



# FAQS

## 3M PELTOR AND MOTOROLA PARTNERSHIP

### FREQUENTLY ASKED QUESTIONS

#### WHAT PRODUCTS ARE COVERED IN THIS 3M/ MOTOROLA PARTNERSHIP?

- 3M™ Peltor™ HT Series Listen-Only Headsets
- 3M™ Peltor™ MT Series Two-Way Headsets
- 3M™ Peltor™ PTT Adapter for APX & MOTOTRBO radios

#### HOW DO I FIND AN AUTHORIZED MOTOROLA TWO WAY DEALER?

<http://mpe.motorolasolutions.com/>

#### HOW DO I FIND OUT WHAT HEADSET GOES WITH MY RADIO?

See document: [Peltor Motorola Cross Reference Guide](#)

#### DO YOU HAVE A CROSS REFERENCE LIST?

See document: [Peltor Motorola Cross Reference Guide](#)

#### HOW LONG IS THE WARRANTY?

12 months

#### HOW DO I MAKE A WARRANTY REQUEST?

Call the Motorola call center at 800-422-4210

#### HOW DO I REPAIR MY HEADSET?

You should not attempt any repairs on your own. Contact the Peltor Repair Center at 800-665-2942 or [www.3m.com/peltor](http://www.3m.com/peltor) under additional resources if your headset is in need of repair.

#### HOW DO I REPLACE THE EARSEALS?

The following is a summary of the guidance found in 3M™ Peltor™ User Instructions: Hold the cup in your hand with the foam facing up and put two fingers between the ring and the foam at that time you will feel little bit of a rim. Then put your thumb on the stem where the cup attaches to the headband and pull up and it may be very hard to get it off the first couple of times. If that doesn't work, you can try an alternate method by turning the ear cup horizontal, looking at the area under the black ear cushion and right above the stem of the ear cup where the headband attached and you should see a very small notch. You can insert an eyeglass screwdriver or a small flathead technical screwdriver into the slot and pry off the cushion.

#### DO YOU OFFER REPLACEMENT EARSEALS?

Yes, order RLN4923

#### HOW DO I ORDER PELTOR PRODUCTS THROUGH MOTOROLA?

Call the Motorola call center at 800-422-4210

#### WHAT DOES NRR STAND FOR?

The Noise Reduction Rating (NRR) describes the sound level reduction, or attenuation, in decibels (dB) obtained by most test subjects in a controlled laboratory test. It is intended to be an indication of the noise-blocking capability of the HPD over a range of test frequencies when it is fit as well as possible. However, the NRR is not a good predictor of the amount of noise reduction that individual workers are likely to achieve in the workplace and the stated NRR could be up to 50% higher than the attenuation that individuals actually experience. Some workers will obtain more noise reduction than others, depending on a variety of factors (such as fit, size, and so forth).

## WHAT IS NIHL?

Noise-induced Hearing Loss (NIHL) can be caused by a one time exposure to a loud sound, such as an explosion, or repeated exposure to sounds at various loudness levels over an extended period. NIHL is considered an occupational disease by relevant regulatory agencies (e.g., OSHA or CSA). It can be temporary at first and then lead to permanent hearing loss.

## HOW MUCH HEARING PROTECTION IS ENOUGH?

Hearing Protection Devices (HPDs) are required when the worker's noise exposure exceeds the requirements as outlined by the regulatory authority in their region. According to CSA Standard Z94.2 workers exposed to hazardous noise levels exceeding an 8 hr average exposure of 85 dBA require the use of HPDs if the use of engineering or administrative controls cannot reduce the noise exposure below 85 dBA.

## HOW DO I CLEAN AND CARE FOR 3M™ PELTOR™ PRODUCTS?

Cushions can be cleaned with warm soapy water and rinsed thoroughly. Do not use alcohol or solvents. Cushions normally need replacing twice a year or more- whenever they become stiff, cracked, or do not seal.

## HOW MUCH NRR DO THESE PRODUCTS HAVE?

Each 3M Peltor Protective Communication device has a published NRR. Specific NRR Ratings can be found at [www.motorolasolutions.com/3MPeltor](http://www.motorolasolutions.com/3MPeltor)

## WHAT ENVIRONMENTS ARE THE 3M™ PELTOR™ PRODUCTS A GOOD FIT FOR?

Any noisy environment where communication is required. Employers and/or users should compare the indications of specific 3M Peltor hearing protection products with the specific environments. If other workplace requirements exist, such as Intrinsically Safe requirements, some 3M Peltor products might not be appropriate.

## WHAT ARE SOME SUGGESTED VERTICAL MARKETS APPROPRIATE FOR 3M™ PELTOR™ PRODUCTS?

Employers/users may find specific 3M Peltor products to be appropriate for virtually any noisy environment where communication is required, such as

- Transportation/Aviation/Train
- Shipping and Logistics
- Heavy Manufacturing
- Printing/Pulp & Paper
- Metal Stamping
- First Responders/Municipality
- Construction
- Strip Mining

## WHAT CONFIGURATIONS ARE THESE OFFERED IN?

- Over head
- Behind the head
- Hard hat attached

## WHAT MOTOROLA RADIOS CAN BE CONNECTED TO 3M™ PELTOR™ PRODUCTS?

See document: Motorola Solutions and 3M Peltor Compatible Products

## HOW DO I KNOW WHEN IT'S TIME TO REPLACE MY HYGIENE KITS?

The rule of thumb on replacing the rings and foam on a headset is if they are using them every day they should replace them every 6 months or if the rings or foam shows any signs of drying, cracking or any notable wear.

## HOW SHOULD I STORE 3M™ PELTOR™ PRODUCTS?

Peltor headsets should be stored in a cool dry climate and with the batteries removed because battery leakage can cause damage to the board and it is not covered under the manufacturing warranty.

## ARE THERE OTHER MODIFICATIONS TO 3M™ PELTOR™ PRODUCTS THAT ARE RECOMMENDED?

None are recommended. Any modification to the 3M™ Peltor™ products could degrade the ability to protect you from hazardous noise.

## HOW DO I RECEIVE SAMPLES FOR DEMONSTRATION PURPOSES?

Contact your Motorola Representative.

## WHERE DO I FIND MORE INFORMATION?

[www.motorolasolutions.com/3MPeltor](http://www.motorolasolutions.com/3MPeltor)

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