

Hearing aids - troubleshooting, care and maintenance

If the hearing aid is whistling, intermittent and/or buzzing:

- This could be ‘feedback’, which is when sound from your hearing aid leaks out and gets picked up by its microphone
- You may not have your ear mould in properly – push it gently to check
- You may have excess wax in your ears – ask your GP to check
- If your hearing aid has a volume control, check whether the volume is too high or whether you have switched to the ‘T’ or loop setting by accident
- Life tips users should also check that there isn’t a small hole in your tube causing the sound to escape.

If the hearing aid is low or no output (has gone ‘dead’):

- Check that there is no wax blocking the tubing
- Condensation in tubing is a very common problem. Detach the tube from the hearing aid hook/elbow. Clear by blowing or drying it out
- The elbow (small hook your tubing attaches to) may need changing. Unscrew it from the aid and if it starts working again, contact us for a replacement

- For life tips users, detach the life tip from the hearing aid unit, if the aid starts to work, you need to clear a blockage from your tubing or obtain a new life tip.

You may need to telephone for an appointment if:

- Your ear-mould has broken, does not fit well or is making your ear sore, itchy or painful. (Do not attempt to 'self-modify' a painful mould)
- You require a new mould, but please have your ears checked for wax before booking
- The hook (the elbow) of the hearing aid has cracked or come loose.
- The tubing has split, hardened or slid out and you cannot replace it yourself. You can ask to be shown how to re-tube at a service appointment.

Please note - tubing should always be flexible and clear which is why we recommend changing it every 4-6 months. Hardened tubing can cause damage to the mould or aid and decreases the clarity of the sound received.

Batteries:

- Free to NHS patients on production of the brown book given at your issue appointment. We can post some out if your GP or local health centre does not offer this service
- NHS policy entitles patients to one packet per hearing aid. They do not have a good shelf life so it is better to get little and often
- One packet of six batteries can last up to 12 weeks per aid
- We encourage patients to return batteries to us for recycling. It is important to carry spare batteries with you.

When to change the battery:

- If the sound from your hearing aid becomes more faint, disappears or becomes crackly or fuzzy
- When you get the warning bleep that it is low
- When you change it, make sure that it goes in the battery compartment the right way round. The sticky tab or cross should face upwards when placed. The sticky tab is then removed before closing
- If the battery compartment sticks when you close it, don't force it – check the battery is in correctly!

Cleaning:

For custom ear moulds

- Ear moulds should be wiped clean every night with a soft, dry cloth or tissue
- Do not use chemicals as these can damage it. Use a pin or similar item to remove any wax or debris that has got into the channel that goes through the ear mould
- At least once a week the ear mould should be separated from the hearing aid and washed. To do this, gently pull the soft tubing off the hooked part (the elbow) of the aid by holding on to the tubing and tugging gently. Don't remove the tubing out of the ear mould as you won't get it back in again! Wash it in warm, soapy water and use a nail brush to remove any wax. Rinse well, blow down the tubing to get any water out and leave to dry overnight. Then reattach to the aid.

For non-custom ear pieces (life tips, slim tubes, domes):

- Detach the life tip from the hearing aid units (please check with us first if you are unsure how to do this) and use the cleaning wire you were given at your issue to clear any debris. We advise to do this regularly to prevent build up. They can last up to 12

months before they need changing. The best indication you need replacements is experiencing a lack of clarity

Hearing aid unit:

Wipe it carefully with a soft, dry cloth or tissue. Take care not to get it wet and NEVER apply hairspray whilst wearing them.

NEVER use any kind of adhesive on ear moulds, tubes or on the aids in an attempt to fix anything! Contact us for a service or repair appointment or for replacement parts posting.

Wearing:

- If you have two hearing aids, one for each ear, make sure that you don't lose track of which ear mould or ear piece goes with which aid! (Red = Right / Blue = Left)
- Hearing aids should be worn as much as possible – ALL day, every day - it can take several weeks of constant use to truly acclimatise, the same is applicable if you are dispensed two, wear them together, as pair, all day.
- It is very important to contact us if you are struggling with this aspect of hearing aid use.
- If, after checking everything in this leaflet, your hearing aid is still not working - Make an appointment with us!

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**If you require this leaflet in Braille,
another language, large print or an
audio version contact 01904 725796.**

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