



Hearing Aid Troubleshooting Guide

The following guide suggests ways to check your hearing aid for common problems associated with hearing aid use, their possible causes, and solutions.

If the hearing aid still does not work properly after checking possible causes and solutions for a specific problem, you should contact your audiologist.

1. Hearing Aid Dead (no sound out)

Cause: Dead, weak, or wrong type of battery
Test: Substitute new battery
Remedy: Replace battery

Cause: Battery reversed in battery compartment so that the + terminal is Where the – should be
Test: Examine
Remedy: Insert battery correctly

Cause: Earmold plugged with wax or water
Test: Blow through the earmold to see if there is air passage
Remedy: Use water and/or air pressure to clean the earmold tubing

Cause: On/Off switch is in the OFF position or Mic-Telephone switch is in the Telephone (telecoil) position
Test: Examine
Remedy: Place switch in the correct position

Cause: Blocked receiver port
Test: Examine
Remedy: Replace wax guard and/or brush over receiver port

Cause: Blocked microphone port
Test: Examine; may hear circuit noise but no pick up of sound
Remedy: Replace microphone screen and/or brush over mic port

2. Hearing Aid Works Intermittently or Fades

Cause: All of the above, and collapse of tubing
Test: Examine tubing for crimping
Remedy: Have tubing replaced

3. Hearing Aid Whistles

Cause: Earmold/aid too small or not properly seated in the ear
Test: Push earmold/aid firmly in ear to see if feedback ceases
Remedy: Replace earmold or have aid recased

Cause: Crack in tubing or air leak between earmold and tone hook
Test: Remove earmold and see if feedback ceases if finger is placed over the sound outlet (end of the tone hook)
Remedy: Have tubing replaced

Cause: Crack in tone hook
Test: Remove earmold and see if feedback continues even if finger is placed over the end of the tone hook
Remedy: Have tone hook replaced

Cause: Volume control/gain is turned up too high for type of earmold or style of hearing aid
Test: Reduce volume to see if feedback disappears at a lower level
Remedy: Turn down volume or see the audiologist to have the aid reprogrammed or vent size adjusted

Cause: Excessive ear wax in the ear canal
Test: Otoscopic inspection by audiologist
Remedy: Have ear wax removed

4. Hearing Aid Sounds Noisy, Raspy

Cause: Broken or faulty receiver
Test: Listen to receiver at lower volume to see if speech sounds clear or distorted
Remedy: Take aid to audiologist for new receiver