



Troubleshooting earmould closed-fit hearing aids

Advice for fixing common problems

This leaflet provides tips to help fix common problems with your hearing aid. If you continue to have concerns, please contact the repairs team.

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 earmould and tubing 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 brush, hook provided in the black wallet.
- Your ear may be blocked with wax. Get them examined at your GP surgery.
- The tube may have become rigid due to its age. Please contact the repairs team for advice.

- Check the microphone ports aren't blocked with wax or debris.
- Your hearing levels may have changed. Please contact the repairs team for further advice.

The hearing aid is whistling, squealing or buzzing

- The earmould may not be inserted correctly.
- Your ear may be blocked with wax. Get them examined at your GP surgery.
- Your earmould tubing may need replacing. Please contact the repairs team.
- 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 earmould may not be inserted correctly.
- The tubing may need replacing. Please contact the repairs team.
- The hearing aid may be damaged. Please contact the repairs team.
- Your hearing levels may have changed. Please contact the repairs team for advice.

You may find this YouTube video helpful: use the QR code or type



Royal Berkshire Hospital audiology into
google/YouTube videos

Booking appointments or requesting replacement parts

To book hearing aid repair appointments, or request replacement parts please visit our website:

<https://www.royalberkshire.nhs.uk/hearingaidrepairs>
or scan the QR code



Contact us

For more information, please contact the Audiology Department:

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Phone: 0118 322 7238

Web: www.royalberkshire.nhs.uk/audiology

To find out more about our Trust visit www.royalberkshire.nhs.uk

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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