

Patient Information – Audiology Services

Hearing Aids: Problem Solving (Thin tubes)

To check the hearing aid is working:



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

If the hearing aid does not whistle

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

<p>1</p> <p>Change the battery</p> <ul style="list-style-type: none"> - The new battery should be put in with the sticker facing upwards and then peeled off 	
<p>2</p>	<p>Take the thin tube off the hearing aid – your hearing aid instructions tell you how to do this</p> <p>Does the hearing aid whistle now? If yes - then the tubing is blocked</p>
<p>3</p> <p>Use the plastic cleaning rod you were given to push through the thin tube from the top to clear it.</p>	

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4



Wipe the tubing and dome over with a wet wipe or tissue – do **not** take the dome off the tube

- Sometimes (very rarely) the dome can come off the tube and stay in your ear. If this happens contact us straight away and we will arrange for the dome to be removed.

5



If the tubing and dome are discoloured or bent then they need changing – spare tubes and domes can be collected from the Audiology Department.

- If you need to replace the tube or the dome then you must replace them **together as a unit**

This should be done every 6 months



*** The hearing aid itself should only be wiped with a dry cloth, do not wash it and do not let it get wet!**



If the hearing aid is still not whistling – then the hearing aid may be broken

- contact the Audiology Department for an appointment or bring the hearing aid in for the 'Drop off repair service' (see *repair information leaflet*)



When the hearing aid is in the ear correctly it should not whistle!



Left side
Blue marker



Right side
Red marker