

Hearing Aid Trouble Shooting Guide

If you are experiencing some trouble with your hearing aid, check this handy reference guide to quickly find a possible solution. One of the most common problems is a build up of earwax, which can result in your hearing aid performing poorly. To ensure your hearing aid functions at its peak performance, we suggest regular cleaning. Please refer to the instructions you received with your hearing aid, or contact us for assistance.

Problem	Possible cause	Possible solution
No sound	<ul style="list-style-type: none"> • Battery may be low or dead • Aid may not be switched on • Sound channel may be blocked 	<ul style="list-style-type: none"> • Replace the battery • Switch on the hearing aid • Clean the sound channel
Volume not loud enough	<ul style="list-style-type: none"> • Battery may be low • Sound channel may be blocked • Hearing aid may not be sitting properly • You may have excessive ear wax 	<ul style="list-style-type: none"> • Replace the battery • Clean the sound channel • Reinsert the hearing aid • Contact your G.P.
Whistling or feedback	<ul style="list-style-type: none"> • You may have excessive ear wax • Hearing aid may not be sitting properly • Hearing aid may not be sized properly • Vent plug may not be in place 	<ul style="list-style-type: none"> • Contact your G.P. • Reinsert the hearing aid • Contact us • Contact us
Sound is distorted – not clear	<ul style="list-style-type: none"> • Battery may be low • Battery may not be making contact correctly • Hearing aid may need reprogramming 	<ul style="list-style-type: none"> • Replace the battery • Contact us • Contact us
Intermittent sound	<ul style="list-style-type: none"> • Battery may be low • Sound channel may be blocked • Battery may not be making contact correctly 	<ul style="list-style-type: none"> • Replace the battery • Clean the sound channel • Contact us
Too much bass	<ul style="list-style-type: none"> • Vent may be plugged or blocked • Hearing aid may need reprogramming 	<ul style="list-style-type: none"> • Clean the vent • Contact us
Static noise (buzzing or crackling)	<ul style="list-style-type: none"> • Battery may be low • Battery may not be making contact correctly • You may be close to interference from an electromagnetic field, such as a digital or cellular telephone 	<ul style="list-style-type: none"> • Replace the battery • Contact us • Try moving away from the electromagnetic field