

## HEARING AID TROUBLESHOOTING SHEET

<u>Problem</u>	<u>Cause</u>	<u>Test</u>	<u>Remedy</u>
1. dead hearing aid	a. dead battery	a. try new battery	a. replace battery
	b. wrong battery	b. try new battery	b. insert correct battery
	c. reversed battery	c. reverse + and - ends	c. insert battery correctly
	d. corroded battery terminals	d. wiggle battery plugs in terminals while aid is on	d. rub battery contacts with eraser and then wipe with a clean cloth that has been moistened with a dry cleaning fluid or if contacts are hard to reach, clean them with a broomstick that has been dipped in cleaning fluid
	e. broken cord	e. listen to hearing aid while aid is on and while running fingers along the entire length of cord	e. replace cord
	f. wrong tone setting	f. examine to see that aid is on microphone	f. place switch on microphone position

<u>Problem</u>	<u>Cause</u>	<u>Test</u>	<u>Remedy</u>
2. weak hearing aid	a. dead, weak, reversed or corroded battery (see above)		
	b. broken cord (see above)		
	c. wrong tone setting (see above)		
	d. wax or water in earmold	d. examine earmold visually	d. wash earmold in warm soapy water, Rinse and dry with a pipe cleaner or by blowing
3. intermittent feedback	a. weak or corroded battery (see page 1)		
	b. broken cord (see page 1)		
4. whistling or feedback	a. wrong battery (see page 1)		
	b. loose earmold	b. press earmold firmly into ear with fingers while twisting it	b. position earmold correctly
	c. volume too high	c. examine volume	c. lower volume
	d. receiver too close to microphone	d. examine	d. separate microphone and receiver

<u>Problem</u>	<u>Cause</u>	<u>Test</u>	<u>Remedy</u>
	e. receiver too close to wall or other reflecting surfaces	e. examine	e. avoid sitting with fitted side of head near wall or other reflective sources
5. scratchy or static sound	a. weak or corroded battery (see page 1)		
	b. broken cord (see page 1)		
	c. receiver too close to wall or microphone (see page 1)		
6. soft buzzing or humming	a. weak, dead, or reversed battery (see page 1)		
	b. switch on wrong setting (see page 1)		
	c. wax in earmold (see page 1)		