



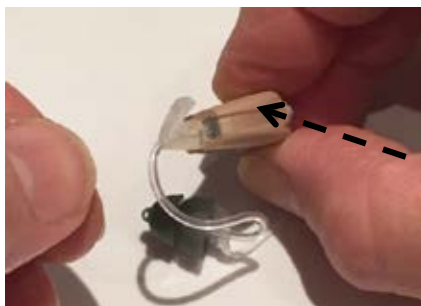
Nathos micro hearing aid: troubleshooting guide

Information for patients

If there is no sound coming from your hearing aid then we first need to establish whether the problem is the aid or the tubing. Please follow the steps in this guide to diagnose where the problem lies.

Disassembling the aid

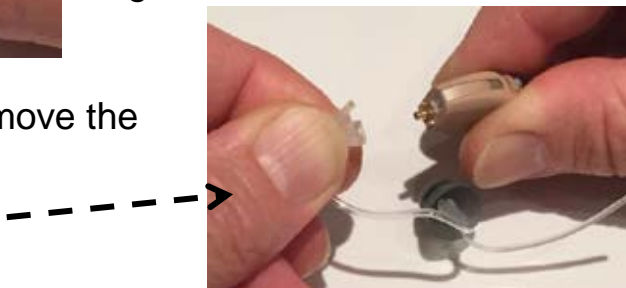
First hold the aid and tubing as show here:



Then twist the top of the tube anticlockwise 90 degrees so it looks like this:



Then pull firmly to remove the tube from the aid.



Testing the aid

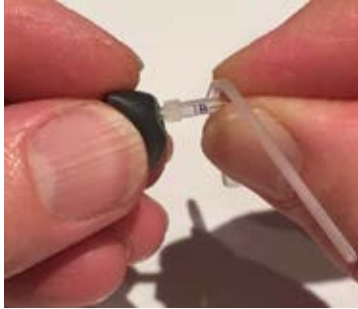
Hold the aid in your hand and open and close your fingers around it.

- If it is working it will make a whistling sound.
- If it does not make any sound change the battery.
- If it still makes no sound even with a new battery then come to the Repairs Clinic.

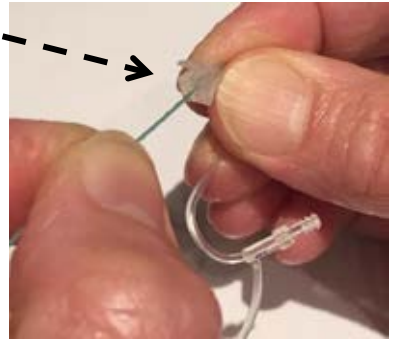
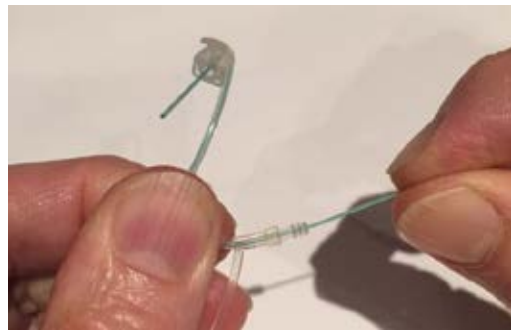
If the aid is working then the problem is the tubing.

Cleaning the tubing

To clean the tube first remove the dome by turning it inside out like an umbrella, pinch firmly around the base of the dome and pull the tube out.



Then, take the wire and thread it through the tube from the triangular end towards the narrow end where the dome was.



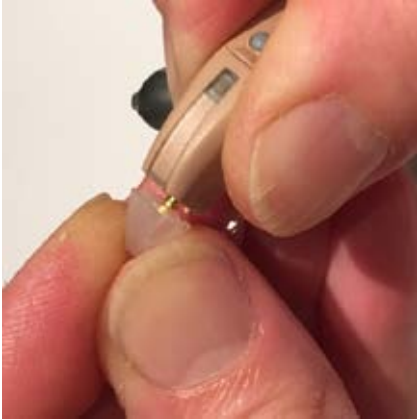
Then, push the wire all the way through and pull out the other end.

Then wipe the wire and the end of the tube clean. Look

at the tube end on to check the central hole is clear – if not then thread the wire through a second time.

Re-assembling the aid

Check the dome is clean and free of wax. Push the dome back onto the tube so that the central sleeve is down to the collar on the tube.



Then reconnect the tube by firmly pushing the triangular end straight back on to the aid – it should click on.

If you have followed all the above steps and there is still no sound coming from the aid, then come to the Repairs Clinic.

Audiology Department

Tel: 0118 322 7139

Email: audiology@royalberkshire.nhs.uk

More information

Visit the Trust website at www.royalberkshire.nhs.uk

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