

## **Hearing aid trouble shooting guide**

Below is a guide to troubleshooting some common problems with hearing aids and tips on how to prevent problems in future.

### **My hearing aid is whistling or buzzing (Feedback)**

Feedback, the technical term for the noise a hearing aid makes, it is normal with many types of hearing aid and is **not** usually a sign of a faulty hearing aid.

To try and rectify this problem, please check:

- The earpiece is in your ear correctly
- The tubing is not loose, split or kinked. (We recommend tubing is replaced every 9 to 12 months due to wear and tear)
- The hearing aid is on the correct setting (turn aid off/on again)
- Your earpiece is not damaged, cracked or loose

If after you have checked all of these possibilities, you are still experiencing feedback from your hearing aid, it is quite possible that you may have a build up of ear wax. Too much ear wax in your ears can mean that the 'feed' of sound into your ear is prevented, sending the sound 'back' into the aid causing 'Feedback'. We suggest you make an appointment with your GP or practice nurse to ensure your ear is clear.

Once you have had your ear/s checked and cleared of any wax, if you still experience problems, please contact us to arrange a repair appointment by phoning 01493 452354.

### **My hearing aid has stopped working**

To try and rectify this problem, please check:

- You have changed the battery in the hearing aid and it is inserted correctly
- The hearing aid is on the correct setting (turn off/on)
- The tubing is not blocked with ear wax, debris or water (condensation)
- The tubing is not loose, split or kinked. (We recommend tubing is replaced every 9 to 12 months due to wear and tear)

If the hearing aid is still not working you can gently separate the plastic tubing from the 'hook' part of the hearing aid. Hold the hearing aid part in a cupped hand and listen for a whistle (a whistle indicates the hearing aid part is working and that the fault may be with the tubing.) You can change this yourself if you have some tubing and are happy to do this yourself following the instructions on the general maintenance page on our website. Otherwise please contact the Audiology department by phoning 01493 452354 to arrange for an audiologist to do this for you.

## **My hearing aid is uncomfortable/keeps falling off of my ear**

If this is a 'new' issue you are having with your hearing aid, please check:

- The tubing has been replaced within the last 12 months
- Your earpiece is not cracked, twisted, worn or broken
- You are fitting the hearing aid correctly inside and behind the ear
- (if you change your own tubing) That you are using the correct size tube / you are not cutting the tubing too short

If when you have checked all of the above and you are still experiencing discomfort or an ill-fitting hearing aid, please contact the Audiology department by phoning 01493 452354.

## **My hearing aid sounds distorted and/or very quiet**

To try and rectify this problem, please check:

- The tubing has no signs of moisture or condensation - if so, hold the hearing aid between your thumb and finger/s and flick quickly in a downwards motion, this should clear any moisture in your tubing.
- The battery in the hearing aid has been changed (average lifespan is 7-10 days)
- The tubing has been changed within the last 12 months (We recommend the tubing is replaced every 9 to 12 months)

If when you have checked all of the above, and you are still experiencing problems with the sound of your hearing aid, please contact the Audiology department by phoning 01493 452354.

## **I accidentally got my hearing aid wet**

Accidents happen, and sometimes a hearing aid can be saved

- Remove the hearing aid battery and dry the hearing aid with a towel or tissue
- Leave the battery drawer open and leave the hearing aid in your airing cupboard for a day or two
- Insert a new battery

If your hearing aid is not functioning correctly, or has stopped working after you have tried the above, please contact the Audiology department by phoning 01493 452354.

## **My NHS hearing aid is physically broken/lost or stolen**

Please contact the Audiology department by phoning 01493 452354.

**Please be aware that your hearing aid remains the property of the NHS for the duration of use. There may be a charge for lost or broken hearing aids. Please speak with the Audiologist for more information.**

## **Hints and Tips on Maintaining the Successful use of your hearing aid**

There are several things that we would suggest you do to ensure you get the best out of your hearing aid. Below is a list of hints and tips that you can follow to maintain the successful use of your aid.

- Ensure you get your hearing aid serviced at least once a year.
- Keep your hearing aid turned off and in a safe, dry place when not in use.
- Keep your hearing aid away from water (shower, bath, swimming etc)
- Keep your hearing aid clean, wiping them when removed after use
- Remove your hearing aid when using hairspray/gel or perfumes and wait until they are dry before reinserting the hearing aid.
- Ensure your ears are clear of blockages e.g. Wax
- Do not sleep with your hearing aid in (this is generally uncomfortable, but there is a likelihood that they may get damaged)
- If you are prone to condensation problems try putting your hearing aid in the airing cupboard overnight.