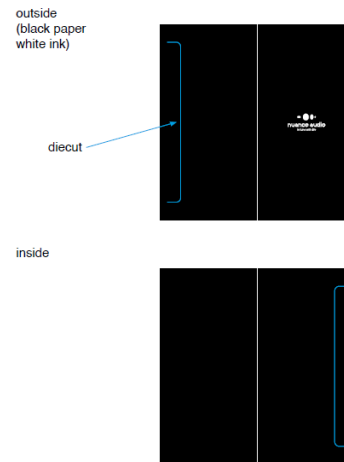
- The Nuance Audio glasses come already paired with the phone.
- The Demo Unit should be kept plugged in and charging at the front desk or nearby office when not in use to ensure it is ready for the next patient demo.
- **Call SSS for support for technical issues or use the self-support guides to troubleshoot as needed.**

POST PURCHASE MATERIALS

- In-office brochures are also available and will be shipped at time of launch.
- How to reorder additional supplies will be shared in the future.



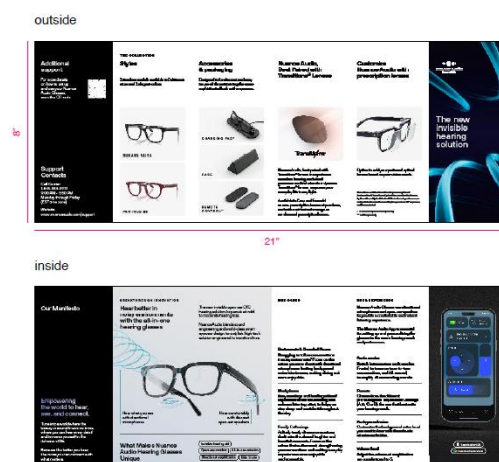
How to download/navigate
the app, calibrate glasses,
and additional support.



Elevate the Sale and add
receipts and hold other
Nuance Audio materials.

PRODUCT MATERIALS

- In-office brochures are also available and will be shipped at time of launch.
- Digital product guides are available in Ciao! Toolkit Document Folder > Wearable Electronics > Nuance Audio.



Includes user experience
and collection details



NUANCE AUDIO TABLETOP DISPLAY

- The tabletop display should be in the Optical Center. There is space to display 3 of the 6 dummy units – the other 3 can be kept close by in understock for easy access.
- Dummy Frames do not have batteries and cannot be sold. However, these frames are apart of your inventory and should be included in PI and accounted for daily.
- **Note the portable Demo Kit when not in use in a safe place (front desk or nearby office).**



- The **product disclaimer** should also be kept near to the tabletop display.

Nuance Audio™ Glasses & Charging Pad

Warning: If you are younger than 18, do not use this product. You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older. This hearing aid is for adults with signs of mild to moderate hearing loss. How do you know if you have this? You have trouble hearing speech in noisy places. You find it hard to follow speech in groups. You have trouble hearing on the phone. Listening makes you tired. You need to turn up the volume on the TV or radio, and other people complain it's too loud. **Some people with hearing loss may need help from a hearing healthcare professional. How do you know if you need to see one?** You can't hear speech even if the room is quiet. You don't hear loud sounds well, for example, you don't hear loud music, power tools, engines, or other very noisy things. If your hearing loss makes it hard to hear loud noises, this hearing aid may not be your best choice without help from a professional. If this hearing aid does not help you enough, ask for help from a hearing healthcare professional. **WARNING: When to See a Doctor.** If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (and ENT). Your ear has a birth defect or an unusual shape. Your ear was injured or damaged in an accident. You saw blood, pus, or fluid coming out of your ear in the past 6 months. Your ear feels painful or uncomfortable. You have a lot of ear wax, or you think something could be in your ear. You get really dizzy or have a feeling of spinning or swaying (called vertigo). Your hearing changed suddenly in the past 6 months. Your hearing changes: it gets worse then it gets better again. You have worse hearing in one

ear. You hear a ringing or buzzing in only one ear. **Notice of contact information.** Contact information and other labelling, including the user instructional brochure, are available on the internet at: www.nuanceaudio.com. If you are in North America, you may also call 844-844-0919 or write to customerservice@nuanceaudio.com or to Nuance Audio™ Support, Attn: Customer Service, 4000 Luxottica Place, Mason, OH 45040 to request a paper copy of this information and other labelling. **Notice of manufacturer's return policy.** If you bought Nuance Audio™ Glasses from an EssilorLuxottica banner, you may return them within 30 days from the date of purchase, or any longer period expressly provided by applicable law or the specific EssilorLuxottica banner. Nuance Audio™ Glasses purchased through non-EssilorLuxottica retailers must be returned to those retailers in accordance with their return policies. For further information on EssilorLuxottica returns, please visit <http://nuanceaudio.com/en-us/c/terms-and-conditions>. **System Requirements:** an iPhone with iOS operating system (iOS 16.6.1+) or a mobile phone with Android operating system (Android 12+). Detailed system requirements, software terms of license, terms of service are available at www.nuanceaudio.com. **Warranty information** inside and available at www.nuanceaudio.com. The Nuance Audio™ Glasses use Bluetooth® technology for exchanging control data to a paired mobile device. Android® is a registered trademark of Google LLC. iPhone® is a trademark of Apple Inc., registered in the U.S. and other countries. The trademark iPhone® is used with a license from Apple. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Nuance Audio™ is under license. Nuance Audio™ is a trademark of Essilor International SAS. **FCC compliance statement** The Hearing Aid and the Charging Pad comply with

PATIENT QUESTIONNAIRE



RETURN TO TABLE
OF CONTENTS

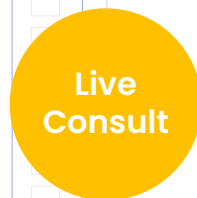
The Patient Questionnaire has been updated to include questions to uncover needs around difficulty hearing. These questions can help us understand if Nuance Audio is right for our patients and when to offer a demo to our patients!

- Holding a conversation in noisy environments?
- Watching television or listening to the radio at a moderate volume?
- Participating in group discussions or meetings due to being unable to hear all parts of the conversation?

PATIENT QUESTIONNAIRE TeamVision

	Never	Some	Often
Do you have trouble changing your focus from near to far, or vice versa?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you spend time outside or driving?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you spend time in front of screens (phone, tablet, Kindle, TV, computer)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you notice sensitivity to bright lights, glare, or fluorescent lighting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you wear sunglasses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you wear contact lenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have problems seeing with your current eyewear and/or contact lenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you experienced difficulty hearing when: Holding a conversation in noisy environments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watching television or listening to the radio at a moderate volume?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participating in group discussions or meetings due to being unable to hear all parts of the conversation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What do you love about your current eyewear?	<input type="text"/>		
What would you change?	<input type="text"/>		
Are you interested in eye surgery (Lasik, other)?	<input type="text"/>		
Any other concerns you would like to discuss today regarding your vision, eye health, or eyewear needs?	<input type="text"/>		

Live Consult Form - Nuance Locations



PATIENT QUESTIONNAIRE

	Never	Some	Often
Do you have trouble changing your focus from near to far, or vice versa?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you spend time outside or driving?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you spend time in front of screens (phone, tablet, Kindle, TV, computer)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you notice sensitivity to bright lights, glare, or fluorescent lighting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you wear sunglasses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you wear contact lenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have problems seeing with your current eyewear and/or contact lenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you wish your glasses were: Thinner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighter Weight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More Durable/Scratch Resistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you interested in eye surgery (Lasik, other)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you experienced difficulty hearing when: Holding a conversation in noisy environments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watching television or listening to the radio at a moderate volume?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participating in group discussions or meetings due to being unable to hear all parts of the conversation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other concerns you would like to discuss today regarding your vision, eye health, or eyewear needs?	<input type="text"/>		

Patient Form - Nuance Locations



LEARN

Learning about your patient starts at check in, continues inside lane, and then to the optical floor. Facilitating a conversation around lifestyle and current pain points is the first step in meeting your patients needs.

LISTEN

Active listening is a superpower in sales. When you listen to understand, you uncover insights that guide your sales approach.

LEAD

Recommend preferred products that meet the patients' needs and address pain points. Create value and simplify the decision process for your patient. **Always offer multiple solutions including sun protection by leveraging our tools to bring recommendations to life!**

PRODUCT ASSORTMENT



RETURN TO TABLE OF CONTENTS

The collection offers 2 different models (Panthos and Square) in 3 colors (Shiny Black, Deep Blue, and Shiny Burgundy). The Panthos model is only available in size 48 and the Square model comes in 2 different sizes, 54 and 56.

PANTHOS



Size 48
Retail Price \$1200

SQUARE



Size 54 and 56
Retail Price \$1200

Nuance Audio UPCs for Rx Orders

*Do Not Sell these UPCs
(Use these during PI only)*

UPC	Model	Model Name	Frame Color	Lens Color	Dummy UPC	Availability
8056262233153	AW5001	SQUARE 54	Burgundy	Clear	8056262295243 (Model AW5001E0)	Ciao! + Smart Shopper*
8056262233184	AW5001	SQUARE 54	Black	Clear	8056262295328 (Model AW5001E0)	Ciao! + Smart Shopper*
8056262316665	AW5001	SQUARE 54	Deep Blue	Clear	N/A	Ciao! + Smart Shopper*
8056262234617	AW5002	PANTHOS 48	Burgundy	Clear	8056262295496 (Model AW5002E0)	Ciao! + Smart Shopper*
8056262234648	AW5002	PANTHOS 48	Black	Clear	8056262295526 (Model AW5002E0)	Ciao! + Smart Shopper*
8056262666319	AW5002	PANTHOS 48	Deep Blue	Clear	8056262840092 (Model AW 5002E0)	Ciao! + Smart Shopper*
8056262234228	AW5004	SQUARE 56	Burgundy	Clear	8056262295571 (Model AW5004E0)	Ciao! + Smart Shopper*
8056262234259	AW5004	SQUARE 56	Black	Clear	8056262301746 (Model AW5004E0)	Ciao! + Smart Shopper*
8056262666326	AW5001	SQUARE 56	Deep Blue	Clear	N/A	Ciao! + Smart Shopper*

**SmartShopper Preferred to check frame availability real time.*

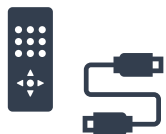
See next page for Non- Rx Orders (Plano Transitions)



Nuance Audio UPCs for Non- Rx Orders (Plano Transitions)

UPC	Model	Model Name	Frame Color	Lens Color	Availability
8056262233191	AW5001	SQUARE 54	Deep Blue	Gen S Sapphire	Smart Shopper Only
8056262234655	AW5002	PANTHOS 48	Deep Blue	Gen S Sapphire	Smart Shopper Only
8056262234266	AW5001	SQUARE 56	Deep Blue	Gen S Sapphire	Smart Shopper Only
8056262234631	AW5002	PANTHOS 48	Burgundy	GenS Emerald	Smart Shopper Only
8056262233177	AW5001	SQUARE 54	Burgundy	GenS Emerald	Smart Shopper Only
8056262234242	AW5004	SQUARE 56	Burgundy	GenS Emerald	Smart Shopper Only
8056262234235	AW5004	SQUARE 56	Black	GenS Dark Grey	Smart Shopper Only
8056262233160	AW5001	SQUARE 54	Black	GenS Dark Grey	Smart Shopper Physical Stock in Select Locations
8056262234624	AW5002	PANTHOS 48	Black	GenS Dark Grey	Smart Shopper Physical Stock in Select Locations

Locations Assorted with Non-Rx Sellable Product – T006, 13, 14, 19, 21, 30, 33, 35, 103, 115, 118, 127, 139, and 148



ACCESSORIES AVAILABLE ON SMARTSHOPPER

- Additional Charging Pad – \$160 UPC 8056262282434
- Remote Control – \$99 UPC 8056262282489



NUANCE AUDIO ORDER TYPES

- Complete Pair
- Plano with Transitions GenS
- Len Only*

**If a patient brings in a Nuance Audio frame purchased from an Audiological Center, you will sell lenses only and order as Cut and Edge.*

Notes:

- The frame applicable Nuance Audio UPC should be entered into Ciao! Optical regardless of where the patient purchased the frame.
 - For Rx-able frames, only use the 6 UPCs provided on the prior page.
 - UPCs that include Transition lenses cannot be used for Rx orders.
- Due to the battery within all Nuance Audio frames, **do not ship these frames to any lab for manufacturing**. Frame to Come is NOT available for Nuance Audio.
- Just like other Wearable Electronics, Nuance Audio frames cannot be heated, adjusted, and lenses must be cold mounted.
- Service promise time for Nuance Audio is 14 days and will route to North Creek.

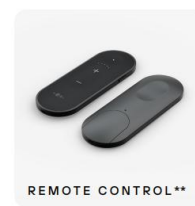
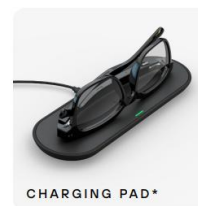
ORDER ACCESSORIES ON SMARTSHOPPER



RETURN TO TABLE
OF CONTENTS

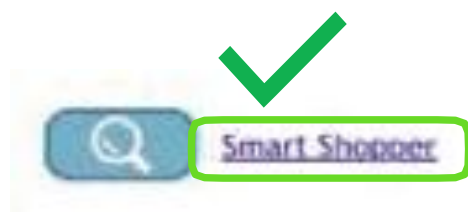
Patients can order additional accessories if they choose.
There are two accessories available through **Smart Shopper**:

- Additional Charging Pad - \$160 UPC 8056262282434
- Remote Control - \$99 UPC 8056262282489



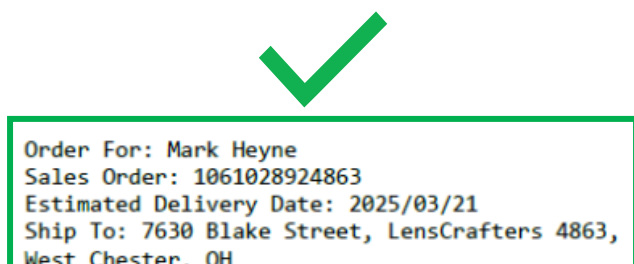
You must begin the accessory order through Smart Shopper to trigger the product shipment.

- If you enter the UPC's directly into Ciao! Optical the order will NOT be placed.




You can verify that the order has been placed in two ways:

1. The shipping address will appear on the receipt.
2. You should see the "days out" column update on the **Product To Come** tab in **Order Tracker**.



Remote control
8056262282489 1 99.00 99.00
Sales Order 1061028924863 [Other]



Item	Qty	Price	Amount
Order For: Ronald Welker Sales Order: 1060851010774			
Remote control 8056262282489	1	99.00	99.00
Sales Order 1060851010774 [Other]			

No.	Customer Name	Sales Order No.	Transaction No.	Order Date	Promised Date	New Promised Date	Status	Days Out	Sales Associate	Type
1	Heyne, Mark	1061028924863	1081886	3/19/2025	4/12/2025 8:00 PM		Confirmed	0		PTC - AFA

If order placed incorrectly, you would need to return and rekey the transaction.

Click [HERE](#) to review the Smart Shopper guide if you have additional questions.

ESSILORLUXOTTICA WARRANTY

[RETURN TO TABLE
OF CONTENTS](#)

Nuance Audio glasses are covered by a **one-year EssilorLuxottica warranty** (from date of purchase) that includes manufacturer's defects only, including the frame and electronic components.

- The warranty process requires the patient to be assisted in the office bringing with troubleshooting the issues on behalf of the patient.
- If a claim needs to be filed, the associate will complete the online form in the location on behalf of the patient – [Retail Nuance Warranty Form](#).

WARRANTY FLOW

Issue	Replacement Product	Warranty Process	Required Action
Rx Lenses	Lens Only	Site in Ciao! Optical	Cold mount new lenses into the existing Nuance frame
Plano Transition Lenses	Lens Only	Site in Ciao! Optical or Patient via Warranty Form/phone	Cold mount new lenses into the existing Nuance frame
Rx Frame	Core Package with Demo Lenses	Site via Warranty Form or Patient via Warranty Form/phone	Cold mount old lenses into the new Nuance frame
Frame with Plano Transition Lenses	Core Package – New Complete Pair with Plano Transition Lenses	Site via Warranty Form or Patient via Warranty Form/phone	Collect defective product to return if applicable.

Notes:

- The best experience is for the location to file on behalf of the patient. The site is responsible for verifying the defects are from manufacturing and not wear, tear, or abuse of the product.
- The team member is not an expert nor decider of whether a manufacture warranty is to be provided. The After Sales will review the claim and decide if it is eligible for the manufacture warranty.
- When Customer Support sends the warranty product to the location, the location will need to swap the lenses (if applicable) and collect the defective item.
- Follow the instructions in the guide for processing and shipment of damages.

EYEWEAR PROTECTION PLAN (EPP)



RETURN TO TABLE
OF CONTENTS

EYEWEAR PROTECTION PLAN (EPP)

Nuance Audio glasses are eligible for the TeamVision Eyewear Protection Plan. When purchasing a Nuance Audio frame, the applicable Nuance Audio EPP will be applied based on the lens selection and priced on the Ciao! Optical Order Worksheet.

Pricing varies from the standard EPP program however, there is no change to the coverage or EPP guidelines. For all other frames, your standard EPP option will be available.

- **Plan Cost:** \$100 for all lens types
- **Coverage Period:** One year (Silver) or Two years (Gold); non-renewable

NUANCE AUDIO EPP PACKAGES & PRICING (US ONLY)

	EPP Sale	Co-Pay Redemption Full Replacement	Co-Pay Redemption Lens Only	Co-Pay Redemption Charging Pad**
Silver 1 Year EPP (Plano)	\$100	\$100*	\$25	\$10
Silver 1 Year EPP (SV)	\$100	\$125*	\$25	\$10
Silver 1 Year EPP (PG)	\$100	\$150*	\$50	\$10
Gold 2 Year EPP (Plano)	\$150	\$100*	\$25	\$10
Gold 2 Year EPP (SV)	\$150	\$125*	\$25	\$10
Gold 2 Year EPP (PG)	\$150	\$150*	\$50	\$10

**A new charging pad will be provided to customer with new frame/complete pair replacements. Collect the original charging pad from the patient whenever possible when the replacement pair is picked up.*

Notes:

- EPP may only be sold at time of sale or dispense.
- EPP can be redeemed anytime within one year of original purchase and the replacement policy includes:
 - ✓ Accidental damage from handling
 - ✓ Protection from normal wear and tear
 - ✓ Unlimited use during the term (within one year of dispense)
- EPP co-pay must be paid at time of redemption.
- Patients must select the same frame and lens if available. If not available, a new frame or lens may be selected of equal or lesser value.
- EPP cannot be extended past the one-year coverage period.



Nuance Audio frames are **excluded from promotions and frame discounts**. There may be limited time promotions for patients and associates – ensure you use the appropriate discount codes associated with the promotions during Ciao! Optical Entry.

		FRAME	LENS
Primary Insurance			
Primary Insurance	Funded Reimbursement	✓	✓
Insurance Discount Plans	Non-Funded	✗	✓
Insurance Additional Pair Discount	Additional Complete Pair	✗	✗
Patient Offers			
First Pairs	15% Off Lenses with Complete Pair	✗	✓
Additional Pairs	40% Off Additional Complete Pair	✗	✗
Team Member Discounts			
Everyday Discounts	50% Off	✗	✓
Welcome, Annual, or Milestone Certificates	100% Off	✗	✗
Team Member Sale	75% Off Complete Pair	✗	✗
Friends of EssilorLuxottica Coupons	50% Off	✗	✗

Nuance Audio frames are eligible for Primary Insurance using their frame allowance.

	Frame Allowance	Frame Discount	Lab Manufacturing
Private Pay	N/A	No	RxO
EyeMed	Yes	Yes, 20% off the overage when using members frame allowance	RxO
VSP	Yes	Yes, 20% off the overage when using members frame allowance	VSP
Other Insurance (not required to use their contracted lab)	Yes	Yes, 20% off the overage when using members frame allowance	RxO



Orders must be manufactured through the insurance contracted labs (Essilor VSP lab). These orders get processed through Eyefinity after tendered in Ciao! Optical. There are automated processes in place with current VSP labs to provide the frame for these orders.

1 Select **Doctor Supplied – To Come** for Complete Pair orders in Eyefinity:

- The Nuance UPC will indicate to the lab that NO frame is coming, and they will supply the frame. **DO NOT select Lab Supplied.**

FRAME

Supplier: Doctor Supplied - To Come [Help](#)

Doctor Supplied - To Come
Patient Supplied - To Come
Lab Supplied
Lenses Only

Manufacturer: Luxottica Group
* Collection: NUANCE AUDIO
* Model: AW5001 SQUARE 54
UPC: 8056262233153
SKU: AW500103 54

* Color: Burgundy/SHINY BURGUNDY
* Temple: 150
Shape:
* Material: Zyl

* Eye 54
Size:
B: 41.6
ED: 58.2
* DBL: 18.0

2 Sites do not have Rx-Able Nuance Audio UPCs in office:

- If the frame needs to be supplied and this will be done automatically by selecting the Nuance Audio UPCs.
- Complete Pair triggered by selecting FTC for these UPCs.
- The frame is ordered through Eyefinity and shipped to the lab from the EssilorLuxottica DC.
- Frame arrives at lab, matched up with lens order, processed, and then complete pair is shipped to site.

3 Frame benefits are processed through Eyefinity:

- Patient's normal frame benefits apply to Nuance Frames.
- Use \$650 for wholesale frame cost.

FRAME

Supplier: Doctor Supplied - To Come [Help](#)

IMAGE NOT AVAILABLE
Selected color may not match displayed image

* Manufacturer: Luxottica Group
* Collection: NUANCE AUDIO
* Model: AW5001 SQUARE 54
UPC: 8056262233153
SKU: AW500103 54

* Color: Burgundy/SHINY BURGUNDY
* Temple: 150
Shape:
* Material: Zyl

* Eye 54
Size:
B: 41.6
ED: 58.2
* DBL: 18.0

* WHOLESALE FRAME COST:

MANUFACTURING & FINAL INSPECTION



RETURN TO TABLE
OF CONTENTS

Do not heat the frame to remove the demo lenses or to insert Rx lenses. COLD MOUNT ONLY.

- Only use solvents on lenses BEFORE mounting.
- Ensure lenses are complete dry before proceeding.

Mount the lenses from the front using the standard plastic frame mounting technique. Gently insert the lenses from the front of the frame starting from the top temporal side and then gradually working to the bottom nasal of the frame.

STEP ONE

Begin by placing corners 1 and 2 firmly into the bezel.



STEP TWO

Insert corner 3 in by applying pressure towards corners 1 and 2 (see arrow) then press down into corner 3 to snap into place



STEP THREE

Snap in corner 4 to complete mounting



FINAL INSPECTION

There are additional checkpoints to follow with Nuance Audio Glasses to ensure the patient is delivered a pristine, complete product.

- To unpack, from the left side of the box with label, gently peel back the seal.
- Follow current procedures to complete final inspection by checking prescription and measurements, keeping in mind that no adjustments to the frame may be made.
- Clean and thoroughly dry the lenses with a pre-sprayed cleaning cloth or towelette.
- For repacking, take care to ensure all components are accounted for and in new condition. Reinsert into the transportation box to be sure all text are facing the same direction.



In the case of final inspection failure, or if a frame is damaged during inspection, you must reorder as a complete pair remake through LPA.



Dedicated options have been added to the return/exchange portion of Ciao! Choose **Nuance Audio** and then the appropriate reason code from the drop down.

Are you sure you would like to return this order?

Nuance Audio
Service & Product

✓ ✕

Choose the best reason code that describes the reason for return/exchange. This will be important feedback that will be tracked to improve on future releases of the product.

Are you sure you would like to exchange items for this order?

Nuance Audio

Customer Doesn't Like Fit (Nuance Audio)
Customer Doesn't Like Look (Nuance Audio)
Price Objection (Nuance Audio)
Audio Doesn't Meet Expectations (Nuance Audio)
Own Voice is Too Loud (Nuance Audio)
Use via App is Too complex (Nuance Audio)
Battery Life is Too Short (Nuance Audio)

DAMAGES & RETURNS



RETURN TO TABLE
OF CONTENTS

Nuance frames require specific return procedures due to their battery components. Follow the correct process to ensure proper inventory management, safe shipping, and disposal at the appropriate NAASC location.

Smart Glasses
Damages & Returns



WEARABLE ELECTRONICS PROCESS

- The return or damage process depends on how the Nuance frame was obtained.
- These frames cannot be combined or shipped with regular frame recovery or damages.

PATIENT RETURN OR IN-STORE DAMAGE	MANUFACTURER WARRANTY REDEMPTION
<ul style="list-style-type: none"> • If being returned by a patient, process the exchange or return through Ciao! Optical. • To remove the item on-hand inventory, process damage using the Smart Glasses Damages & Returns app in Fiori. • Once submitted and the Return PO created, select the return under Closed Orders within the app and print two copies of the Article Document slip (one for your records and one to accompany the returned product). • Place the unit for return in the box using all required shipping materials required for Smart Eyewear returns/damages (see next page). • Place a copy of DC Packing Slip in box before sealing. • Seal box & create shipping label in EasyShip for the correct NAASC location for Nuance Returns or Recalls. 	<ul style="list-style-type: none"> • When Customer Support sends the warranty product to the location, the location will need to swap the lenses (if applicable) and collect the defective item. • In Ciao! Optical customer profile notes, indicate the date patient redeemed warranty replace frame. • No action is required in the Fiori Inventory Management System. • Place the unit being returned in the box using all required shipping materials required for Smart Eyewear returns/damages. • Seal box & create shipping label in EasyShip for the correct NAASC location for Nuance Warranty Returns.
NAASC Smart EW RTL Return/Recall – 375 101 Greenwood Industrial Pkwy, Ste. 375 McDonough, GA 30253	NAASC Smart EW Manufacturer Warranty – 377 101 Greenwood Industrial Pkwy, Ste. 377 McDonough, GA 30253

Note:

In-store dummy units damaged in-store can be processed and shipped with non-Smart Eyewear damages using the standard two-step damage process.

SHIPPING GUIDELINES



RETURN TO TABLE
OF CONTENTS

- **Ship Nuance Audio Smart Glasses via UPS ground shipping.**
- **Nuance returns must never be shipped in the same box as other frame damages, recalls, or other Smart Glasses (i.e. Ray-Ban Meta).**
- Proper packaging and labels required due to the battery in the frames.
 - Use designated boxes & labels available on CP (item numbers coming soon).



- Yearly, complete the Leonardo training course [Hazardous Materials Handling](#).

Complete these steps before shipping your Nuance Returns:

1. Confirm the glasses are turned off, then place in the **paper bag** from the Smart Glasses kit.
2. Place charging pad and case (if also being returned) into **unbranded box**.
3. Place filler in box to ensure the frames and unbranded box do not move around in transit:
 - Paper support
 - Corner protector (if necessary)
4. Place bagged frames and unbranded box into **preprinted UN-3480 battery label box**.
5. Enclose **Return Card**.
6. Enclose copy of return paperwork:
 - **Standard Returns / In-Store Damages: Smart Glasses Damages & Returns Article Document**
 - **Warranty Redemptions: Authorized warranty letter**
7. Seal box.
8. Create shipping label using EasyShip. Confirm you have selected the correct NAASC return location based on product origin:
 - **Standard Returns / In-Store Damages: Suite 375**
 - **Warranty Redemptions: Suite 377**
9. Place in designated carrier pickup area.



WHO TO CALL

Portal Demo Unit Damaged components	Store System Support 877-467-4243
Operations, Product, or Marketing Support Inventory, replenishment, etc.	TVOps@TeamVisionTeam.com
Environmental Health & Services Damaged or suspected damaged batteries	RetailSafety@Luxotticaretail.com
Customer Assistance FAQs, general questions, etc.	NuanceAudio.com or 844-844-0919

SELF-GUIDED RESOURCES

[Getting Started: Account Creation, Pairing and Calibration](#)

[How to Charge](#)

[Maintenance Tips](#)

[Firmware Updates](#)

Hearing Configurations:

- [Audio Mode](#)
- [Audio Presets](#)
- [Background Noise](#)
- [Eyewear Volume](#)
- [Own Voice](#)