

# Patient Information – Audiology Services

## Hearing Aids: Problem Solving (Earmoulds)



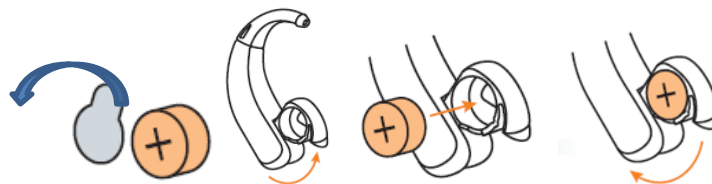
To check the hearing aid is working:

<p>1</p>	<p>Turn the hearing aid on by closing the battery drawer</p> <p><b>Note: some aids have a short delay before they work</b></p>
<p>2</p>	<p>Hold the aid between your hands</p> <p><b>If the aid whistles it shows that the hearing aid is working</b></p>

### If the hearing aid does not whistle

- check to see if the aid whistles after each of these steps

- 1 Change the battery
- The new battery should be put in with the sticker facing upwards and then peeled off





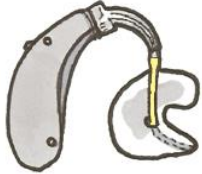


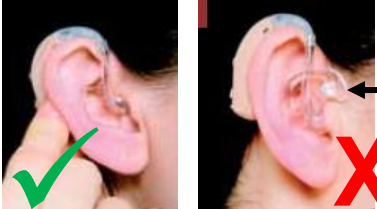

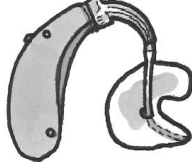
- 2
- 
- Pull the mould off the hearing aid
- Does the hearing aid whistle now?  
**If yes** - then the tubing in the earmould is blocked

- 3
- 
- Check the end of the tubing is clear of wax

- 4
- 
- Check the tubing is not blocked with moisture

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5		<p>Wash the mould with warm soapy water ( <b>this should be done once a week</b> -see 'cleaning and retubing' leaflet)</p>
6		<p>Make sure that the mould is completely dry before putting it back on the hearing aid</p>
7		<p>If the tubing is very hard and discoloured then it needs changing  (<b>this should be done every 6 months</b>- see 'cleaning and retubing' leaflet)</p>
		<p><b>* The hearing aid itself should only be wiped with a dry cloth, do not wash it and do not let it get wet!</b></p>
	<p><b>If the hearing aid is still not whistling</b> – then the hearing aid may be broken</p> <p>- contact the Audiology Department for an appointment or bring the hearing aid in for the 'Drop off repair service' (see repair information leaflet)</p>	
		<p><b>When the hearing aid is in the ear correctly it should <u>not</u> whistle!</b></p>
 <p>Left side Blue marker</p>		 <p>Right side Red marker</p>