

Troubleshooting guide

PROBLEM	WHAT COULD IT BE?	HOW TO FIX IT
No sound	Aid not switched on	Check that the hearing battery drawer is closed and hearing aid is switched on
	Battery inserted incorrectly	Make sure the battery is inserted correctly; make sure the + on the battery matches the + on the aid
	Dead battery	Replace Battery
	Cracked/ split/ stiff tubing	Contact Audiology for replacement tubing
	Ear mould or thin tube blocked with wax	Clean ear mould or thin tube, pay special attention to the end of the tube
	Water droplets or condensation in tubing	Detach aid from tubing, blow throw tube, tap or shake to remove water
	Using incorrect program	Make sure the hearing aid is not on the telecoil program
Sound is intermittent	Tubing is twisted	Untwist tubing
	Water droplets in tubing	Tap, shake or blow to clear tubing
	Internal intermittent problem with hearing aid	Contact Audiology for your hearing aid to be checked

PROBLEM	WHAT COULD IT BE?	HOW TO FIX IT
Sore ears	Ear mould is too tight or there are sharp edges on the ear mould	Contact Audiology, they may need to modify or arrange to replace the mould
	Allergic reaction to earmould	Contact Audiology, they will need to arrange for a new ear mould in a different material
Hearing aid is whistling	Ear mould is not in correctly	Remove the ear mould and put into the ear again, use a mirror to check it is in the ear correctly
	Ear mould is too small	Contact Audiology for a new mould
	Cracked/ split ear mould	
	Cracked/ split/ stiff tubing	Contact Audiology for replacement tubing
	Tubing is blocked with water or wax	Clean tubing to remove wax or blow through tubing to get rid of any water or condensation
	Wax in ear canal	Arrange for the GP/ practice nurse to check and treat if necessary

IF THE ABOVE SUGGESTIONS DO NOT HELP, OR THEY DO NOT PROVIDE SUFFICIENT IMPROVEMENT, PLEASE CONTACT YOUR AUDIOLOGY DEPARTMENT