

1. We require a full impression of each ear that must include the full helix, crus of the helix, tragus and antitragus.

**IMPORTANT:** The impression **MUST** be taken completely beyond the second bend of the ear canal.

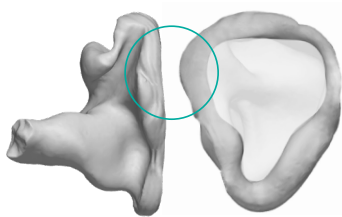
2. We prefer Otoform Green impression material, however we recommend any popular high viscosity materials like the Pink, Yellow, Orange, and Purple material. Please do not use Blue impression material.

3. A 1 to 2 inch bite block is recommended to reduce jaw movement. It is important that the patient's jaw remain still in order to yield a fit with an optimal seal. **If patients must wear a mask** during the appointment, they may cover their face as required, but **DO NOT use the ear loops** as they can deform the impression.

4. The following images are meant for reference purposes only. **We will not accept impressions that are already pre-trimmed.** Impressions must include all listed areas to be usable for custom in-ear monitors.

## EXAMPLES OF GOOD IMPRESSIONS

WE REQUIRE EXTRA MATERIAL OUTSIDE OF THE EAR ABOVE THE TRAGUS



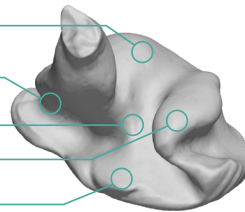
BOWL

TRAGUS

CRUS OF HELIX

CYMBA

EXTRA MATERIAL



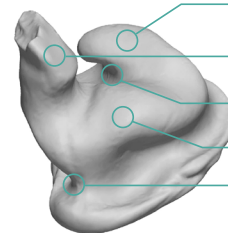
CYMBA

2<sup>ND</sup> BEND

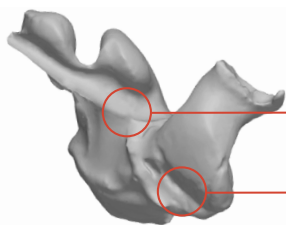
CRUS OF HELIX

BOWL

TRAGIC NOTCH



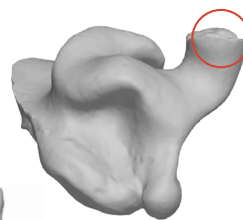
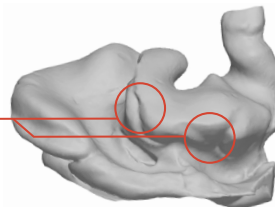
## EXAMPLES OF BAD IMPRESSIONS



MISSING CRUS OF HELIX

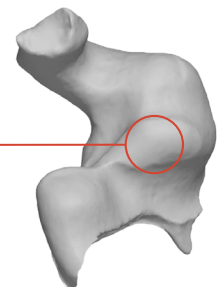
MISSING TRAGUS/TRAGIC NOTCH

MISSING BOWL



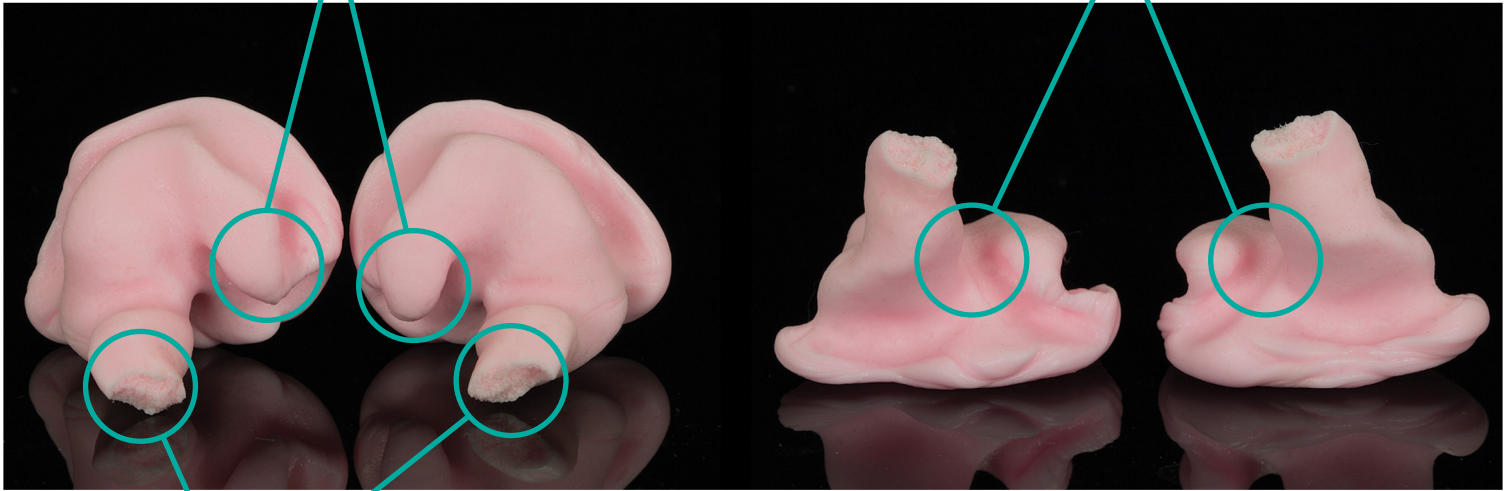
CANAL DOESN'T GO PAST 2<sup>ND</sup> BEND

MISSING CYMBA



**CYMBA**

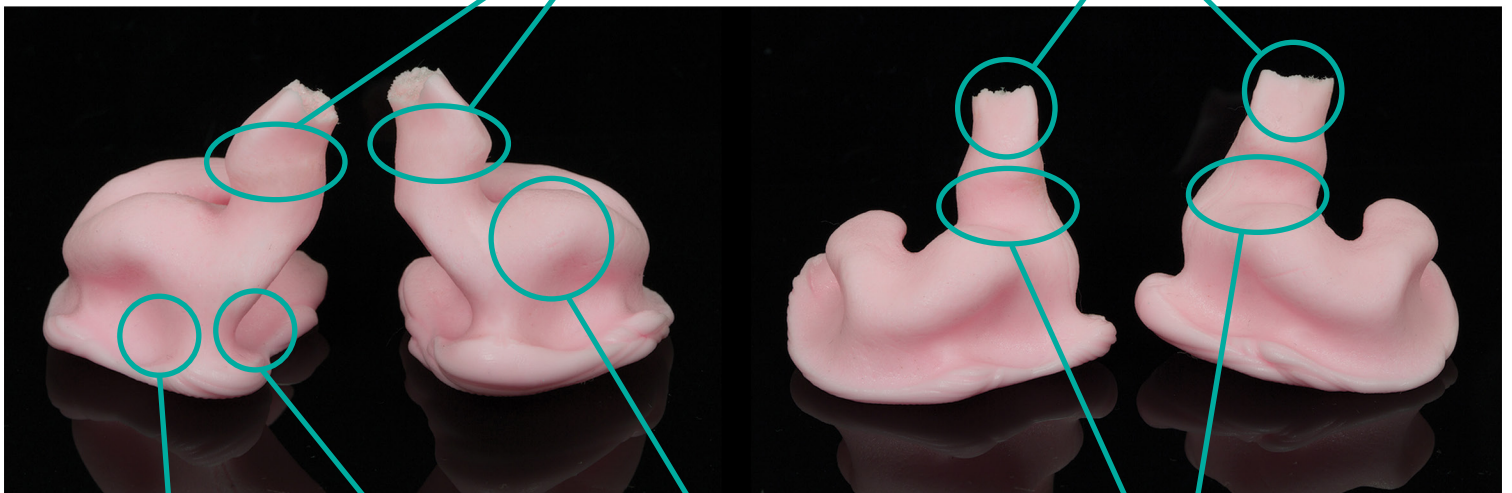
**CRUS OF HELIX**



**CANAL TIP**

**2ND BEND**

**CANAL AREA**



**TRAGUS**

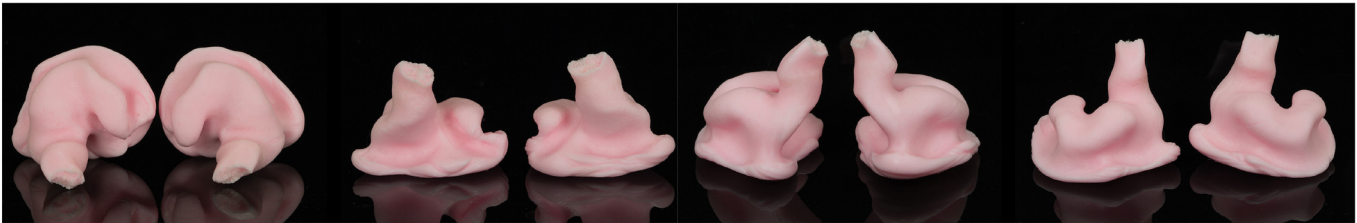
**BOWL**

**APERTURE**

**ANTI-TRAGUS**

## IMPORTANT:

- Follow this guide to ensure that you will have a usable ear impression that will give you the best and most comfortable fit.
  - DO NOT mail your impressions to 64 Audio until you have received confirmation from a 64 Audio representative that your impressions meet the requirements.
  - Send in your impressions no later than 30 Days after having them made. Impression material changes over time and can impact the fit of your in-ear monitors.
1. After you receive your impressions from the audiologist, take them home and snap a few photos of them in the positions you see below.



## Photography Tips

- Your impressions will not look exactly like the photos above. Do your best to copy the angles that you see. Capturing these specific angles provides us with crucial information about the quality of your impressions.
  - Place your impressions on a background where they are easily visible. Since most impression material is very light in color, a dark surface, table, or countertop works well.
  - Use plenty of light when taking your photos. The more detail we can see, the easier it will be to approve your impressions for use.
2. If you are unsure if you have taken a good enough photo, don't worry. Just send us an email of what you have to [impressions@64audio.com](mailto:impressions@64audio.com) and wait for the confirmation. Our response times are typically within 24-48 hours and we will work with you to confirm whether or not your impressions are ready for production.
  3. Please ensure that your order is placed prior to sending the impressions. You can place your order while waiting to have your impressions approved.

For questions or concerns about these instructions, please contact your Sweetwater representative.

**IMPORTANT:**

If you have not spoken to a 64 Audio representative to confirm that your impressions are approved for production, please review the **Customer Impression Guide** before you proceed with this form.

After you have your impression and they have been approved, complete this form, place it in the package with your ear impressions, and mail them to:

**64 Audio, ATTN: IMPRESSIONS  
4510 NE 68th Dr. Suite 102  
Vancouver, WA 98661 USA**

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Name of User: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Your Order Number: \_\_\_\_\_

Have these impressions been approved by 64 Audio?      Yes \_\_\_\_\_ No \_\_\_\_\_

Did you purchase a rush order?      Yes \_\_\_\_\_ No \_\_\_\_\_

Additional Notes:

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