

Troubleshooting tips for hearing aids

- For a child or young person to access speech and succeed in school, it is important that hearing aids are worn and working. Shown below is a table to assist if the hearing aid is not working as normal.
- Hearing aids are on loan from the hospital. It is the responsibility of the family to arrange for repairs to be made if necessary. The ETHV can be contacted for advice. Please ask the family for spare batteries.
- IMPORTANT – Batteries (including dead ones) are very dangerous and must be stored safely out of the way of children.**

IF THERE IS A PROBLEM WITH THE HEARING AID, CHANGE THE BATTERY - IF PROBLEMS PERSIST USE THE TABLE BELOW:

ETHV provide training to schools and settings on how to check equipment.

To book your free session please contact ETHV on 01472-323465. Updated April 2020

Hearing aid has no sound

Cause	Possible remedy
Hearing aid is turned off	Check the hearing aid is turned on by making sure the battery compartment is fully closed
Wrong size battery	The number showing the battery size should be written in the battery compartment
Battery is upside down	The battery needs to be plus (+) flat side up. Check for a picture in the aid
Battery is dead	Replace the battery
Earmould or tubing is blocked with earwax	Clean ear mould. Use a cleaning tool, a pin or paperclip to dislodge ear wax in tubing. If it is still blocked, contact family or ETHV to have new tubing put in
Lights are flashing but no sound	Clean ear mould as above. Unscrew hook to see if sound comes through. If still no sound but flashing, contact family or ETHV
Hearing aid is damaged	Contact family for them to arrange to have the hearing aid repaired

Hearing aid isn't loud enough

Cause	Possible remedy
Hearing aids are in the wrong ears	Check the markers on the hearing aids (Red marker Right, blue marker Left) Let the family know
Tubing has condensation (water bubbles) in it	Blow or shake condensation (water bubbles) out
Ear mould or tubing is blocked with earwax	Clean ear mould. Use a cleaning tool, pin or paperclip to remove earwax from the tubing. If it is still blocked, contact family or ETHV to have new tubing put in
Fault with hearing aid	Contact family for them to arrange to have the hearing aid repaired

Hearing aid is whistling

Cause	Possible remedy
Hand and/or clothing are near the ear	Move hand and/or clothing away from the ear
Ear mould is not put in properly	Remove and put back in again - make sure that the top of the ear mould is under the flap of skin at the top of the ear – give it a good wiggle/push
Ear mould is blocked with earwax	Clean ear mould. Use a cleaning tool, pin or paperclip to remove ear wax from the tubing
Ear mould doesn't fit very well e.g. ear mould too small	Contact family for them to arrange to have a new ear mould made
Ear canal is filled with wax (you can't see this)	Contact family for them to arrange for their doctor to check for wax in ear canal.

Sound is distorted or unclear

Cause	Possible remedy
Hearing aid could be faulty	Contact family for them to arrange to have the hearing aid repaired

Other problems that could occur

Battery door will not open or close	Battery door may have a lock. If you know how to unlock it do so. If you are not sure contact family or ETHV (01472) 323465 for advice
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Equipment Information Sheet- a left and right hearing aid with lights and locks

Before reporting a problem with the hearing aid, it is useful to identify the faulty part to ETHV, so that we can provide a quicker fault-finding service

LEFT hearing aid



If the lights are activated they usually show:
Slow flash – hearing aid is working
Quick flashes - battery needs changing
No flashes – battery is dead and needs changing immediately
This may not be activated

A special tool may be needed to open the hearing aid to change a battery



Left ear mould

Left hearing aid indicator
left = blue dot

Right hearing aid

microphones

hook / elbow

Volume button – may not be activated
Not all hearing aids have one

tubing

Right ear mould

battery compartment and on / off switch
Some hearing aids have a special tool to open them and may not look like this

right hearing aid indicator
right = red dot

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