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Title: Hearing Aid Modification Techniques

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Hello, everyone. My name is Dr. Amanda Wolf, and I am one of the Education and Training Audiologists at Starkey. As the leader in custom technology, Starkey is the expert in hearing aid modification and ear mold modification. Our hearing aid modification courses are designed to improve patient satisfaction by increasing the hearing care professional's ability and confidence in fitting and modifying custom hearing aids. Starkey's goal is to make modifications as simple as possible. So you feel confident with your skills, and the patient is pleased with the product and service they receive.

Today, we are going to review some basic and advanced hearing aid modification techniques that you can utilize in your clinic. Before we get started, we have some housekeeping to do first. For questions, please click on the Q&A. If you would like a handout of this presentation, it can be accessed through your pending courses or by clicking on the link in the chat. This course is available for one CEU credit. After completing the course, go to your pending courses on Audiology Online and pass the exam. And lastly, if you need any assistance during this course, please call, email, or use the Q&A window in our Audiology Online representative will assist you. These are some of the risks and benefits that may apply to this course. Again, this information would be in the handout if you would like to review these in more detail.

The learning outcomes for today are as follows. After this course, learners will be able to list two benefits of performing in-office modifications. List 3 hearing aid modifications that can be performed in the office. And describe basic hearing aid modification techniques. Fitting patients with open fits has been a popular go-to coupling configuration for many. However, it's important to remember the many benefits an ear mold or a custom hearing aid may provide. And the potential it may have to please your patient and give them that custom solution they've been looking for. By providing a custom solution, you can truly set yourself apart by offering a personalized product that offers a comfortable fit, while also optimizing sound quality. While there are many benefits to custom products, there may be times you need to manage fit issues or basic repairs or modifications. Of course, you could send in the product to us, however, being able to provide an advanced level of service and perform in-office modifications can save time. Certainly adds convenience, and may even reduce return rates.

There is no hearing aid technology or physical modification that can substitute for a good ear impression. Having a good ear impression prevents problems such as feedback, discomfort, and aid walking out of the ear canal, and other fitting problems. So before we get into some modification techniques, let's go back to where it all begins with the ear impression. Understanding ear anatomy is critical when it comes to being able to make modifications to custom products down the road. So you know the right area to be working on for a particular modification, and how that will impact the way it fits in the ear. It's also helpful if you have to communicate with us regarding a remake. Pointing out the patient's problem areas will help ensure we are designing and sending out the best possible result. In fact, the best physical fit starts with a good ear impression. It's really a lost art with many people, but it's still important

to make sure we are taking the best ear impressions we can because the ear truly dictates what we are able to make.

Now, we all likely have some experience with taking ear impressions, but I wanted to provide you with some tips to keep in mind to ensure the best possible outcome. The first is the size of the otoblock. We recommend to downsize, so you're able to push the block further down in the ear canal and make for a longer ear impression. Just remember, don't go too small where the otoblock isn't acting like a block at all. The type of otoblock should also be considered when thinking about size. While a variety of otoblock materials are available, cotton otoblocks, when used and placed properly, provide the best and least compromising impression. The foam block often takes up much of the canal and doesn't really provide an accurate representation of canal size and direction. When the impression reaches the hearing instrument manufacturer, Starkey, the first step will be removal of the block. Autoblock size is an important decision, as it makes a huge impact on the quality of the final impression. In these examples, the block is really eating up valuable space, and when removed, we see just how much space. With all of that information gone, the final product could suffer from a poor fit and retention, to even diverting the sound in the ear canal to the wrong place.

Next is odoblock placement. We recommend to place a flattened cotton otoblock in the ear canal to prevent the impression material from flowing further into the canal than is truly required. The block is flattened to provide the greatest amount of protection while sacrificing minimal canal length. An ideal impression is past the second bend of the ear canal because it really helps guide the tip of the product in the right direction towards the eardrum. Syringe tip placement and angling is also really important, because if you don't put the tip in far enough, you're not going to meet the otoblock and get the depth of impression you want. Number 4, be patient and wait to start moving the tip of the syringe out of the ear canal until you see the impression material start to move outward. Then, be sure to move out in a smooth motion to avoid adding in voids or gaps. And move out to fill the concha bowl all the way up to the helix. And lastly, number 5. Keep your patient comfortable by breaking that seal, gently. Ask your patient to open and close their jaw a couple times, and gently pull on the penna to loosen the edges. Then, twist toward the nose and gently and slowly begin to remove the impression from the ear.

Now, once your ear impression has been removed, please give them a good once-over, and make sure they don't need to be retaken before you send them in. This will save you and your patient time in the long run. Ensure, the impression captures the concha, helix, and ear canal. Making sure to fully fill the concha helps with proper alignment of the ear mold in the ear canal and also helps with retention. For example, if a canal lock is needed for a straighter ear canal, you need the concha area to make sure the lock is sealed properly. So it provides the retention that's needed. The helix is important for retention as well, so if we want a helix lock, either with the current order or a future order, we need to make sure we capture that area. And the ear canal actually is a great indicator of how well an earpiece will be retained in the ear. Typically, straight ear canals and or short canals are in need of either a canal lock or a

helix lock, since there is not a lot of natural anatomy keeping the product in throughout the day as the jaw and ear canal move. Please make note of any natural voids or gaps on the order form, such as from a piercing or maybe a mole. That way, we won't fill it in with material and potentially compromise the fit. You also want to be sure that the ear impression goes past the second bend just a little bit. This helps ensure we're getting sound directed towards the eardrum. Also, short canal impressions may cause hearing aids to protrude due to lack of room for the receiver and circuit. In fact, 25% of the impressions we receive do not meet our canal length criteria. Short canal impressions may cause hearing aids to protrude, especially if the chosen receiver is too big. You can see here, as we go up in matrix, the receivers get physically larger. We have to understand the receiver we choose for our patient will affect the fit of the final product. For example, we can see on the hearing aid on the left. The receiver is too big for that ear canal. So they would need to bring that receiver out into the concha, which then requires us to pull the faceplate out as well, which will ultimately make the hearing aid protrude out of the ear more. So, in a nutshell, we recommend to not overfit your patients. Fit them with the receiver strength they need based on their current audiogram, not for potential future hearing loss progression.

But that said, we understand that sometimes taking a short ear impression is inevitable, whether it's due to patient comfort or anatomical reasons. If we receive ear impressions that have a short canal, we often recommend adding a canal walk on the device to reduce the potential for returns.

Now, we're going to switch gears a bit to a topic that makes some professionals hesitate when they reach this section of the order form. That's venting. Venting not only helps air out the ear canal, but also plays a significant role in sound quality. So how much venting is needed? Well, typically, venting affects frequencies below 1,000 Hz. So, we recommend considering the hearing thresholds at 500Hz and 750Hz when deciding on your vent size. Now, I realize most of you probably don't measure 750Hz unless there is a sharp slope. But, if you have the time to do it, go ahead and measure it to help you narrow things down. The better the thresholds at those frequencies, the larger the vent should be to avoid the occlusion effect. And the poorer the thresholds. The smaller the vent should be to ensure adequate amplification is provided. To the right is our general recommendation for vent sizing based on those low frequency thresholds. Now, why am I talking about venting in a modification course? Well, our L and M receivers with a 1V or 2V vent have the highest occlusion returns. If you select the most appropriate vent at the time of ordering, you better your chances of avoiding occlusion. But we, of course, will talk about vent modifications later on during this course.

Some of the modifications we'll talk about today involving adding certain features to further customize custom hearing aids. I wanted to briefly cover some items that can actually be added during the ordering process to potentially save you time in the future. Not having to add them yourselves. As you all know, it's important to not only consider your patient's hearing loss and lifestyle when recommending a hearing aid, but also their other health conditions. For patients who need a little bit more help with removing their ear molds,

considering... consider adding on a handle. While that may seem obvious, you can also consider removal handles for tactile reminders, of which side goes in which ear. For example, a few, if you have a patient that is continuously struggling knowing which ear mold is for which ear. Adding a removal handle on that left ear mold, for example, may be just what they need to remember. Other options would be to color code the ear molds with the blue and red dot, or go even further and order each ear mold in a different color entirely.

Engraving can also be useful. We can engrave each mold with a left or right identifier, and even engrave your patient's name or initials for easy identification if they get lost. And if misplaced ear molds are of greater concern, we do offer cloth or vinyl cords or metal chain loops that can be attached to a cord of your patient's choice. For custom hearing aids, we can also add several options, such as a removal handle peg that can either match the faceplate or be clear. A removal handle loop can also be added. Now, this is a fish line material that is anchored into the faceplate in the form of a loop, and maybe used in conjunction with an otoclip to help patients who constantly lose their hearing aids. This feature is also a good one, um, to use for vision impairments. By adding a removal handle to one site only, again, serves as a good tactile way for those with vision impairments to know which side that hearing aid is for. But, know that this modification is not one you can do in your office, it must be done here at Starkey.

Raised or stacked volume controls are needed when a patient has poor dexterity, general difficulty using the volume control, or has vision impairments with the same thought. To add a stacked volume on one side only, as a tactile guide for which hearing aid they are touching or holding. There are two types of raised volume controls. One that will fit on an ITC, and one that will fit on an ITE. Check your custom data sheet or invoice for the type that is on your patient's hearing aids. Adding a raised volume control is also a modification you can do in your office, and one we will show you how to do today. Importantly, a few would like these options or any other items that you don't see on the order form as selectable. Simply enter your request in the Special Request or Special Instructions sections of the order form. Now, that certainly was not an exhaustive list of things we can do here at Starkey, so no. That if you have a unique patient case. Or are just unsure of what to order and want some guidance. Please give us a call. We are here to help you find the right custom solution for your patient.

All right. As discussed earlier, being able to provide in-office modifications provides an advanced level of service. Your patients truly desire and expect. Saves time, adds convenience, and possibly could even reduce return rates. But, in order to provide these services, you certainly need the proper tools. To assist you with your supply needs, we offer a modification kit that is available for order and includes basic materials needed for product buildups. Patching, curing, and adding and removing hearing aid options. If you are in need of a modification bench, Starkey does manufacture this modification bench you see here that includes easy storage, a UV light box, built-in wells buffer with a high-speed adapter, an accessory kit, and of course, instructions. All of the videos we will actually show you today demonstrate modifications using a tabletop buffer, like the one you see pictured on the right.

Now, this piece of equipment is actually made for a nail salon use, um, for pedicures and manicures. Um, but can be purchased online. If you choose to purchase similar equipment. Note that the bits and burrs that come with that machine are not meant for hearing aid modification, they're meant for nails. So, Starkey does have the proper bits and burrs, of course, that can be ordered for your use.

Common tools for modification include the white stone for digital SLS ear molds, and the bluestone for silicone ear mold material. Vent modifications can be made with different sized drill bits for either material. For custom hearing aids, utilize the Sharp Nose Pineapple trimmers, or the rounded rough trimmer. Again, drill bits of various sizes may be used to enlarge vents. And a wheelber may be used to add removal notches that we'll discuss here in a moment. Now, before you begin any modification, if your patient reports discomfort with your ear mold or custom hearing aid, use your otoscope to examine the area first. This will, of course, give you a good idea of where to make the modification, but also will help determine if a medical referral is needed. Use a hearing aid spray to wipe down the device before touching it to your modification equipment. Of course, use the recommended tools for the product you're working with. And make sure your adhesives are not expired. Now, if you are performing a modification that requires grinding, don't underestimate the power of your grinder. Hold on to the ear mold or custom hearing aid tightly and modify the material in short bursts, so you don't end up taking off more material than you intended to. Always remember that less is more.

Now, buffing typically occurs after you grind the product. Um, this helps shine up the material and smooth out any rough edges that may have been created. You also want to do this in short bursts, because this will actually heat up the material. Then, clean the product again when you're done. And, of course, check the fit and comfort before your patient walks out the door, and repeat steps 4 through 8 if needed. Here are some basic safety tips to keep in mind when you're working to modify hearing aids. Wash your hands thoroughly when done working with UV and other adhesives. They're fun to work with, less fun to digest. Remember, less is more. We suggest starting with a minimal amount. Too much can cause the glue to actually drip onto other components, such as the volume control wheel. Please do not test the bonding strength of the adhesive. Trust us. It works. When curing, do not look directly at the UV light. If you have the razor blade out of your modification kit, be sure you leave it in plain sight. And if you're working with it and you drop it, try to avoid any temptation to reach out and grab it. When you're doing the modification, always wear safety glasses or prescription eyeglasses. If you have long hair, be sure it is out of the way of your equipment. And lastly, you need to protect the device as well. So using the arrow stickers within our modification kits, please cover up the microphones, charging pins, and receiver outlets. Prior to beginning any modification. Now, in some of the videos, you will see, the technician is actually using yellow foam to insert into the receiver outlet. While this yellow foam could be used in this manner, please keep in mind it may be difficult to remove. So, a safer and sometimes faster bet would be to just use the arrow stickers that we provide.

So here is a sneak peek at some of the modifications we will be covering today, really trying to focus on the most common mods you may encounter in the clinic. We'll start with... Dexterity concerns. Here we have Harold Corning. Harold has been a long-time ITE user, but has recently been having increasing trouble removing the hearing aids from his ears. His current go-to method is opening the battery door and using that as a removal handle. While effective, this isn't a great long-term solution, as it's putting more strain on the battery door. One possible solution would be to add removal notches to the devices. A removal notch is a small indentation or groove designed to facilitate the removal of the hearing aid. And for an ITE device, because of its larger size, we recommend adding two removal notches. One at the top of the helix, and one at the bottom at the antitragus area to distribute the pull force on the device evenly and mitigate the risk of a seesaw effect on the device when trying to remove it from the ear. So let's walk through how to make this modification. Using the removal notch wheel burr, place the respective removal notches right at the edge of the faceplate next to the shell seam, not directly on the seam. We recommend the notches are about a quarter of an inch wide to accommodate fingernails. But do consider your patient's nail type when deciding how wide and how deep to trench the notch. After you create the notches, use your razor blade to remove the extra plastic and brush it off. Be sure to check your work, and make sure you are happy with the modification. If you have a buffer, buff the removal notch areas to remove all possible sharp edges.

Now, you may be asking, why would I create a removal notch instead of adding a removal handle? Whether you decide to go with a notch or a handle really depends on patient preference. Some patients don't like the look of removal handles, but they still want to be able to easily remove the device. Of course, it's best to have this conversation on preference prior to any modification taking place. Next, we have Mark Weber. Mark was fit with Edge AI 24 ITCs, but is having difficulty removing them from his ears. Anna's asked if a grab handle could be added. In fact, this is a common request. A quarter of professional requests we receive. Or to add a removal handle. But you can do this yourself in your office. So, let's add one to, um, one of Mark's devices. Note how this technician is protecting the device first, before starting his modification with those stickers.

Now, for rechargeable devices. Please do not blindly drill into the main body of the rechargeable faceplate, so you don't risk damaging the rechargeable battery, circuitry, or other components. Instead, cautiously drill a 1.6mm vent dimple in the vent shelf of the shell next to the vent. Be mindful not to drill through the vent shelf into the shell as the dimple is created. Then, clean the dimpled area thoroughly with a brush. Take out a new removal handle. And using a lighter, briefly put one end of the removal handle in the blue part of the flame. Then, add a small amount of clear or other more appropriately colored UV show material to that same end. And place the UV-coated end in the dimple. And manipulate the rest of the removal handle into the correct orientation. While holding the removal handle steadily in place, UV cure the dimple filled with UV shell material under the UV light for about 10 to 20 seconds. Verify the pull force of the removal handle after UV curing, and of course, you can add a little bit more if you'd like. Complete the removal handle by cutting it to the

desired length. Using the lighter again, briefly put the end of the removal handle in the blue part of the flame. Doing so creates a flat spot for the UV material to conform around it and prevent the ball you're about to make from slipping off. To make the removal ball, swirl the clear UV shell material completely around the tip to form a clear, small, round ball. We recommend to start with a small ball. Cure it for about 10 to 20 seconds with the UV flashlight. And then you can make another ball. Hear that one, and continue on with that process until you get the size you want. And of course, the last step would be to do a final verification of the pull force of the removal handle ball. And ensure the device still fits in the charger after the removal handle modification.

All right, our next patient. Susan currently wears Signature Series CICs and has come in for a follow-up appointment reporting the removal handle on one of her devices feels loose. Over time, of course, there is wear and tear on removal handles, so luckily, this is another quick and easy fix in the clinic. The technique used for this modification can also be implemented in cases where there may be issues with the removal handle rubbing. Or causing discomfort, or changing the length of the handle to suit individual needs. First, start by removing the existing handle using a sharp razor blade. Then, using a half-vent drill bit. Drill the new removal handle hole right next to the old one, or in an entirely new location. Ensuring you are drilling straight and not at an angle. It is important that you do not try and drill through the remaining embedded removal handle in the faceplate, because this may cause the drill bit to heat up and actually melt the faceplate, and possibly even break off in the faceplate. After the new hole is drilled, use the razor blade to cut off any extra plastic. Once the new removal handle is retrieved, do a dry fit of the new handle in the hole. And then moisten the handle in the UV adhesive. Insert the handle into the hole and cure for about 10 seconds. Cut the handle to length, and using the same technique as before, create the ball using the UV material. While we are on the topic of removal handles, I did want to remind everyone that for the Edge AI CIC312 and the Signature Series CICR, the removal handles cannot be modified, as they both have an antenna in them. For these products, the shape or size of the removal handle ball can be made bigger or smaller. But you should not change the length or replace the removal handle due to the presence of that physical wireless antenna.

Now, on to our next patient. Bruce has been wearing Picasso ITEs, but he has been having difficulty feeling and turning the volume control wheel due to the peripheral neuropathy in his hands. So, let's add on an extended volume control for Bruce. Now, it's not going to be shown in the video, but we do recommend doing a dry fit of the volume control cap before applying the adhesive. So then, place a minimal amount of UV adhesive in the center of the existing volume control. And firmly place the extended volume control cap into the adhesive. While holding the extended volume control cap steadily in place, UV cure the adhesive under the UV light for about 10 seconds. A third cap can be added if required, but that would be the maximum we would actually recommend putting on, as any more would add too much lateral torque, and you could end up damaging the volume control. And of course, the final step would be to verify that the new volume control cap is secure. And still rotates as it should.

Now, I wanted to spend the latter half of this talk focusing on some modifications you may find common in your practice. Grinding down material due to tight fits or specific pain points may come up every now and then, and some of our top returns are actually related to fit issues, some of which could be easily resolved in the clinic. So here we are, protecting the device again. For the modification begins. For a tight helix, target the areas toward the top. Front and bottom of the helix. Remember that less is more, so start with removing small amounts at a time. Now, you could also use this same technique to increase the angle on the faceplate, and hence reduce contact between the device and the ear to relieve some pressure. Depending on the location of the tight fit, you could also focus on the areas of the tragus, antitragus, tragal notch, and canal. So keep that in mind, and do what you think is best based on your professional judgment and patient report. Brush away any debris, and if you want to achieve a shiny finish, or don't have a buffer, you could actually add PhotoFix. To the device and cure it for about 15 seconds. So that's what we see here. Now, if you add PhotoFix, just be mindful that it can alter the fit, making the device feel tight in the patient's ear. So, just keep that in mind. Of course, if you have a buffing machine, go ahead and buff the device to smooth out any rough edges.

Now, let's talk about occlusion. Sometimes, when fitting particularly new users or those with better low-frequency hearing. Reports of occlusion may come up. If you have attempted programming changes to alleviate the occlusion effect, physical modification of the hearing aid would be your next step. So here we are again, prepping the device. Now, we actually recommend to cut back and enlarge the vent at the canal tip only. I was trying to enlarge the entire vent might cause damage to other areas of the vent because of the minimal amounts of shell material available. And you may risk breaking the shell. To taper the vent, start by gradually stepping back and reducing the vent length on the shell using a pineapple-like burr. Do not reduce the vent length by more than a quarter of the entire canal length available, since this could cause the device to lose retention and possibly rock back and forth in the ear. Then, open the vent at the canal tip only, progressively using a repeated combination of burrs and extended vent burrs. Once done, brush off the excess material. And buff, or use PhotoFix to achieve a shiny finish, and cure for about 15 seconds. Of course, the final step here would be to ensure the vent has remained open. And here we are, checking that the vent has remained. Open.

Alright. Now, there may be times when you are attempting a modification, and you accidentally damage the shell and or the vent, or they otherwise get damaged by the patient, of course. So, the next two videos will review how to patch the vent and how to patch a shell. After prepping and protecting the device, start by verifying that the appropriately sized Teflon tube can easily insert all the way through the vent from the faceplate side. Flood the entire vent with clear or shell-colored UV material. Re-insert the Teflon tube completely from the faceplate side and clean off any excess UV material at the canal tip or faceplate. And cure for 10 seconds. Remove the Teflon tube and immediately cure the exposed vent again. Ensure that the vent has remained open and buffed the canal tip or faceplate with the buffing wheel.

And clean.

Now, before patching a shell. Move any electronics that might be in the way, and do not insert anything inside the hole to act as backing. As this may attract moisture. Though you're going to want to rough and clean inside the damaged area only. And try not to grind on any of the circuitry, of course. Then gently clean the area thoroughly with your brush. Then, moisten only the interior perimeter of the damaged area. With sufficient excess material gathered on the needle tip, starting exactly on one edge of the damaged area. Slowly drag the material and needle across the cavity, touching both sides of the cavity continuously and simultaneously. This should be a paper-thin layer. Now, if you're working with a pink shell, use the beige shell material and cure for 30 to 40 seconds. If you are using clear material, cure for 15 to 20 seconds. Similar to previous techniques, add a layer of material. Cure, then add another layer. Just be sure to wipe away any excess material before curing. Continue with this process of adding material and curing additional layers to the patched area only until the patched area matches the shell's initial contour. Now we are going to demonstrate how you would fill and cure any hairline cracks that could result from a dropped device. For demonstration purposes, the technician is making some cracks on the device. Using the same procedure, fill and cure any hairline cracks on the device. Keep in mind, there will be a slight color mismatch, but the longer the patch spins under the UV light, the more pink it will become. Here, you can grind a little bit more if you deem it necessary. Everything together with a sanding sponge. Then you can add PhotoFix and or quickly buff the patched area to transform the patch to an almost invisible state.

And the final modification I want to share with you today is probably the most common amongst your custom patients. Reattaching a faceplate. Now, this could occur if a patient steps on a device, or if it drops on a hard surface, such as a floor. For this one, be sure you don't grind or clean the faceplate or shell. The jagged edges actually will help realign these components, like the piece of a jigsaw puzzle. So, do a dry fit with the faceplate and shell first. And then apply minimal amounts of PhotoFix all around the shell's seam using the paint pick. Not the brush from the bottle, as that would dispense too much material for this modification. Then, place the faceplate in place and align it as best you can. Now, a quick note here, if you are working with a wireless device, ensure that the antenna is flush with the faceplate. Then, firmly press down on the faceplate and wipe away any excess photo fix around the seam with a Q-tip. Ensure, you are not pressing too hard, because you actually want the material to wick into the seam. Then, while still applying firm pressure to the shell and faceplate, here, the PhotoFix seam under a UV light by rotating it for about 15 seconds. And don't worry if it's not perfect. A simple coat of UV PhotoFix could be applied with the brush all around the seam of the device to smooth things over. UV cure the PhotoFix thoroughly after applying. And then, after prepping and protecting the device, um, or ensuring that it's protected, do a quick, gentle buffing to restore the seam. And then, of course, clean the device.

We've covered a lot today, and I know performing modifications on hearing aids can seem daunting. So know that if you've never done modifications before, or maybe you have done

them before, but have not yet mastered the craft, don't worry. If you ever aren't comfortable and just want to remake the product, please make a new ear impression, especially for fit concerns. And send in the new ear impression with the original custom device, if possible, so we can compare. It's important you make another ear impression, because if you have us make the same product with the same ear impression as before, your patient will likely experience the same issue. If you have any special requests or concerns, be sure to add those to the special instructions area of the order form, and we'll be sure to address those in the remake. We have some great resources for you on StarkeyPro.com in regards to making ear impressions, as well as a very thorough modification guide, which covers a lot of the content I had in this presentation. If you would like to view any video I went over today, or view several other modification videos we have available, those are available at your leisure at StarkeyPro.com under Products and Business Equipment. If you scroll down on the business equipment page, you will see them under modification videos. On this page, you can also find resources for any equipment needs, including that modification bench if you need one. If you have any equipment-specific questions, please call or email. Using the contact information you see here. Thank you so much for joining me today. I hope you have a great rest of your day.