



Checking Hearing Aids

Aid Not Working/No Sound

- Check the battery using the battery tester and replace if necessary
- Check that the hearing aid is turned on (close battery compartment and/or press 'on' button and/or put O-T-M switch to M))
- Check if the mould/aid is blocked with wax and carefully clean using cleaning tool(s)

If none of the above helps, contact Audiology

Aid is Whistling

- Check that the mould or aid is inserted properly
- Check that the volume is not set too high
- Check if the ear canal is blocked with wax (refer to medical staff for removal)
- Check if the ear mould tubing is split and needs replacement
- Check if the mould is too loose

If the problem is split tubing, a poorly fitting mould or no apparent cause, contact Audiology

Sound is Weak/Not Clear

- Check that volume is set correctly
- Check the battery using the battery tester and replace if necessary
- Check if the mould is blocked with wax and clean using cleaning tool(s)
- Check if the ear canal is blocked with wax (refer to medical staff for removal)
- Check if there is any moisture in the mould. Use air blower if there is moisture in the mould. Store the aid in a dri-aid kit if moisture is an ongoing problem

If none of the above helps, contact Audiology

To refer patients, please send e-referral

Audiology may be able to rectify problem. If not, the hearing aid will be returned to the supplier for repair.