HEARING AID TROUBLESHOOTING GUIDE
If you’re having problems with your hearing aid, follow this checklist.

No power from hearing aid?
Has the battery been changed?
Has the battery door been closed correctly?
Have you attended a recent maintenance appointment?

Poor sound quality?
Weak battery?
Wax in ear canal?
Microphone filter blocked?
Is correct programme selected?

Hearing aid whistling?
Is there a blockage in the tube? (Wax or condensation)
Do you have blocked ears or wax build up?
Is the mould or dome fitted correctly?

Things to remember when wearing a hearing aid
• Keep your hearing aids dry. Moisture will affect functionality. At night, store aids in a cool, dry place.
• Hearing Aid tubes and domes should be changed every 4 - 6 months. Brittle or blocked tubing will stop the aid from working effectively and will be uncomfortable.
• Ears grow! If the mould feels uncomfortable or doesn’t fit properly, contact your hearing aid dispenser.
• Hearing aids should feel comfortable. Like glasses, a few visits may be needed to make minor changes.
• Lastly don’t be afraid to ask questions or for more information at your audiology check-ups.

If you would like further support, please contact:
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