

Hearing Aid Trouble Shooting Guide

Issue	Cause	Possible Remedy
No sound	Not switched on	Turn on by closing battery door
	Dead battery	Replace with new battery
	Battery incorrectly inserted	Ensure battery correctly inserted with sticker removed and flat, positive side facing upwards
	Blocked earmould or tubing	Follow cleaning instructions provided
	Moisture in tubing	Separate earmould and tubing from hearing aid and shake tubing to remove moisture. Place somewhere warm and dry from 10-15 minutes and reattach
Not loud enough	Incorrect earmould or dome placement	Ensure earpiece is inserted fully
	Blocked earmould or tubing	Follow cleaning instructions provided
	Occluding ear wax	Have your ears checked for wax by your GP or make a repair appointment for an audiologist to check
	Change in hearing levels	Contact audiology to request review
Excessive whistling	Incorrect earmould or dome placement	Ensure earpiece is inserted fully
	Occluding ear wax	Have your ears checked for wax by your GP or make a repair appointment for an audiologist to check
	Old or damaged tubing, earmould or dome	Contact audiology to arrange a repair appointment
Sound distorted	Hearing instrument may be damaged	Contact audiology to arrange a repair appointment