



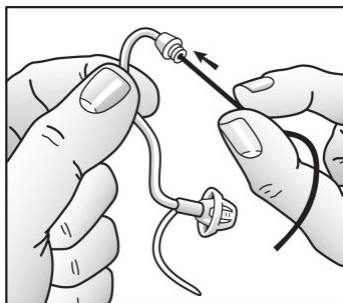
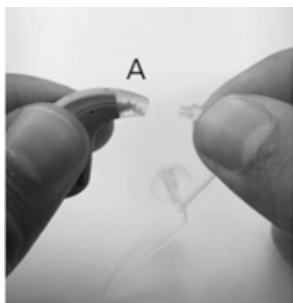
Troubleshooting thin tube open-fit hearing aids

Advice for fixing common problems

This leaflet provides tips to help fix common problems with your hearing aid. If you continue to have concerns, please contact the repairs team.

No sound from hearing aid

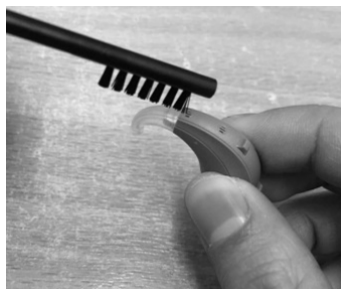
- Check that it is switched on properly, with the battery compartment fully closed.
- Try a new battery or check that it is inserted properly with the positive side (flat side) upwards.
- Check that the sound outlet is not blocked with wax or condensation. If it is, try to clean it out carefully with the brush or hook or cleaning wires provided in the black wallet.



Sound from the hearing aid is not loud enough

- The tube and dome may not be inserted correctly.
- The battery may be weak. Try replacing it.
- If you have a volume control, the volume may be set too low. Try increasing it.
- Check that the sound outlet is not blocked with wax or condensation. If it is, try to clean it out carefully with the cleaning wire provided in the black wallet.
- Take care to ensure you unscrew the tube leaving the solid clear plastic piece (A) attached to the hearing aid.

- Your ear may be blocked with wax. Get them examined at your GP surgery.
- Your hearing levels may have changed. Please contact repairs team for further advice.
- Check the microphone ports are not blocked with wax or debris.
- The tube and dome may need replacing. Please attend a drop-in repairs clinic.
- The tube may have become kinked. If so, try replacing it or attend a drop-in repairs clinic.



The hearing aid is whistling, squealing or buzzing

- The tube and dome may not be inserted correctly.
- Your ear may be blocked with wax. Get them examined at your GP surgery.
- If you have a volume control, check it is not set too high.
- If you hear a static 'buzzing' sound, check that you have not switched the aid to the telecoil / loop program by accident.

Sound from the hearing aid is unclear or distorted

- The battery may be weak. Try replacing it.
- The tube and dome may not be inserted correctly.
- The tube and dome may need replacing. Please contact the repairs team for advice.
- The hearing aid may be damaged. Please contact the repairs team.
- Your hearing levels may have changed. Please contact the repairs team for further advice.

You may find this you tube video helpful:

<https://www.youtube.com/watch?v=1uEiw9cigvE>

Or type **Royal Berkshire Hospital audiology** into google/youtube videos

Booking appointments or requesting replacement parts

To book hearing aid repair appointments, or request replacement parts or batteries please visit our website:

www.royalberkshire.nhs.uk/hearingaidrepairs

Or scan the QR code



Contact us

For more information, please contact the Audiology Department:

Phone: 0118 322 7238

Email: Audiology.Repair@royalberkshire.nhs.uk

Web: www.royalberkshire.nhs.uk/audiology

To find out more about our Trust visit www.royalberkshire.nhs.uk

If you would like this leaflet in other languages or formats (e.g. large print, Braille or audio), please contact the Audiology Department.

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