South Eastern Health and Social Care Trust

| Problem | *Possible causes of problem* | How to fix the problem |
|---|---|---|
| ***Hearing aid is not making any sound/ intermittent*** | **Battery** | • Replace battery at least every 7 days if you are wearing your hearing aid regularly. (A tip for testing if your battery is dead or full :- A dead battery will bounce on a hard surface, a full battery will not bounce)<br>• Ensure that your battery's large, flat shiny, positive side is up and that the battery drawer is pushed in tightly.<br>• Ensure battery is within 'use by date' on back of packet.<br>• Batteries can be reordered via text/email from the hearing aid department. |
| | **Blockage** | • Visually check for wax/ dirt/ debris/ kinks in tubing.<br>• Remove tubing from aid and clean using cleaning wires or change tubing (see attachments on cleaning and re-tubing aid).<br>• Replace wax guard (RIC aids only). Replace or clean filters.<br>• Tubing/wax guards can be reordered via text/email from hearing aid department. |
| | **Hearing aid setting** | • Ensure aid is turned on/ battery door closed tightly.<br>• If your hearing aid has a volume wheel ensure it is set at 1 or above<br>• Opening and closing the battery door **will always** reset hearing aid to the original settings |
| ***Feedback/ whistling/ howling sound*.** (it is normal for the hearing aid to whistle when it is not in your ear) | **Insertion/ ear piece fitting** | • Check the hearing aid is inserted correctly (see attachment on how to insert your hearing aid). Ear pieces and tubing should be sitting neat and flush with ear.<br>• Old ear pieces can shrink/ crack over time. This can let sound escape causing a whistling noise called feedback. Please contact audiology for an appointment. |
| | **Hardened tubing** | • Hardened tubing is susceptible to cracking, allowing sound to escape. We recommend changing tubing every 4-6 months to keep tubing functioning. (see attachment on how to change hearing aid tubing/ contact hearing aid department via phone/email) |
| | **Wax** | • Impacted wax can cause whistling/ feedback. Hearing aid users can be more prone to impacted/ build-up of wax. Never poke anything into your ears. If you think you have a build-up of wax seek advice from GP/ pharmacist. |

| | | |
|---|---|---|
| ***Hearing aid is not staying in ear.*** | | • Please see 'How to insert your hearing aid'. Ensure ear piece/ hearing aid and tubing are sitting flush with the ear.<br>• Contact hearing aid department via phone/email. |
| ***Has your hearing level changed?*** | | If there has been a change to your hearing please contact the hearing aid department for advice from an audiologist |