

How to care for your hearing aid

If the tubing is blocked, you won't hear through the hearing aid

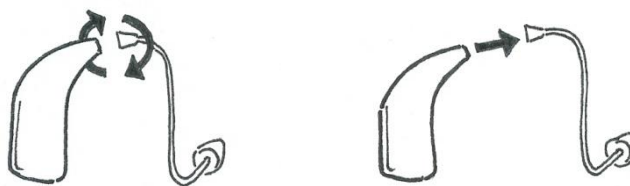
If you're not managing to hear well through your hearing aid, make sure there is no wax or water blocking the tube. Over time the tube becomes hard and prevents sound getting through to the ear, when this happens the tube needs to be changed, this can be done at a booked repair appointment or you can attend the walk in clinic (see WIR times on the back of your record book) We can also show you how to do it for yourself if you would like.

Cleaning the slim tubing

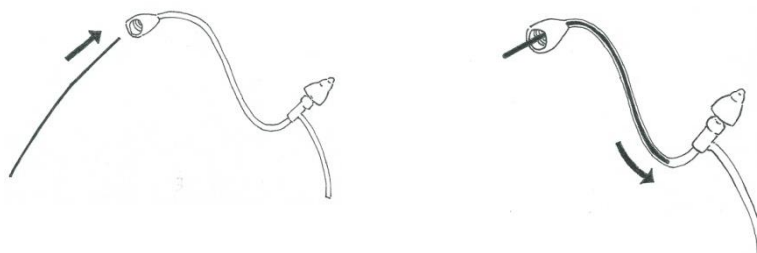
The slim tubing can sometimes become blocked with wax. You can unblock the slim tubing using a cleaning wire as follows:

If you have any problems with doing this, please visit the hearing aid repair clinic and an audiologist will be happy to assist you.

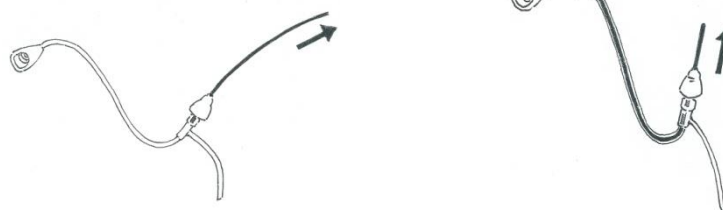
1. Unscrew the slim tubing from the end of the hearing aid.



2. Push the cleaning wire through the tubing from the hearing aid end towards the tip



3. Pull the wire right through so it comes out at the tip end

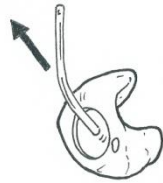


4. Screw the slim tube back onto the hearing aid.

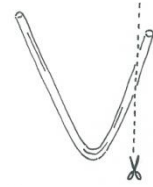


Re-tubing your earmould

1. Pull the old tubing out of the earmould. Do not throw the old tubing away as you will need it later.



2. Cut the last 5 cm (2 inches) off a pre-bent piece of tubing. Make sure you cut at a slant.



3. You should be left with a tapered end to the tubing.



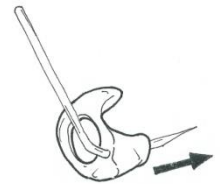
4. This tapered end needs to be pushed into the earmould.



5. Thread the tubing through the earmould.



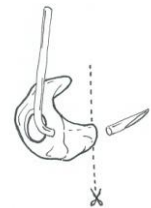
6. All of the tapered section should come through the other side.



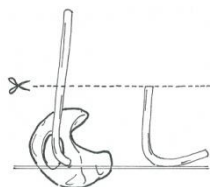
7. Pull the tube until the bend reaches the earmould.



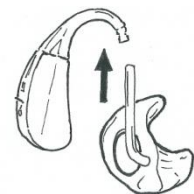
8. Cut the tapered tubing as close as possible to the earmould. Any tube sticking out could rub your ear and make it sore.



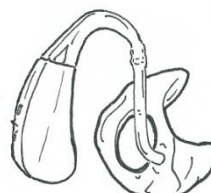
9. Take the old piece of tubing you saved and line it up with the newly threaded tube. Cut the end to the same length.



10. Push the end of the tubing onto the plastic nozzle on your hearing aid.



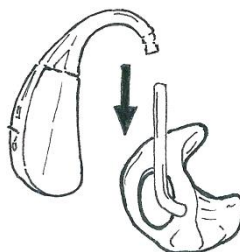
11. Make sure that it bends in the right direction, as shown in the picture.



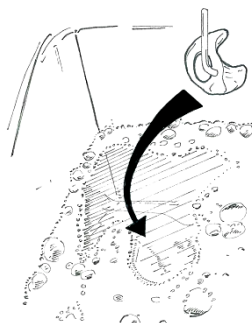
Cleaning your earmould

At least once a week and preferably more often the earmould should be thoroughly washed.

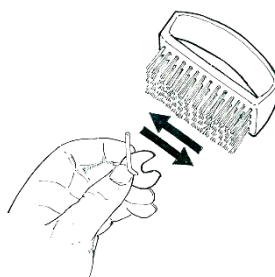
1. Separate the earmould from the hearing aid by gently pulling the soft tubing off the hooked part of the aid.



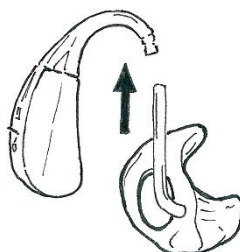
2. Wash the earmould (with the tubing still in place) in warm, soapy water



3. Use a nailbrush to remove any wax. Rinse the earmould well, blow down the tubing to get the water out, and leave it to dry overnight.



4. Connect the earmould back to the hearing aid by pushing the soft tubing back onto the hooked part of the aid.



A Guide to Hearing Aid Problems (Troubleshooting)

My hearing aid won't turn on

- Check that the battery hasn't run out and is in the correct way around.
- 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 the wax out.
- Check that the ear is clear of wax.
- If there is still no sound from the hearing aid after these steps then it may have broken and need fixing or replacing. See the repair options above (**1, 2, 3 or 4**).

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 blowing the water out to dry it, or cleaning the wax out.
- Check that your ear is clear of wax.
- If the sound still doesn't seem right after these steps, then it may be that the hearing aid has a fault. See above (**1, 2, 3 or 4**) for information on how to get your hearing aid fixed.

The hearing aid is whistling when it is in my ear

- Check that that the mould/ dome is inserted correctly. If you are unsure of this then refer to your hearing aid booklet for instructions.
- Check that the hearing aid volume isn't set too high.
- Ensure that your ear is clear of wax.
- 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.
- You will need to come in for us to have a look.

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 (see **1** and **2** above). 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 8 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. You can either do this yourself (see the retubing guide in this information pack) or by us (options **1**, **2**, **3** or **4** above).

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. You need to come in to the department (options **1** or **2** above).

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 (options **1**, **2**, **3** or **4** above).

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 fine-tune appointment can be booked by calling: 0208 266 6363. When you phone up, please specify clearly that you require a *digital hearing aid review* appointment.