

## Contact details

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## Further information

If you would like this leaflet in other languages or formats (e.g. large print, Braille or audio), please contact the Audiology Department.

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# Troubleshooting Hearing Aids

How to resolve common  
problems

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This leaflet will provide you with tips to help resolve common problems with your hearing aid. If you continue to have concerns, please drop-in to one of our repairs clinics.

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### No sound from the hearing aid.

- Check that it is switched on properly with the battery compartment fully closed.
- Try a new battery or check that it is inserted properly with the positive side upwards.
- Check that the sound outlet is not blocked with wax or condensation. If it is, try to clean it out carefully with the brush or hook provided in the black wallet.



### Sound from the hearing aid is not loud enough.

- The earpiece may not be inserted correctly.
- The battery may be weak. Try replacing it.
- The volume may be set too low. Try increasing it.
- Check that the sound outlet is not blocked with wax or condensation. If it is, try to clean it out carefully with the brush or hook provided in the black wallet.
- Your ear may be blocked with wax. Get them examined at your GP surgery or the drop-in repairs clinic.
- Your hearing levels may have changed. Please attend a drop-in repairs clinics for further advice.

### The hearing aid is whistling, squealing or buzzing.

- The earpiece may not be inserted correctly.
- Your ear may be blocked with wax. Get them examined at your GP surgery or a drop-in repairs clinic.
- Your earmould tubing may need replacing. Please attend a drop-in repairs clinic.
- If you have a volume control, check it is not set too high.
- If you hear a static 'buzzing' sound, check that you have not switched the aid to the telecoil/loop program by accident.

### Sound from the hearing aid is unclear or distorted.

- The battery may be weak. Try replacing it.
- The earpiece may not be inserted correctly.
- The earpiece may need replacing. Please attend a drop-in repairs clinic.
- The hearing aid may be damaged. Please attend the repairs drop-in clinic.
- Your hearing levels may have changed. Please attend a drop-in repairs clinic for further advice.

### Hearing Aid Repairs Drop-in Service

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| Royal Berkshire Hospital (Reading):           | Mon to Fri: 9am - 4.30pm               |
| Townlands Hospital (Henley):                  | Fri: 9am - 12 noon & 2pm - 4pm         |
| Wokingham Community Hospital:                 | Mon: 2pm-4.30pm &<br>Thurs 9am-12 noon |
| West Berkshire Community Hospital (Thatcham): | Tues & Wed: 9am - 12 noon & 2pm - 4pm  |
| Royal Berkshire Bracknell Clinic:             | Wed: 9am - 12 noon                     |
| Wallingford Community Hospital:               | Thurs: 9am - 12 noon                   |