

MOON AUDIO IMPRESSION GUIDE

Please follow this guide to ensure the best possible fit for your custom in-ear monitors or ear plugs.

****The IEM manufacturer recommends sending this guide to your audiologist ahead of your appointment.****

1. The IEM manufacturer manufactures a full shell earpiece. They require a full ear impression including the crus of helix, full helix, tragus, and anti-tragus. The impression **MUST** be taken completely beyond the second bend of the ear canal.

2. The impressions must be made of high-viscosity silicone impression material. The IEM manufacturer prefers Westone 2-Part Vinylpolysiloxane or Green Otoform material. Please contact us if you need confirmation on a specific material.

THE IEM MANUFACTURER DOES NOT ACCEPT BLUE IMPRESSION MATERIAL.

For reference, The IEM manufacturer uses Westone 2-Part Vinylpolysiloxane with a Shore A hardness of 24-30 and a 3-5 minute set-up time.

3. The IEM manufacturer prefers and recommends that the ear dams are made of foam. It is required that they have an open mouth impression taken. To ensure there is no jaw movement while the material is curing, a bite block **MUST** be used throughout the entire process.

If a bite block is not used, The IEM manufacturer will NOT accept the impressions.

IMPRESSION APPROVAL

4. **DO NOT** mail your impressions to Moon Audio until you have received confirmation from our staff that they are approved. Using the visual guide on page 2, take a few similar photos of your impressions with your phone on a solid color surface and background. Please make sure there is adequate light to provide us with the most detail possible.

5. Email us your photos at Sales@moon-audio.com. Please include your full name and allow us 24 hours to review your impressions.

6. After you receive confirmation, complete this form and send your impressions to the address below. If you have any questions or comments, please contact us.

Moon Audio
Attn: Impressions
1157 Executive Cir Suite 101,
Cary, NC 27511

Name: _____

Order #: _____

Email: _____

Phone: _____

Address: _____

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