

# Looking after your Hearing Aid

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## Department of Audiology & Audiological Medicine

### Lanesborough Wing, St George's Hospital

This leaflet provides information on how to look after your hearing aid and provides some advice for common problems.

### Batteries

You need to change the batteries in your hearing aids regularly. Depending on the hearing aid model and how often you use it this can be anything from 1 week to 1 month but the average is about 10 days. Remember to switch off the hearing aid to prolong the life of the batteries. This is usually done by partially opening the battery door. Always carry some spare batteries with you in order not to be caught out if the battery in your hearing aid suddenly dies.

You can get free batteries from the following locations ( make sure to bring your battery book with you) :

St George's Hospital – Main Audiology/ENT reception in Lanesborough wing.

St John's Therapy centre in St John's Hill

### Cleaning

Clean the main part of your hearing aid by wiping it carefully with a soft, dry cloth or tissue. Take care not to get it wet.

#### Cleaning the earmould

(if you have a slim tube see the '[Cleaning your slim tube](#)' page)

Earmoulds should be wiped clean every night with a soft, dry cloth or tissue. Don't use any 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 earmould.

At least once a week – and preferably more often – the earmould should be separated from the hearing aid and washed. To do this with a behind-the-ear type of aid, gently pull the soft tubing off the hooked part of the aid by holding on to the tubing and the hook of the aid and tugging gently. But don't pull it out of the earmould as you won't get it back in again. Wash the earmould (with its tubing still in place) in warm, soapy water. Use a nailbrush to remove any wax. Rinse it well, blow down the tubing to get the water out and leave it to dry overnight. Then push the tubing back onto the hearing aid.

Make sure that the curve of the earmould goes the same way as the curve of your hearing aid, like this:



## Common problems

If the hearing aid doesn't seem to be working:

- try putting in a new battery
- check that you have not switched it to the T-loop setting by accident
- if your hearing aid has a volume control, check that this is not turned right down. If it is, adjust it to the correct level.
- check that the battery is the right way round
- take your hearing aid out and check that the earmould is not blocked with wax
- if it is a behind-the-ear hearing aid, check that the tubing is not twisted, squashed or split
- check whether there are droplets of condensation in the tubing. If there are, gently pull the soft tubing off the hooked part of the aid and blow down the tubing to remove the droplets; and/or

**If you have checked everything but your hearing aid is still not working, take it to the hearing aid centre to see if it needs to be repaired.**

**If the hearing aid is whistling, squealing, sizzling or buzzing:**

- this could be 'feedback', which happens when sound from your hearing aid leaks out and gets picked up by its microphone
- you may not have put the earmould in properly – push it gently to check
- you may have excess wax in your ears – ask your GP to check your ears
- if your hearing aid has a volume control, check whether the volume is too high

You may need to ask your hearing aid centre for help if:

- your earmould has cracked, or does not fit snugly enough.
- the hooked part of the hearing aid (behind-the-ear type) has cracked or come loose
- the tubing (behind-the-ear type) has split, and you are not able to replace this yourself (see re-tubing your hearing aid)

**If none of these are the problem, bring the aid to repair clinic.**

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

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