

## **Cleaning and Maintenance**

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



The following information is for open fit hearing aids similar to those to those pictured above.

### **Cleaning**

Please avoid getting your hearing aid wet as this will damage it. Please remove it prior to going in the shower, bath or to the hairdressers. Please also ensure hair products such as gels and sprays are not used whilst you are wearing your hearing aids. These products should be dry before inserting hearing aids as they can block the microphones.

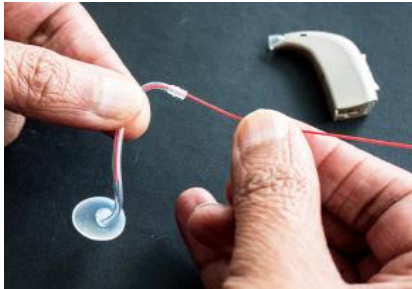
The dome on the end of the thin tube should be wiped after every use using a damp tissue or wet wipe. The dome should never be removed from the thin tube even for cleaning purposes. The thin tube should be cleaned once a week following the guide below (also available to print at the bottom of the page) or the video available at;

[https://c2hearonline.com/openfit/ha\\_care.html](https://c2hearonline.com/openfit/ha_care.html)

If you have two hearing aids retube them one at a time. Each hearing aid is programmed specifically for each ear and must not be mixed up. Coloured markers can usually be found inside the battery drawers and on each thin tube to tell them apart. Red is for right, blue is for left.



**1.** Detach the thin tube from the hearing aid with a firm tug. Be careful not to bend the tubing. A bend will stop the sound from going through.



**2.** Insert the cleaning wire through the top of the detached tubing to clear any debris or wax.



**3.** Reattach the thin tube by clicking it together with the hearing aid.

### **Re-tubing**

It is recommended that the thin tubes on this type of hearing aid are changed at least every six months. Spare thin tubes will be given out for this type of hearing aid so you can change them yourself at home. If you have two hearing aids do this one at a time following the instructions below.

If you run out of spare thin tubes please contact us.



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



2. Reattach the new tube by clicking it together with the hearing aid.

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The following information is for hearing aids with custom made ear moulds similar to those pictured above.

### **Cleaning**

Please avoid getting your hearing aid wet as this will damage it. Please remove it prior to going in the shower, bath or to the hairdressers. Please also ensure hair products such as gels and sprays are not used whilst you are wearing your hearing aids. These products should be dry before inserting hearing aids as they can block the microphones.

The ear mould should be wiped after every use using a damp tissue or wet wipe. Take care to check the hole in the end of the ear mould after every use for wax. The eye of a needle or a pin can be used to remove any wax. The ear mould can also be cleaned thoroughly following the instructions below. A video is also available at;

[https://c2hearonline.com/custom\\_mould/hearing\\_aid\\_care.html](https://c2hearonline.com/custom_mould/hearing_aid_care.html)

If you have two hearing aids retube them one at a time. Each hearing aid is programmed specifically for each ear and must not be mixed up. Markers can usually be found inside the battery drawers to tell them apart. Red is for right, blue is for left.

## **How to clean the ear mould**



1. Detach the ear mould from the hearing aid.



2. Wash the ear mould (with the tubing still in place) in lukewarm, soapy water. Rinse it well. Shake the tubing to ensure no water is present or leave it to dry overnight. Any water left in the tube will stop the sound. Then push the tubing back onto the hearing aid.



3. This picture shows the ear mould placed incorrectly on the hearing aid. It has been reattached the wrong way round.



4. This picture shows the ear mould placed correctly on the hearing aid.

## **Re-tubing**

It is recommended that a hearing aid is 'retubed' at least once a year or when the tube gets hard and yellow. There are three ways of getting a re-tube.

1. **Re-tube it yourself at home** – You can follow the guide below which is also available to print at the bottom of the page. Alternatively watch this useful video available at [https://c2hearonline.com/custom\\_mould/retubing.html](https://c2hearonline.com/custom_mould/retubing.html)
2. **Attend one of the local charity run hearing support clinics in the community** – time tables for the community clinics can be found on the websites of **Suffolk Hearing Advisory Service** <http://www.hhas.org.uk/hearing-aid-services/suffolk2> and **Hear for Norfolk (Norfolk Deaf Association)** <https://www.hearfornorfolk.org.uk/> Alternatively please ask the audiology department for a copy of the relevant timetable.
3. **Contact the JPUH audiology department** – contact us to arrange for an audiologist to re-tube your hearing aid.

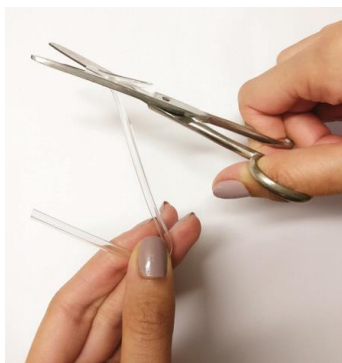
### **Re-tubing at home**

Tubing is available to collect at the main reception desk at the front of the hospital. When collecting tubing you will be asked which size tube you need (regular, thick or thin). A tube too narrow will slip out of the ear mould and a tube too thick may split your ear mould. If you do not know which size tube you require please ask the audiologist when you next attend an appointment.

If you have two hearing aids retube them one at a time. Each hearing aid is programmed specifically for each ear and must not be mixed up. Markers can usually be found inside the battery drawers to tell them apart. Red is for right, blue is for left.



1. Detach your ear mould from the transparent hook part of the hearing aid. Pull the old tubing out of the ear mould. Keep the old tube, you will need it later. If this proves difficult, try soaking the mould in hot (not boiling) water for 5 minutes. **Do not get the hearing aid wet.**

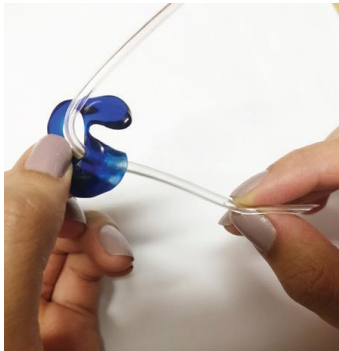


2. Take a new piece of tubing and taper one end to make a thin point.





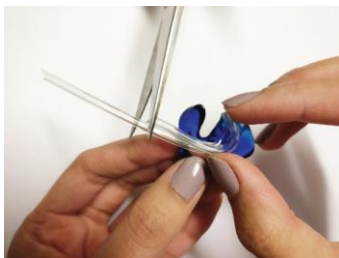
**3.** Thread it through the hole in the ear mould towards the part that goes down your ear until it comes out of the end.



**4.** Using your fingers or pliers pull the tube through until the bend reaches the mould. The tube should point directly upwards.



**5.** Cut the tapered end off as close to the mould as possible. This can be done with scissors or a scalpel. Be careful not to cut the mould by accident.



**6.** Use the old tube removed in step 1 to measure the length of the new tube and cut. Reattach it to the hearing aid.



### **At the end**

Your mould, reattached to the hearing aid should look like this.



The following information is for hearing aids with a thin tube and a custom made mould similar to those to those pictured above.

### **Cleaning**

Please avoid getting your hearing aid wet as this will damage it. Please remove it prior to going in the shower, bath or to the hairdressers. Please also ensure hair products such as gels and sprays are not used whilst you are wearing your hearing aids. These products should be dry before inserting hearing aids as they can block the microphones.

The ear mould on the end of the thin tube should be wiped after every use using a damp tissue or wet wipe. The ear mould should never be removed from the thin tube even for cleaning purposes. Take care to check the hole in the end of the ear mould after every use for wax. The eye of a needle or a pin can be used to remove any wax. The tube should be cleaned once a week following the guide below or the video available at [https://c2hearonline.com/openfit/ha\\_care.html](https://c2hearonline.com/openfit/ha_care.html)

Please note your ear mould will look like the ear piece pictured above rather than the one on the pictures below but the method is the same.



**1.** Detach the thin tube from the hearing aid with a firm tug. Be careful not to bend the tubing. A bend will stop the sound from going through.



**2.** Insert the cleaning wire through the top of the detached tubing to clear any debris or wax. (your cleaning wire may look different to the one pictured)



**3.** Reattach the thin tube by clicking it together with the hearing aid.

### **Re-tubing**

Please do not attempt to retube this type of hearing aid yourself. Please contact us to arrange to have this done by an audiologist.

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The following information is for hearing aids with a Receiver in the Ear similar to those to those pictured above.

### **Cleaning**

Please avoid getting your hearing aid wet as this will damage it. Please remove it prior to going in the shower, bath or to the hairdressers. Please also ensure hair products such as gels and sprays are not used whilst you are wearing your hearing aids. These products should be dry before inserting hearing aids as they can block the microphones.

The dome on the end of the receiver tube should be wiped after every use using a slightly moist tissue.

The wax guards are the small white circles on the end of the receiver, they are covered by the dome. The filters should be changed at least every 6 months although this timescale will depend on how much wax you produce.



To replace the wax guard first gently pull the dome off the end of the receiver and dispose of it. Then follow the steps below.



**1.** Remove the tool from the wax guard container. The tool has two pins. One is empty (for wax guard removal) and one holds the new wax guard



**2.** Push the empty pin into the current wax filter on the end of the receiver and gently pull to remove it.



**3.** Insert the new wax guard using the other pin. Gently remove the pin and throw it away.



**4.** The receiver should look like this when you have replaced the wax guard.

Place a new dome over it. DO  
NOT reuse the old dome.

If you need spare domes or wax guards or do not feel confident to replace them yourself please contact the Audiology department.