

What to do if your hearing aid is not working

Problem	Possible reason	Action
No sound output	Hearing aid is turned off	Turn hearing aid on
	Dead battery	Insert new battery
	Battery inserted incorrectly	Insert battery in correct position
	Sticky label still on the battery	Remove the sticker to activate the battery
	Blocked ear mould	Clean ear mould
	Hearing aid not connected to mould properly	Re-attach ear mould to the hearing aid
	The hearing aid is on the wrong program	Check the hearing aid is on the most suitable program (usually 1). Turn hearing aid on/off.
	The tubing may be blocked or bent	Check tubing. Ring for appointment if new tube needed
Not loud enough	Ear mould may be wrongly inserted	Re-insert the ear mould
	Ear mould blocked with water/ wax	Clean ear mould of blockage
	Excessive ear wax	See your doctor/nurse about getting wax removed
	Tubing may be cracked or with moisture	Check for cracks or condensation. Have tubing cleaned of moisture if possible. If tubing is cracked ring for an appointment
	Deterioration in hearing	Arrange appointment for review appointment
Hearing aid whistles	Incorrectly fitted ear mould	Reinsert ear mould
	Excessive ear wax	See doctor/nurse about getting wax removed
	Covering the microphone	Don't cover the hearing aid microphone
	Mould needs replacing	Ring for impression appointment
Sound not clear or distorted	Weak battery	Replace battery
	Moisture in tube	Remove moisture by disconnecting mould from hearing aid and leave to dry.
Not hearing on the phone	Handset held in the wrong position	Position phone handset over the microphone of the hearing aid (located at the top of ear)
	Loop system not activated	If phone is Telecoil compatible then activate loop program on the hearing aid and hold handset on the hearing aid

If you are unable to solve the problem then please make an appointment by ringing 01482 628356. Leave a short message with name/number with brief description of the problem. You will be called between 9-4 Monday – Friday. Normally within 24 hrs (weekday) of your call.

Putting your hearing aid in

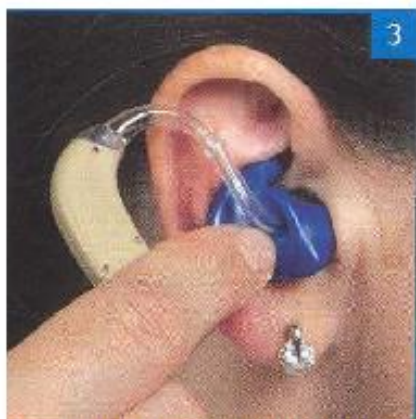
It is important that the earmould is in your ear properly. Some people find it helpful to look in the mirror to do this.



1. Hold the earmould at the back with your finger and thumb. Pull it back past your ear.



2. Put the bit that goes down the ear canal into position.



3. Then get in place the bit that goes into the crease at the top of your ear.



4. Use your other hand to pull down your ear lobe. Push your earmould firmly in.

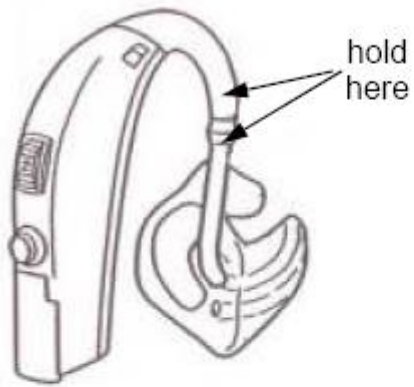


5. Then put the hearing aid behind your ear. It should look like this when fitted correctly.

Your audiologist may have practised a slightly different method with you, but whatever the method, the important thing is to end up with the earmould fitted as shown in picture 5.

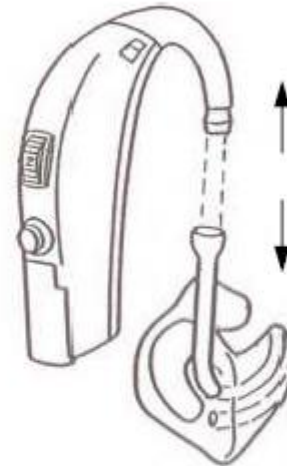
How to clean your earmould (Do this at least once a week)

1



Hold the hearing aid and mould as shown

2



Detach the mould from the aid

3



Wash the mould in warm soapy water

4



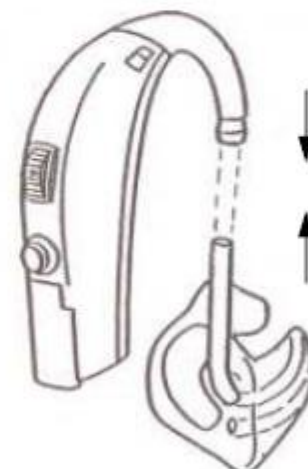
Rinse it

5



Shake it or blow down the tubing to clear any remaining water

6

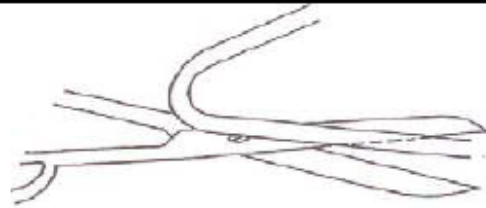


Fit the mould and aid back together

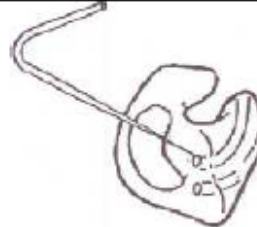
How to retube your earmould : Standard tubing

Your earmould should be retubed every 4 to 6 months

1. Pull the old tubing out of the mould and keep it. Taper the last inch of the new tubing.



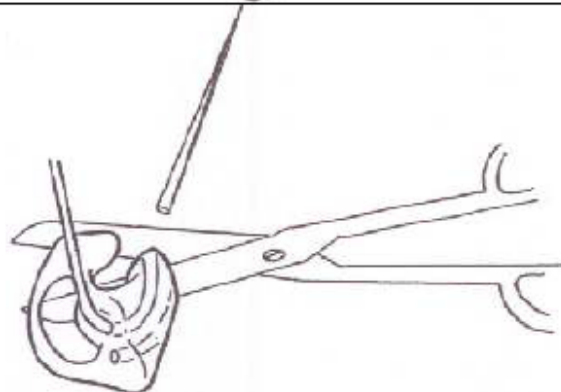
2. Thread the tapered end through from the outside of the mould.



3. Pull the tubing through the mould until the tapered end has passed right through and the other end is flat against the outside of the mould.

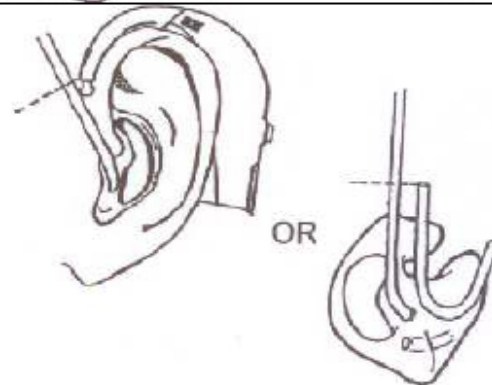


4. Cut off the tapered end as close to the mould as possible.



5. To adjust the tubing to the right length, place the mould in your ear and the hearing aid over your ear; ask somebody to mark the tubing just past the end of the hearing aid hook, then remove the mould and cut the tubing at this point.

OR use the old piece of tubing as a guide: hold it against the mould and cut the new tubing to the same length.



6. Squeeze the top of the tube and fit it over the end of the hearing aid hook.

