

# Hearing Aid Guide

## Ear Mould



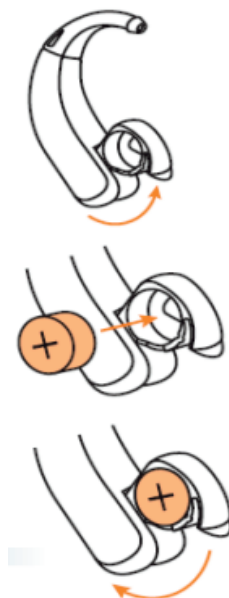
## Changing the Battery

1 Open the battery door



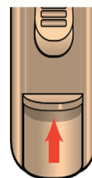
2. Remove coloured sticker from new battery, place battery in drawer with + symbol on battery + side up.

3. Close the battery drawer

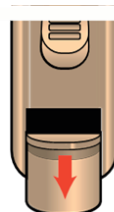


## To Switch On and Off

To turn the hearing aid on close the battery door



To turn the hearing aid off open the battery door



## How to fit Hearing Aids with an Ear Mould

Hold the earmould at the back with your finger and thumb. Your hearing aids are marked red for the right ear and blue for the left ear.



Put the part that goes down the ear canal into position.



Use your other hand to pull down your earlobe. Push the earmould firmly into the 'bowl' of your ear, and place the hearing aid behind your ear.



Correctly fitted aid



Incorrectly fitted aid; the top part of the earmould isn't tucked into the top of the bowl of the ear. If your hearing aid isn't fitted correctly, it may whistle or your ear may become painful.



# How to Clean an Ear Mould

Gently pull the soft tubing off the hooked part of the hearing aid. If the tube is too hard to get off, it will be need to be retubed. Don't pull the tubing out of the earmould as you won't get it back in.



Wash the earmould and tube in warm, soapy water to remove any wax. Rinse it well, shake it or blow down the tubing to clear any water and leave it to dry overnight. Then push the tubing back on to the hearing aid.



# General Maintenance

Change your hearing aid tubing for a new one every 6-9 months

If you are able to change it yourself, please order your replacement tubes by contacting SARC. We will send you out a supply of tubes for changing when needed. When you put on your last tube please call us immediately and we will post you some more.

If you are unable to change the tubes yourself, please contact SARC for advice.

If you would like to learn how to change your tubes, there are training videos available on our website at [www.sarc-bid.org.uk](http://www.sarc-bid.org.uk) or you can contact us to request a training session

Batteries can be collected from many Milton Keynes GP surgeries. Please see the list in your hearing aid pack. Please recycle your used batteries.

# **Troubleshooting Guide for Hearing Aids with Moulds**

## **No Sound**

Check that the battery is the right way round. Replace the battery, preferably with one from a new packet.

If your hearing aid has programmes, it may be on the wrong programme or may be muted. Open and close your battery compartment to reset.

Separate the hearing aid from the mould as though for cleaning. Switch the aid on and close your hand over the aid. If the aid now whistles there may be a blockage in the mould. Wash the mould and tube together in warm soapy water.

If the hearing aid still does not work you will need to make an appointment to have the hearing aid repaired. See your NHS hearing aid brown book and contact either - Audiology 01908 995199 or Adult Hearing Service 01908 725330.

## **Poor Sound Quality**

Check your mould for moisture, or blockages of wax or debris. Remove the mould and wash it in warm soapy water.

Check the tube for bends or breaks. Replace if necessary.

Have your ears checked by your GP for wax or infection.

Contact SARC for advice.

## **Hearing Aid Whistles when in Ear**

Check that your mould is inserted correctly. The tube should sit 'flush' against the side of your ear. Ask SARC for advice if you have difficulty fitting your mould.

Check to see whether the mould is loose or damaged. Moulds need replacing from time to time due to 'wear and tear'. Also over a period of time your ear can change shape.

Have your ears checked for wax or infection.

Information taken from RNID - 'Life with Hearing Aids' booklet

## HOW TO CONTACT SARC

Tel: 01908 401135

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Skype: sarc.office

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Website [www.sarc-bid.org.uk](http://www.sarc-bid.org.uk)

## ADDRESS

SARC (Sensory Advice Resource Centre)  
Gloucester House, 399 Silbury Boulevard,  
Milton Keynes, MK9 2AH

We are on Social Media!



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