

REACH FAQs for Hearing Care Professionals

Where can I find more information on REACH and Substances of Very High Concern?

More information can be found on the website of the European Chemicals Agency (ECHA):
www.echa.europa.eu.

I am a customer of Oticon, what should I do if I receive a question from a consumer regarding the SVHC content of an Oticon product?

You have the obligation to inform the consumer within 45 days regarding the SVHC content of the product. Please contact your Oticon Representative to ensure that your declaration data is up to date.

Are there any safety risks of using a product containing an SVHC?

Our products are approved according to standard safety regulations before they are put on the market and pose no safety risk during normal use.

What has Oticon done with regards to management of chemical substances in Oticon products?

We have an extensive list of restricted substances that are banned from our products that go beyond legislation.

In addition, we have a list of relevant substances, to which we pay attention from a precautionary point of view.

What is the difference between the RoHS and REACH regulation?

RoHS restricts the use of ten substances in products. REACH currently obliges communication downstream in the supply chain regarding SVHC substances in products. We have banned the ten substances from our products as required by the RoHS Directive and communicate to our customers regarding the SVHC content of products.

How do you implement REACH?

We follow the updates on the SVHC list and continuously implement new additions to the restricted list of substances for Oticon.

Where should I go if I have a question on Oticon about REACH?

If you require additional information that cannot be found on our website, please send your inquiries to your Oticon representative.

When does REACH apply?

REACH is related to substances in articles. The European Court of Justice ruled on 10th September 2015, on EU REACH Regulation article definition, that each of the articles, that are assembled or joined together in a complex product, remain as articles and are covered by the relevant duties to notify and provide information when they contain a substance of very high concern in a concentration above 0.1% of their mass.

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