

# Troubleshooting guide

SYMPTOM	CAUSE	POSSIBLE REMEDY
<b>No sound</b>	• Hearing aid not turned on	• Turn on by closing the battery door
	• Dead battery	• Replace battery
	• Battery door not closed properly	• Check battery is inserted correctly and battery door is completely shut
	• Blocked slim tube / ear mould	• Clean slim tube / ear mould
	• Condensation in tube	• Remove the hearing device and shake the ear mould to remove water. Place somewhere warm and dry for 15 minutes before replacing the hearing device
	• Label not removed from battery	• Check label has been removed from top of battery
<b>Not loud enough</b>	• Incorrect slim tube / ear mould placement	• Re-insert slim tube / ear mould
	• Blocked slim tube / ear mould/ dome	• Clear earmould / clean slim tube / replace dome
	• Blocked wax filter	• Change wax filter or consult your Audiology Service
	• Hearing may have changed	• Consult your Audiology Service
	• Excessive ear wax	• Consult your GP or practice nurse
	• Volume set too low	• Increase the volume control if available or consult your Audiology Service
<b>Excessive whistling / feedback</b>	• Incorrect slim tube / earmould placement	• Re-insert slim tube / earmould carefully
	• Excessive ear wax	• Consult your GP or practice nurse

## Troubleshooting guide (continued)

SYMPTOM	CAUSE	POSSIBLE REMEDY
<b>Excessive whistling / feedback (continued)</b>	• Feedback control may need adjustment	• Consult your Audiology Service
	• Slim tube / earmould tubing worn or damaged	• Consult your Audiology Service
	• Slim tube connection loose	• Change slim tube or consult your Audiology Service
<b>Sound distorted / not clear</b>	• Weak battery	• Replace battery
	• Inadequate earmould or dome fit	• Consult your Audiology Service
	• Hearing aid damaged	• Consult your Audiology Service
	• Hearing aid settings not optimal	• Consult your Audiology Service
<b>Wireless does not work</b>	• Low battery on hearing instruments	• Replace battery
	• Low battery on wireless accessory	• Recharge accessory
	• Hearing aid not paired to accessory	• Re-pair accessory to hearing aids (see user guide or Audiology Service)

*If there are any other problems not mentioned here, please contact your Audiology Service.*

Audiology Service contact