

FLEX:TRIAL counselling guide



Allow your clients to experience amplification outside the clinic and in the real world where they live, work and play.

Why use FLEX:TRIAL™?

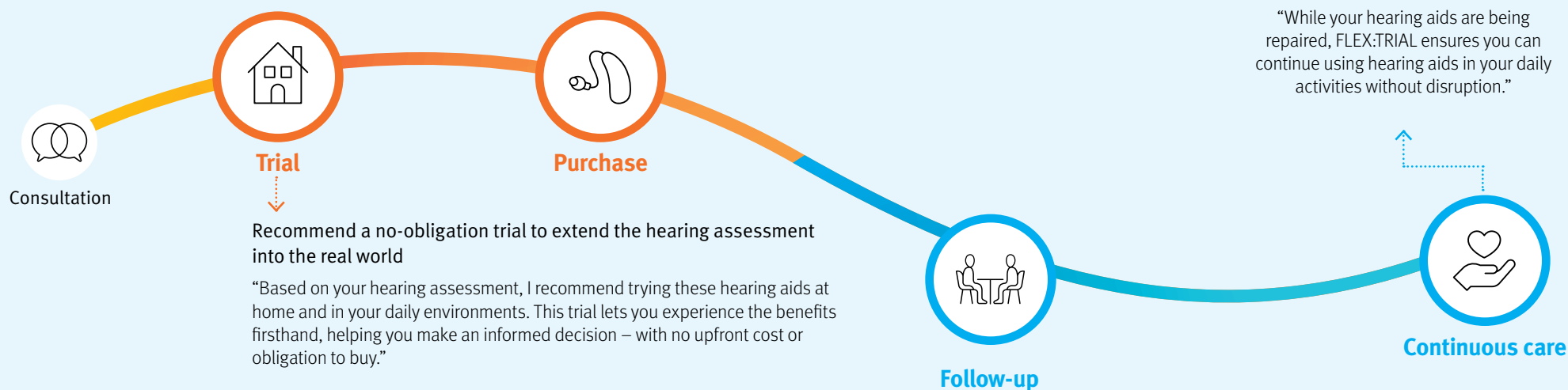
- ✓ **Immediate real-world assessment:**
Extend the hearing test to real-life situations, helping clients explore the benefits of hearing instruments with no risk or obligation
- ✓ **Personalised experience:**
Enable clients to experience the benefits of the recommended technology levels in their daily lives, ensuring a personalised fit for their hearing needs
- ✓ **Client involvement:**
Increase client involvement in the decision-making process, fostering higher satisfaction and reduced buyer's remorse
- ✓ **Data supported counselling:**
Use in conjunction with Log It All for quantitative data about their listening lifestyle to support your recommendations

Which clients are FLEX:TRIAL candidates?

- 1 First-time wearers:**
Those who would benefit from experiencing amplification in their daily environments before making a commitment
- 2 Undecided clients:**
Individuals who are unsure about which technology level suits them best
- 3 Clients needing repairs:**
Use FLEX:TRIAL as an efficient repair bridge solution, reassuring clients they can continue using hearing instruments during repairs

Discussing FLEX:TRIAL with your clients

Transform your client's hearing journey into a unique and empowering experience – one that helps them understand what to expect, explore the benefits of hearing instruments, and make a confident choice through firsthand experience. Here's when and how to discuss FLEX:TRIAL:



Responding to questions from clients

“How will I know what I’m hearing is better?”



“Try these hearing aids in the situations you’ve been struggling in. Ask your friends and family if they notice any difference in how you’re hearing them.”



“What happens if I don’t like them?”



“That’s the beauty of a trial device! There’s no pressure to purchase if these hearing aids aren’t the right fit for you. I encourage you to try them for the duration of the trial period, giving yourself the chance to fully experience their potential.”



“What happens at the end of the trial?”



“At the end of the trial, we’ll have a follow-up appointment to review your experiences and any data collected from the hearing aids using Log It All. If you’re happy with the results, we can proceed with the purchase. If not, we can discuss other options.”



“Will I receive support during the trial?”



“Absolutely. We’re here to support you throughout the entire trial. If you have any questions or need adjustments, you can contact us anytime. Additionally, the Remote Plus app provides helpful tips and reminders to assist you with day-to-day use.”



“Can I extend the trial period if I’m not sure?”



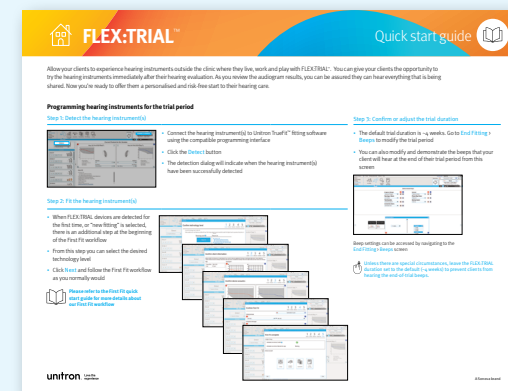
“Typically, the trial period is set for around four weeks to give you ample time to experience the hearing aids in various situations. If you feel you need more time, let us know, and we can discuss extending the trial period.”



Supporting resources

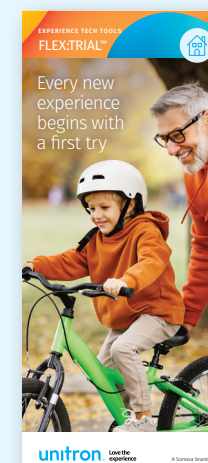
For you:

FLEX:TRIAL quick start guide



For your clients:

FLEX:TRIAL consumer brochure



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1800 212 313

Unihon makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to **Love the experience.**

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