

What to do if your hearing aid isn't working properly

Useful troubleshooting tips for patients

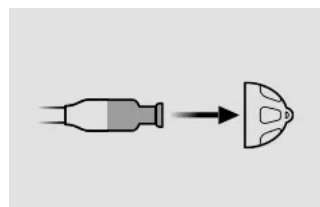


Today's hearing aids are sophisticated pieces of technology and need to be taken care of to ensure that they function properly and don't get damaged or broken. Often however, when they do not seem to be working properly, the solution may be quite simple and can be addressed by the patient quickly and straightforwardly. Below are some useful troubleshooting hints and tips to help you with your hearing aids.

PROBLEM	POSSIBLE CAUSE(S)	SOLUTION(S)
There is no sound	<ul style="list-style-type: none"> - Dead battery - Clogged earpieces 	<ul style="list-style-type: none"> - Replace the battery - Clean the mould or dome, or change the filter
You have reduced or intermittent sound	<ul style="list-style-type: none"> - Clogged sound outlet - Moisture is affecting the hearing aid 	<ul style="list-style-type: none"> - Clean the mould or replace the wax filter (see diagram below), dome or Grip Tip - Wipe the battery with a cloth
There is a squealing or whistling noise or you are hearing 'feedback'	<ul style="list-style-type: none"> - Your hearing aid may be inserted incorrectly - You may have a build-up of earwax in your ear(s) 	<ul style="list-style-type: none"> - Try re-inserting the hearing aid - Have your ear canal examined by a doctor or call Dr Carling at Kent Hearing for an appointment
There is a pairing issue with an Apple device	<ul style="list-style-type: none"> - The Bluetooth connection isn't working - Only one hearing aid is paired 	<p>For both causes:</p> <ul style="list-style-type: none"> - Unpair your hearing aid - Turn Bluetooth off and then on again - Open and close the battery drawer on the hearing aid <p>Should the problem persist, please call us on 01732 525912 or 07973 187744</p>
Sore or itchy ears	<ul style="list-style-type: none"> - You may have the wrong hearing aid in each ear - You may have an ear infection 	<ul style="list-style-type: none"> - Check and change your hearing aids around if required. Usually the device for the left ear has a blue mark and the device for the right ear has a red mark - See your doctor
Earwax	<ul style="list-style-type: none"> - Build up due to wearing of hearing aid 	<ul style="list-style-type: none"> - Call Kent Hearing on 01732 525912 / 07973 187744 for appointment

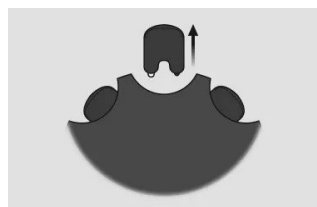
Replacing the wax filter

To replace the filter on your hearing aid, please follow the steps shown below



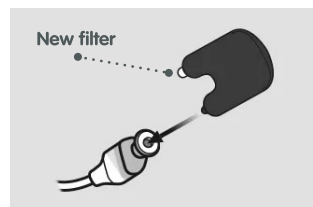
1. Dome

Remove the dome so that you can see the filter.



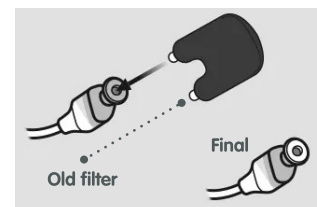
2. Tool

Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.



3. Remove

Push the empty pin into the wax filter in the speaker and pull it out.



4. Insert

Insert the new wax filter using the other pin, remove the tool and throw it away. Don't forget to replace the dome!

If, having checked the recommendations above, you are still experiencing problems with your hearing aids, please call us straight away and we will arrange an appointment for you to have them checked by Dr Carling.