

Hearing aid troubleshooting advice *(page 1 of 2)*

If your hearing aid is not functioning correctly try the following. If there is no improvement please contact the department to make an appointment.

Problem	Possible cause	Possible remedy
No sound	Hearing aid is not turned on	Turn hearing aid on
	Dead battery	Replace battery
	Battery not inserted properly	Insert battery properly
	Sticker is still on the battery	Remove the sticker to activate the battery
	Blocked ear mould or sound tube	Clean ear mould or sound tube of blockage or moisture
	Hearing aid is not correctly attached to the ear mould	Re-attach ear mould to the hearing aid or attend Hear to Help Clinic
	The hearing aid is on the wrong program	Check the hearing aid is on the most suitable programme – usually programme 1 - this should be the programme it will be on when first switched on.
Not loud enough	Loose ear mould	Reinsert carefully
	Blocked ear mould	Clean ear mould of blockage
	Excessive ear wax	Arrange to see practice nurse at your GP surgery to have ears checked
	Hearing has not been checked for some years and you feel it may have worsened	Please make a repair appointment with us in the first instance so we can check the hearing aid and check your ears for wax
Hearing aid whistles	Ear mould incorrectly inserted	Reinsert carefully
	Ear mould loose	Appointment required to make a new ear mould
	Excessive ear wax	Arrange to see practice nurse at your GP surgery to have ears checked



If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customer care@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

Author: Karen Dewhurst
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Audiology Department
01722 429335

Sound not clear or distorted	Weak battery	Replace the battery
	Moisture in tube	Remove moisture from tube by blowing down the tubing

If you feel your batteries are not lasting very long

Check that you are switching the hearing aid off correctly when you remove it from your ear.

If your hearing aid is making a strange noise

- Replace the battery, it may be the low battery warning signal you are hearing.
- Check that your hearing aid is not switched to the loop programme. If the aid is on the loop when there is no loop system the hearing aid will pick up electromagnetic interference, causing a humming noise.

If you get your hearing aid wet

Water can damage the hearing aid; hearing aids should not come into contact with water. If your aid gets wet you can try the following:

- Remove the battery and throw it away in a battery recycling bin. Put your aid (with the battery drawer open) in the airing cupboard or a warm place overnight to allow it to dry out completely.

Put a new battery in the hearing aid the next day. If the aid fails to work please book an appointment so we can replace it for you.

If you have lost your hearing aid

Carry out a thorough search for the lost aid.

Contact the department to arrange a repair appointment stating whether you have lost the earmould, hearing aid or both.

It may be helpful to see the practice nurse at your GP surgery before contacting us to ensure your ears are free of wax so that an impression can be taken at the repair appointment.

Our contact details

Audiology Department

Salisbury District Hospital

Telephone 01722 429335 or 01722 336262 ext 4801

Fax: 01722 429336

Email: audiology@salisbury.nhs.uk

Audiology Department
01722 429335