



# Troubleshooting thin tube open-fit hearing aids

Advice for fixing common  
problems

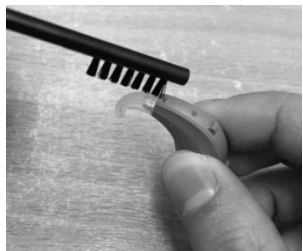
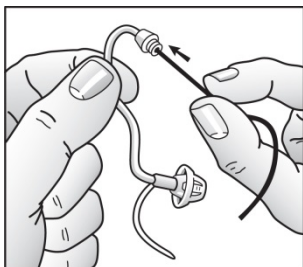
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This leaflet will provide you with tips to help fix common problems with your hearing aid. If you continue to have concerns, please drop into one of our repairs clinics.

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### No sound from 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 (flat 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 or cleaning wires provided in the black wallet.



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

- The tube and dome may not be inserted correctly.
- The battery may be weak. Try replacing it.
- If you have a volume control, 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 cleaning wire 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.
- Check the microphone ports aren't blocked with wax or debris.
- Your hearing levels may have changed. Please attend a drop-in repairs clinic for further advice.
- The tube and dome may need replacing. Please attend a drop-in repairs clinic.
- The tube may have become

kinked. If so, try replacing it or attend a drop-in repairs clinic.

Sound from the hearing aid is unclear or distorted

The hearing aid is whistling, squealing or buzzing

- The tube and dome 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.
  - 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.
- The battery may be weak. Try replacing it.
  - The tube and dome may not be inserted correctly.
  - The tube and dome 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

Royal Berkshire Hospital (Reading): Mon-Fri: 9am-4.30pm

Townlands Hospital (Henley): Fri: 9am-12 noon & 2pm-4pm

Wokingham Community Hospital: Mon: 2pm-4pm &  
Thurs 9am-12 noon

West Berkshire Community: Tues & Wed: 9am-12 noon  
Hospital (Thatcham) & 2pm-4pm

Royal Berkshire Bracknell Clinic: Wed: 9am-12 noon

Wallingford Community Hospital: Thurs: 9am-12 noon

## Contact details

For more information, please contact the Audiology Department:

Telephone: 0118 322 7238

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Web: [www.royalberkshire.nhs.uk/audiology](http://www.royalberkshire.nhs.uk/audiology)

## 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.

Audiology Dept

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