



## 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