

Troubleshooting

Department of Audiology & Audiological Medicine

Lanesborough Wing, St George's Hospital

This leaflet is to help you identify any problems that may have arisen with your hearing aid, and find appropriate solutions.

My hearing aid won't turn on

- Check that the battery hasn't run out and is in the correct way around.
- Check that the hearing aid is not switched onto the T-loop setting.
- Make sure that the tubing in the earmould or dome isn't blocked with any moisture or wax. If it is, then try blowing the water out to dry it, or **cleaning it**.
- If there is still no sound from the hearing aid after these steps then it may have broken and need fixing or replacing.
- If the ear canal is very blocked with wax then sometimes no sound can get through and it may seem as though the hearing aid is broken. It is advisable to get someone to check whether the ear is clear of wax; this can be done by your GP, or alternatively some one will check at our repairs sessions.



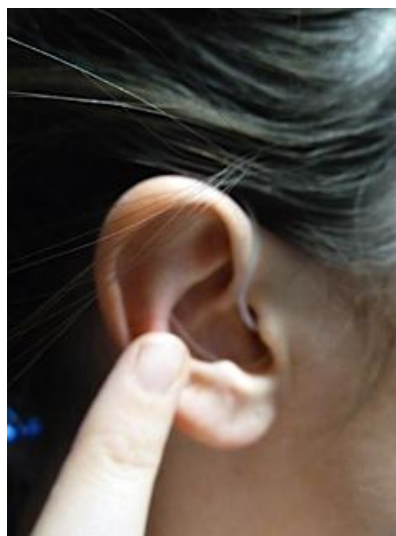
The sound is very distorted/ quiet

- Change the battery for a new one and see if this makes any difference.
- Make sure that the tubing in the earmould or dome isn't blocked with any moisture or wax. If it is, then try **cleaning it**.

- Check that your ear is clear of wax; if it is very blocked up then the hearing aid will sound very quiet or even as though it isn't switched on at all. Your GP can check your ear, or alternatively, someone can have a look at our **drop in or booked repairs sessions**.
- If the sound still doesn't seem right after these steps, then it may be that the hearing aid has a fault. We can fix or replace hearing aids if necessary.

The hearing aid is whistling when it is in my ear

- This is caused by sound escaping from the earmould/ dome and feeding back.
- Check that that the mould/ dome is inserted correctly. If you are unsure of this then refer to your hearing aid booklet.



- Check that the hearing aid volume isn't set too high.
- Ensure that your ear is clear of wax. Your GP can check your ear, or alternatively, someone can have a look at our **drop in or booked repairs sessions**.
- If there is no wax and it is inserted correctly, then you might need an impression taking to make a new mould. Moulds should last around three years, after this they often become slightly loose fitting and cause feedback.
- If you have the slim tubing and dome open fitting type of hearing aids (for mild hearing loss) and are getting a lot of whistling, it may be more appropriate to switch over to an earmould. This can be discussed over the phone with an audiologist and if appropriate, impression and tuning appointments will need to be arranged.

The mould is making my ear sore

- Ensure that the mould is correctly inserted. If you are unsure of this then refer to your hearing aid booklet for instructions.
- Unfortunately some moulds don't fit perfectly and need to be adjusted. This can be done at a repairs session. If it is still poor fitting after adjustment then sometimes another impression will need to be taken and a new mould ordered.

The tubing has come out of the earmould

- The tubing should be relatively soft and flexible. It tends to turn hard after approximately 6 months of regular use, and can often come free from the mould.
- If this happens then first try to push the tubing back in to the hole in the mould.
- The mould will need to be retubed.



The earmould has been lost or broken

- If part of the mould has been snapped or ripped off, or it has been lost, then an impression needs to be taken to make a new one.
- If the ear is clear of wax then this can be done at a repairs session.

The hearing aid has been physically broken

- If part of the hearing aid has been damaged, then we will usually be able to replace it with a new aid. If this happens repeatedly then a charge may be incurred.
- Hearing aids can be replaced at our **drop in or booked repairs sessions**.

I do not like the sound of the hearing aid

- It can take a while to get used to a new hearing aid, so it is not unusual to find the sound a little strange at first.
- If you have been wearing the aids every day for a few months however and are still finding that sounds are too loud or distorted, then you may require some further tuning to the hearing aid.
- Follow-up appointments are often offered a few months after a hearing aid is fitted, and tuning can be performed in these.
- Alternatively, a tuning appointment can be booked by calling: 0208 725 3000

If you have any questions about the information in this leaflet, you can contact:

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