

Trouble shooting guides

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

- Ensure you get your hearing aid/s serviced once a year
 - Keep your hearing aid/s turned off and in a safe, dry place when not in use
 - Keep your hearing aid/s away from water (shower, bath, swimming, etc)
 - Keep your hearing aid/s clean, wipe them when removed after use
 - Remove your hearing aid/s when using hairspray/gel or perfumes and wait until they are dry before re-inserting
 - 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.
-

Please follow the advice for the hearing aid which looks most similar to your own from the pictures below.



Below is a guide to troubleshooting some common problems with open fit hearing aids. A video which may also help is available from [c2hear](#).

The hearing aid is whistling or buzzing (feedback)

Feedback is the technical term for the noise a hearing aid makes. It is normal for the hearing aid to make a whistling sound in some situations. It is **not** usually a sign of a faulty hearing aid. However excessive whistling whilst it is in your ear is not normal. To try and rectify this problem, please check:

- The ear piece is in your ear correctly. Follow the advice for inserting your open fit hearing aid in the leaflet at the bottom of the page
- Your tube is not split or loose. Follow the advice on retubing your open fit hearing aid on the cleaning and maintenance guide.
- The hearing aid is on the correct setting (turn it off/on again)

Another very common cause of whistling is a buildup of ear wax. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If you are still experiencing problems with excessive whistling please contact us.

The hearing aid has stopped working

To try to rectify this problem, please follow the instructions below:



1. Detach the clear plastic tube from the hearing aid with a firm tug.

2. Turn the hearing aid on by closing the battery draw. Then cup the hearing aid in a loosely closed hand and listen for a whistle.

If the hearing aid is whistling the cause of the problem is likely to be the tubing. Please check:

- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing an open fit hearing aid can be found on the cleaning and maintenance guide
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight
- The tubing is not damaged, split or kinked. Advice about retubing an open fit hearing aid can be found on the cleaning and maintenance guide.

If the hearing aid is not whistling the cause of the problem is likely to be the hearing aid. 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 again)

If the hearing aid is still not working please contact us.

The hearing aid is uncomfortable/keeps falling off my ear

If wearing your hearing aid is uncomfortable or it keeps falling off the top of your ear, please check:

- The tube has been replaced within the last six months. Advice about retubing an open fit hearing aid can be found on the cleaning and maintenance guide.
- You have the same size thin tube you would normally wear. The size can be found in red (for right) or blue (for left) writing on the tube.
- You are fitting the hearing aid correctly inside and behind the ear. Follow the advice on inserting your open fit hearing aid, this can be found in the leaflet at the bottom of the page.

Some irritation or discomfort from the ear piece is expected if you have recently started wearing a hearing aid. This should not continue longer than a week or make a visible sore in your ear.

If you are still experiencing discomfort or an ill-fitting hearing aid, please contact us.

The hearing aid sounds distorted and/or very quiet

To try to rectify this problem, please check:

- The ear piece is in your ear correctly. Follow the advice in the inserting your open fit hearing aid leaflet at the bottom of the page.
- Your tube is not damaged or kinked. Follow the advice on retubing your open fit hearing aid on the cleaning and maintenance guide.
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight
- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing an open fit hearing aid can be found on the cleaning and maintenance guide.
- For a build-up of wax in your ear. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If are still experiencing problems with the sound of your hearing aid, please contact us.

The hearing aid accidentally got 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
- Remove the plastic tube from the hearing aid with a firm tug
- Leave the battery drawer open and leave the hearing aid in your airing cupboard for 24 – 48 hours. Then:
 - Insert a new battery
 - Attach a new thin tube as shown on the cleaning and maintenance guide.

If your hearing aid is still not functioning or is quieter than usual please contact us. There are charges for damaged hearing aids. Please see the lost/damaged hearing aid information below for further information

The hearing aid is broken/lost or stolen

Please contact us to arrange a replacement.

Your hearing aid/s are provided free on loan and is yours for as long as you need it. However it does remain NHS property. The Audiology Department will repair or replace it free of charge if it is faulty. There may be a charge of **£75 per hearing aid** if it is lost or damaged through misuse or negligence. There are exemptions in certain situations.

Charges can be appealed in writing to the Head of Department or verbally to the Patient Advice and Liaison Service (PALS). If the lost hearing aid is found before the new hearing aid is issued to you the charge can be cancelled.

For further information please see the lost hearing aid information leaflet at the bottom of the page.



Below is a guide to troubleshooting some common problems with hearing aids with custom made ear moulds. A video which may also help is available from C2hear.

https://c2hearonline.com/custom_mould/troubleshooting.html

The hearing aid is whistling or buzzing (feedback)

Feedback is the technical term for the whistling noise a hearing aid makes. It is normal for the hearing aid to make a whistling sound in some situations. It is **not** usually a sign of a faulty hearing aid. However excessive whistling whilst it is in your ear is not normal. To try and rectify this problem, please check:

- The ear mould is in your ear correctly. Follow the advice in the inserting your ear mould leaflets at the bottom of this page.

- Your ear mould is not damaged, cracked or loose
- The tubing is not loose, split or kinked. Advice about retubing a hearing aid with a custom made ear mould can be found on the cleaning and maintenance guide.
- The hearing aid is on the correct setting (turn it off/on again)

Another very common cause of whistling is a buildup of ear wax. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If you are still experiencing problems with excessive whistling please contact us.

The hearing aid has stopped working

To try to rectify this problem follow the instructions below.



1. Gently separate the plastic tubing from the 'hook' part of the hearing aid. If this proves difficult, try soaking the mould in hot (not boiling) water for 5 minutes. **Do not get the hearing aid wet.**

2. Turn the hearing aid on by closing the battery draw. Then cup the hearing aid in a loosely closed hand and listen for a whistle.

If the hearing aid is whistling the cause of the problem is likely to be the tubing. Please check:

- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing a hearing aid with a custom made ear mould can be found on the cleaning and maintenance guide.
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight.
- The tubing is not loose, damaged or kinked. Advice about retubing a hearing aid with a custom made ear mould can be found on the cleaning and maintenance guide.

If the hearing aid is not whistling the cause of the problem is likely to be the hearing aid. 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 again)

If the hearing aid is still not working please contact us.

The hearing aid is uncomfortable/keeps falling off of my ear

If wearing your hearing aid is uncomfortable or it keeps falling off the top of your ear, please check:

- The ear mould is in your ear correctly. Follow the advice in the inserting your ear mould leaflets at the bottom of this page.

- Your ear mould is not damaged, cracked or loose
- The tubing is the right length. A tube which is too short will rub your ear and may pull the ear mould out of position. A tube too long will let the hearing aid keep slipping off the top of your ear. Advice about retubing a hearing aid with a custom made ear mould can be found on the cleaning and maintenance guide.

Some discomfort from an ear mould is expected if you have recently started wearing a hearing aid. This can also happen if you have recently had your ear mould replaced with a new one. The discomfort should not continue longer than a week or make a visible sore in your ear.

If you are still experiencing discomfort or an ill-fitting hearing aid, please contact us

The hearing aid sounds distorted and/or very quiet

To try to rectify this problem, please check:

- The ear mould is in your ear correctly. Follow the advice in the inserting your ear mould leaflets at the bottom of this page
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight.
- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing a hearing aid with a custom made ear mould can be found on the cleaning and maintenance guide.
- For a build-up of wax in your ear

If you are still experiencing problems with the sound of your hearing aid, please contact us.

The hearing aid accidentally got 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 24 – 48 hours
- Insert a new battery

If your hearing aid is still not functioning or is quieter than usual please contact us. There are charges for damaged hearing aids. Please see the lost/damaged hearing aid information below for further information.

The hearing aid is broken/lost or stolen

Please contact us to arrange a replacement.

Your hearing aid/s are provided free on loan and is yours for as long as you need it. It does however remain NHS property. The audiology department will repair or replace it free of charge if it is faulty. There may be a charge of **£75 per hearing aid** if it is lost or damaged through misuse or negligence. There are exemptions in certain situations.

Charges can be appealed in writing to the Head of Department or verbally to the Patient Advice and Liaison Service (PALS). If the lost hearing aid is found before the new hearing aid is issued to you the charge can be cancelled.

For further information please see the lost hearing aid information leaflet at the bottom of the page.



Below is a guide to troubleshooting some common problems with open fit hearing aids. A video which may also help is available from c2hear.

<https://c2hearonline.com/openfit/troubleshooting.html>

The hearing aid is whistling or buzzing (feedback)

Feedback is the technical term for the noise a hearing aid makes. It is normal for the hearing aid to make a whistling sound in some situations. It is **not** usually a sign of a faulty hearing aid. However excessive whistling whilst it is in your ear is not normal. To try and rectify this problem, please check:

- The ear piece is in your ear correctly. Follow the advice for inserting your open fit hearing aid in the leaflet at the bottom of the page

- Your tube is not split or loose. Follow the advice on retubing your open fit hearing aid on the cleaning and maintenance guide.
- The hearing aid is on the correct setting (turn it off/on again)

Another very common cause of whistling is a buildup of ear wax. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If you are still experiencing problems with excessive whistling please contact us.

The hearing aid has stopped working

To try to rectify this problem, please follow the instructions below:



1. Detach the clear plastic tube from the hearing aid with a firm tug.

2. Turn the hearing aid on by closing the battery draw. Then cup the hearing aid in a loosely closed hand and listen for a whistle.

If the hearing aid is whistling the cause of the problem is likely to be the tubing. Please check:

- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing an open fit hearing aid can be found on the cleaning and maintenance guide.
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight
- The tubing is not damaged, split or kinked. Advice about retubing an open fit hearing aid can be found on the cleaning and maintenance guide.

If the hearing aid is not whistling the cause of the problem is likely to be the hearing aid. 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 again)

If the hearing aid is still not working please contact us.

The hearing aid is uncomfortable/keeps falling off my ear

If wearing your hearing aid is uncomfortable or it keeps falling off the top of your ear, please check:

- The tube has been replaced within the last six months. Advice about retubing an open fit hearing aid can be found on the cleaning and maintenance guide.
- You have the same size thin tube you would normally wear. The size can be found in red (for right) or blue (for left) writing on the tube.

- You are fitting the hearing aid correctly inside and behind the ear. Follow the advice on inserting your open fit hearing aid, this can be found in the leaflet at the bottom of the page.

Some irritation or discomfort from the ear piece is expected if you have recently started wearing a hearing aid. This should not continue longer than a week or make a visible sore in your ear.

If you are still experiencing discomfort or an ill-fitting hearing aid, please contact us.

The hearing aid sounds distorted and/or very quiet

To try to rectify this problem, please check:

- The ear piece is in your ear correctly. Follow the advice in the inserting your open fit hearing aid leaflet at the bottom of the page.
- Your tube is not damaged or kinked. Follow the advice on retubing your open fit hearing aid on the cleaning and maintenance guide.
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight
- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing an open fit hearing aid can be found on the cleaning and maintenance guide.
- For a build-up of wax in your ear. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If are still experiencing problems with the sound of your hearing aid, please contact us.

The hearing aid accidentally got 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
- Remove the plastic tube from the hearing aid with a firm tug
- Leave the battery drawer open and leave the hearing aid in your airing cupboard for 24 – 48 hours. Then:
 - Insert a new battery
 - Attach a new thin tube as shown on the cleaning and maintenance guide.

If your hearing aid is still not functioning or is quieter than usual please contact us. There are charges for damaged hearing aids. Please see the lost/damaged hearing aid information below for further information

The hearing aid is broken/lost or stolen

Please contact us to arrange a replacement.

Your hearing aid/s are provided free on loan and is yours for as long as you need it. However it does remain NHS property. The Audiology Department will repair or replace it free of charge if it is faulty. There may be a charge of **£75 per hearing aid** if it is lost or damaged through

misuse or negligence. There are exemptions in certain situations.

Charges can be appealed in writing to the Head of Department or verbally to the Patient Advice and Liaison Service (PALS). If the lost hearing aid is found before the new hearing aid is issued to you the charge can be cancelled.

For further information please see the lost hearing aid information leaflet at the bottom of the page.



Below is a guide to troubleshooting some common problems with hearing aids with a thin tube and a custom made ear mould. A video which may also help is available from c2hear.

<https://c2hearonline.com/openfit/troubleshooting.html>

The hearing aid is whistling or buzzing (feedback)

Feedback is the technical term for the noise a hearing aid makes. It is normal for the hearing aid to make a whistling sound in some situations. It is **not** usually a sign of a faulty hearing aid. However excessive whistling whilst it is in your ear is not normal. To try and rectify this problem, please check:

- The ear mould is in your ear correctly
- Your tube is not split or loose
- The hearing aid is on the correct setting (turn it off/on again)

Another very common cause of whistling is a buildup of ear wax. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If you are still experiencing problems with excessive whistling please contact us.

The hearing aid has stopped working

To try to rectify this problem, please follow the instructions below:



1. Detach the clear plastic tube from the hearing aid with a firm tug.

2. Turn the hearing aid on by closing the battery draw. Then cup the hearing aid in a loosely closed hand and listen for a whistle.

If the hearing aid is whistling the cause of the problem is likely to be the tubing. Please check:

- The tubing has no sign of a blockage of wax. Advice about cleaning a hearing aid with a thin tube and custom made ear mould can be found on the cleaning and maintenance guide.
- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight.
- The tubing is not damaged, split or kinked

If the hearing aid is not whistling the cause of the problem is likely to be the hearing aid. 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 again)

If the hearing aid is still not working please contact us

The hearing aid is uncomfortable/keeps falling off my ear

If wearing your hearing aid is uncomfortable or it keeps falling off the top of your ear, please check:

- The tube has been replaced within the last six months. Please do not attempt to do this yourself on this type of hearing aid
- You are fitting the hearing aid correctly inside and behind the ear

Some irritation or discomfort from the ear mould is expected if you have recently started wearing a hearing aid. This can also happen if you have recently had your ear mould replaced with a new one. This should not continue longer than a week or make a visible sore in your ear.

If you are still experiencing discomfort or an ill-fitting hearing aid, please contact us.

The hearing aid sounds distorted and/or very quiet

To try to rectify this problem, please check:

- The ear mould is in your ear correctly
- Your tube is not damaged or kinked

- The tubing has no signs of moisture or condensation. Hold the hearing aid between your thumb and finger and flick quickly in a downwards motion. This should clear any moisture in your tubing. Alternatively place in an airing cupboard overnight.
- The tubing has no sign of a blockage of wax. Advice about cleaning and retubing a hearing aid with a thin tube and custom made ear mould can be found on the cleaning and maintenance guide.
- For a build-up of wax in your ear. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If are still experiencing problems with the sound of your hearing aid, please contact us.

The hearing aid accidentally got 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
- Remove the plastic tube from the hearing aid with a firm tug
- Leave the battery drawer open and leave the hearing aid in your airing cupboard for 24 – 48 hours. Also leave your thin tube with ear mould in the airing cupboard.

If your hearing aid is still not functioning or is quieter than usual please contact us. There are charges for damaged hearing aids. Please see the lost/damaged hearing aid information below for further information

The hearing aid is broken/lost or stolen

Please contact us to arrange a replacement.

Your hearing aid/s are provided free on loan and is yours for as long as you need it. However it does remain NHS property. The Audiology Department will repair or replace it free of charge if it is faulty. There may be a charge of **£75 per hearing aid** if it is lost or damaged through misuse or negligence. There are exemptions in certain situations.

Charges can be appealed in writing to the Head of Department or verbally to the Patient Advice and Liaison Service (PALS). If the lost hearing aid is found before the new hearing aid is issued to you the charge can be cancelled.

For further information please see the lost hearing aid information leaflet at the bottom of the page.



Below is a guide to troubleshooting some common problems with receiver in the ear hearing aids.

The hearing aid is whistling or buzzing (feedback)

Feedback is the technical term for the noise a hearing aid makes. It is normal for the hearing aid to make a whistling sound in some situations. It is **not** usually a sign of a faulty hearing aid. However excessive whistling whilst it is in your ear is not normal. To try and rectify this problem, please check:

- The hearing aid is in your ear correctly
- Your tube is not split or loose
- The hearing aid is on the correct setting (turn it off/on again)

Another very common cause of whistling is a build-up of ear wax. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If you are still experiencing problems with excessive whistling please contact us.

My hearing aid has stopped working

- Insert a new battery
- Replace the wax guard following the instructions on the cleaning and maintenance guide

If the hearing aid still does not work please contact us.

My hearing aid is uncomfortable/keeps falling off my ear

If wearing your hearing aid is uncomfortable or it keeps falling off the top of your ear, please check:

- You are fitting the hearing aid correctly inside and behind the ear.

Some irritation or discomfort from the dome is expected if you have recently started wearing a hearing aid. This should not continue for longer than a week or make a visible sore in your ear.

If you are still experiencing discomfort or an ill-fitting hearing aid, please contact us.

My hearing aid sounds distorted and/or very quiet

To try to rectify this problem, please check:

- The hearing aid is in your ear correctly
- Your tube is not damaged or kinked
- You have replaced the wax guard
- For a build-up of wax in your ear. It is suggested you contact your GP or practice nurse to ensure your ear is clear.

If are still experiencing problems with the sound of your hearing aid, please contact us.

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
- Remove the dome with a gently tug
- Remove the wax guard following the instructions on the cleaning and maintenance page. Do not replace the wax guard yet.
- Leave the battery drawer open and place the hearing aid in your airing cupboard, if you have one, for a day or two

Then

- Insert a new wax guard and a new dome
- Insert a new battery

If your hearing aid is still not working or sounds quieter than usual, please contact us. Please note there may be charges for damaged hearing aids.

My NHS hearing aid is physically broken/lost or stolen

Please contact us to arrange a replacement.

Your hearing aid/s are provided free on loan and is yours for as long as you need it. However it does remain NHS property. The Audiology Department will repair or replace it free of charge if it is faulty. There may be a charge of **£75 per hearing aid** if it is lost or damaged through misuse or negligence. There are exemptions in certain situations.

Charges can be appealed in writing to the Head of Department or verbally to the Patient Advice and Liaison Service (PALS). If the lost hearing aid is found before the new hearing aid is issued to you the charge can be cancelled.

For further information please see the lost hearing aid information leaflet at the bottom of the page.