

## ACS Ear Impression Requirements

To avoid having your ear impressions rejected and retakes required, please find clear instructions below on what we require from an ear impression by audiologists. Hopefully this will help clear any concerns that you may have, however, if you have any further queries please contact the earLAB customer service desk on (03) 9428 2485.

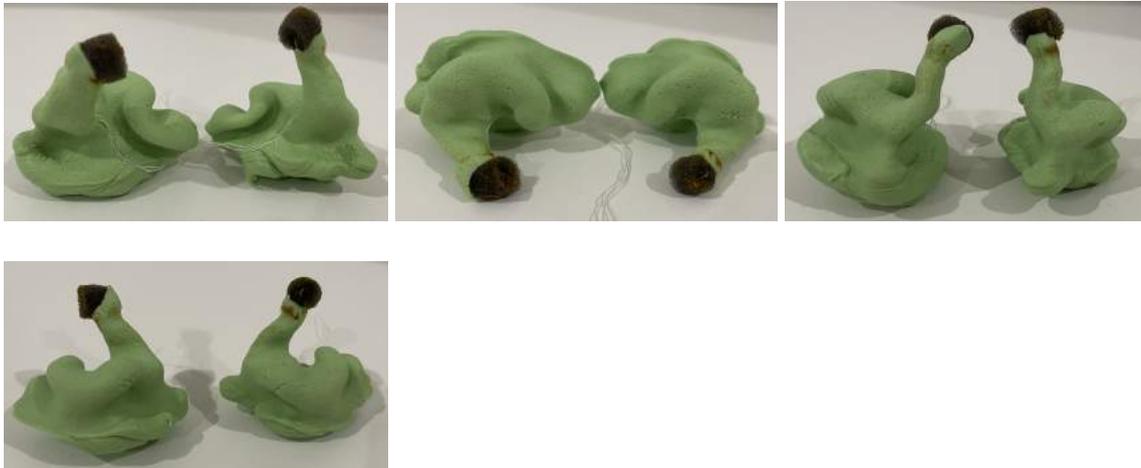
Your ear impressions technician should know how to get good impressions for a custom hearing protection earplug or a custom monitoring earpiece. But to ensure you get good results, please relay the following requirements or show the accompanying diagram.

- Foam ear canal otoblocks are preferred (cotton ear canal otoblocks are also acceptable).
- **Closed mouth ear Impressions.**
- The silicone must reach **beyond the second ear canal bend** with **complete ear canal details**.
- The ear impressions must **contain the complete shape** of the ear canal, the outer ear's concha cavity, notch, and the helix and antihelix shape.
- Ear impressions **must not have any bumps or holes bigger than 2mm**. Also, **large missing parts, as shown with a glossy finish**, will not be accepted.
- We also accept closed-mouth 3D ear scan STL files.

**After acquiring your impressions, feel free to forward photos to earLAB for verification against the stipulated criteria. This approach allows for the resolution of any potential concerns prior to sending the physical impressions. (Please note that the customer is accountable for both postage expenses and the costs associated with obtaining the impressions).**

### **Photography instructions**

When taking photos, place the ear impressions on a white or black background with good lighting for easier visibility. Please take photos in the following positions:



**Please send the photos to [reception@earlab.com.au](mailto:reception@earlab.com.au)**

### **Postage instructions**

After completing the ear impression, please post to the address provided below no later than 2 weeks. Keep in mind that impression materials can undergo changes over time, potentially affecting the fit of the custom earplug or in-ear monitor.

To ensure your ear impressions do not get damaged during shipping, wrap the ear impressions gently in tissues to minimise any movement and securely package them in a box.

Additionally please label the box with your name, contact number and order details.

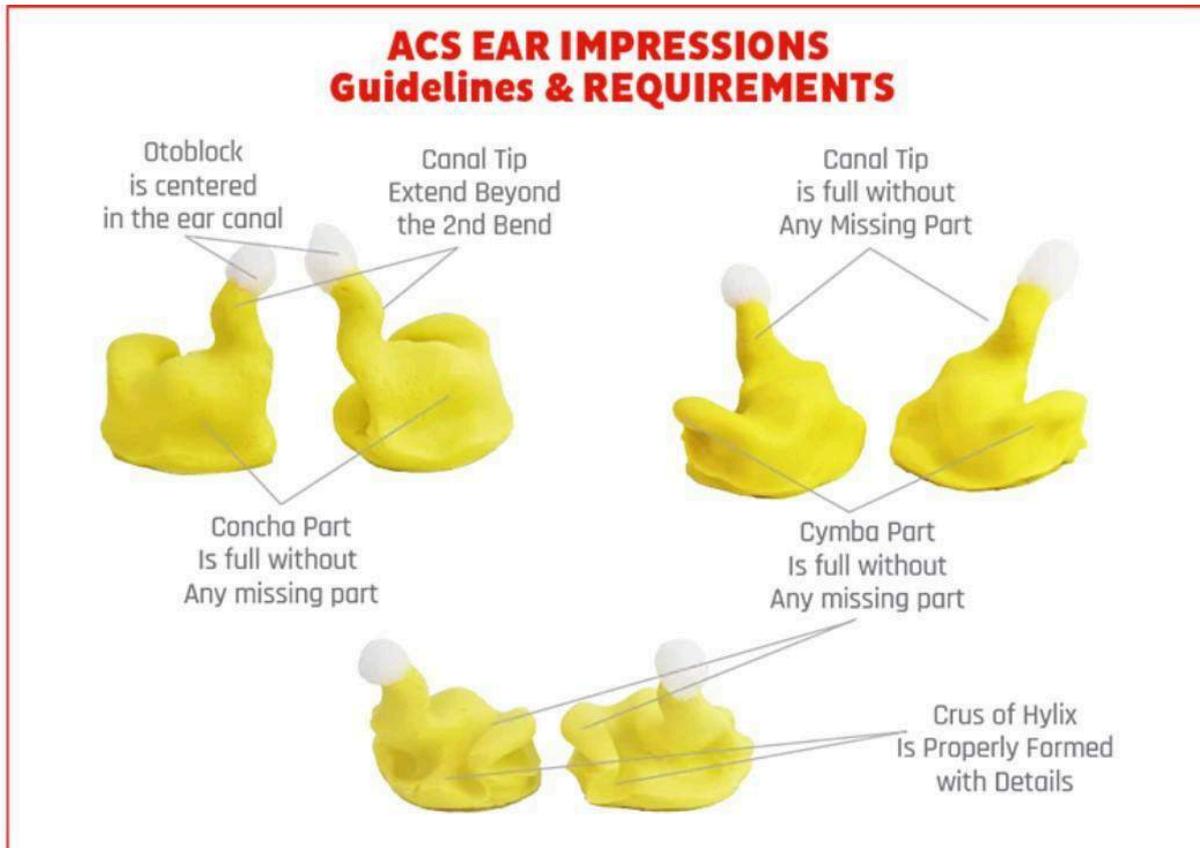
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Please post your physical ear impressions to:

earLAB  
132 Burnley St,  
Richmond  
VIC 3121

**Example of accepted impressions;**

Always ensure that impressions are to the second bend and have full concha detail regardless of the product ordered. The impressions shown are an example of good canal length, detailed helix and full concha body - the full body enables us to fit the filters or drivers into the mould.



This is an example of a good ear impression. The earmold is good, has concha depth, is up to the second bend in the ear canal and has full detail in the helix.

The impression on the right however does not have enough depth in the ear-canal. Our products require good canal depth in order to seal in the customers ear and function to its full potential. The impression on the right also has a slight dent in its body; this can be smoothed over in production but in order to create a perfect fit, try to ensure there are no dents, bubbles or grooves that are not a reflection of the ears. It also has barely any detail in the helix.

**Please show the above images & the instructions above to your audiologist.**