

Troubleshooting

If your hearing aids are playing up, don't panic! The table below details some common problems and things that you can do to determine whether they can be fixed at home or if you need to attend one of our drop-in repairs clinics.

Issue	Cause	Possible remedy
No sound	Not turned on	Turn on by closing the battery door.
	Dead battery	Replace battery.
	Battery incorrectly inserted	Ensure battery is inserted correctly with the sticker removed and the positive side facing upwards.
	Blocked earmould or tube	Follow the cleaning steps detailed on page 9–10.
	Moisture in tube	Remove the hearing aid and shake the tube to remove moisture. Place somewhere warm and dry for 15 minutes before reattaching to the hearing aid.
Not loud enough	Incorrect earmould/ dome placement	Ensure your earpiece is inserted fully by following the steps detailed on page 4.
	Blocked earmould or tube	Follow the cleaning steps detailed on page 9–10.
	Occluding ear wax	Have your ears checked for wax at your GP surgery or one of our drop-in repairs clinics.
	Blocked microphone ports	If your hearing aid has microphone vents (located at the top of the aid) these may be blocked and can be cleaned by gently working the bristles of the issued cleaning brush into the vents to remove any debris.
	Change in hearing levels	Attend one of our repairs clinics for further advice.
Excessive whistling/ buzzing This is most likely what is known as feedback. It happens when the sound delivered into your ear leaks back out and is re-amplified by the hearing aid.	Incorrect earmould/ dome placement	Ensure your earpiece is inserted fully by following the steps detailed on page 3–4.
	Occluding ear wax <i>This can cause the sound to bounce back out of your ear.</i>	Have your ears checked for wax at your GP surgery or one of our drop-in repairs clinics.
	Old or damaged earmould/ dome	Attend one of our repairs clinics.

Sound distorted/ not clear	Weak battery	Replace battery.
	Hearing instrument damaged	Attend one of our repairs clinics.
Hearing aid playing double beeps on start-up	Hearing aid is in 'flight mode' <i>i.e. it cannot connect to wireless accessories; hearing aid sound/ settings otherwise unaffected.</i>	Wait 10 seconds then open and close the battery door once. If you open and close the battery door again within 15 seconds the aid will revert to flight mode.

Drop-in repairs clinic

If you have a fault with your hearing aid or need hearing aid maintenance, we offer drop-in repairs clinics where you can be seen without the need for an appointment. Please consult the troubleshooting guide before attending as you may be able to solve the problem yourself at home.

Hearing aid repair clinic locations and opening times:

Royal Berkshire Hospital - Reading

Mondays to Fridays 9:00-16:30

Wokingham Hospital - Wokingham

Mondays 14:00-16:00

Thursdays 09:00-12:00

West Berkshire Community Hospital - Thatcham

Tuesdays and Wednesdays, 9:00-12:00 and 14:00-16:00

Bracknell Healthspace

Wednesdays 09:00-12:00

Wallingford Community Hospital

Thursdays 9:00-12:00

Townlands Hospital - Henley-on-Thames

Friday 9:00-12:00 and 14:00-16:00

Please note that as this is a drop-in service you may need to wait during busy periods.