

Troubleshooting Problems with your Hearing Aids

At times your hearing aid might not be working as well as it could be.

The tables below list common problems and workable solutions to get your hearing aids operational again before visiting the clinic.

Problem	Possible Cause	Possible Solutions
No sound	Battery may be low or dead	Replace the battery For rechargeable batteries, place h/aid in charger and check light is green. Leave for 30 minutes to charge. If red light, contact Totalcare Hearing
	Aid may not be switched on	Switch on the hearing aid and check the battery door is properly closed
	Wax filter is blocked with wax	Replace the wax filter on the end of your speaker/receiver or custom hearing aid
	Sound channel (tube) may be blocked with wax or dead skin	Clean the sound channel with the cleaning tools provided – brush, wire (see hearing aid instruction manual before undertaking this)
	Wax build-up in your ear	Contact Totalcare Hearing or see your GP to see you don't have accumulated build-up of wax

If none of the above solutions work, contact Totalcare Hearing

Problem	Possible Cause	Possible Solutions
Volume not loud enough	Battery may be low	Replace the battery and check it is in the correct way. For rechargeable batteries, place h/aid in charger and check light is green. Leave for 30 minutes to charge. If red light, contact Totalcare Hearing
	Sound channel (tube) may be blocked with wax or dead skin	Clean the sound channel with the cleaning tools provided – brush, wire (see hearing aid instruction manual before undertaking this)
	Hearing aid may not be sitting properly in the ear	Re-insert the hearing aid
	You may not be on the correct setting	Check any volume control or program button to make sure it is correctly set
	Wax build-up in your ear	Contact Totalcare Hearing or see your GP to see you don't have accumulated build-up of wax
	Your hearing loss may have increased	Make an appointment to see your Totalcare Hearing clinician

If none of the above solutions work, contact Totalcare Hearing

Problem	Possible Cause	Possible Solutions
Intermittent sound	Battery may be low	Replace the battery For rechargeable batteries, place h/aid in charger and check light is green. Leave for 30 minutes to charge. If red light, contact Totalcare Hearing
	Sound channel may be blocked	Clean the sound channel
	Battery not contacting correctly internally	Wipe the battery with a soft dry cloth. Contact Totalcare Hearing
If none of the above solutions work, contact Totalcare Hearing		

Problem	Possible Cause	Possible Solutions
Sound is distorted or not clear	Battery may be low	Replace the battery For rechargeable batteries, place h/aid in charger and check light is green. Leave for 30 minutes to charge. If red light, contact Totalcare Hearing
	Battery not contacting correctly internally	Wipe the battery with a soft dry cloth OR If battery door feels loose, i.e not clicking into place it will need replacing – contact Totalcare Hearing.
	Hearing aid may need to be reprogrammed	Contact Totalcare Hearing
If none of the above solutions work, contact Totalcare Hearing		

Problem	Possible Cause	Possible Solutions
Whistling or Feedback	Wax build-up in your ear	See your GP to see you don't have accumulated build-up of wax
	Hearing aid may not be sitting properly in the ear	Re-insert the hearing aid
	Hearing aid may be loose	Contact Totalcare Hearing
	Vent plug may not be in place	Contact Totalcare Hearing
	Split in tubing if it is an aid worn behind the ear	Contact Totalcare Hearing for repair
If none of the above solutions work, contact Totalcare Hearing		

Problem	Possible Cause	Possible Solutions
Static Noise - buzzing or crackling	Battery may be low	Replace the battery For rechargeable batteries, place h/aid in charger and check light is green. Leave for 30 minutes to charge. If red light, contact Totalcare Hearing
	Battery not contacting correctly internally	Contact Totalcare Hearing
	You may be close to interference from an electromagnetic field, such as a digital or cellular telephone	Try moving away from the electromagnetic field and make sure your hearing aid is on the correct program
If none of the above solutions work, contact Totalcare Hearing		

Contact

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<p>Hunters Hill 45 Gladesville Road, Hunters Hill, NSW 2110</p> <p>(02) 8999 9523</p>	<p>Neutral Bay 3-5 Waters Road, Neutral Bay, NSW 2089</p> <p>(02) 8076 9118</p>
<p>North Ryde North Ryde Family Medical Practice, Shop 1-4, 132 Coxs Road, North Ryde, NSW 2113</p> <p>(02) 8999 9523</p> <p>Visiting site every fourth Thursday of the month</p>	<p>Putney Putney Medical Practice, 227 Morrison Rd, Ryde, NSW 2112</p> <p>(02) 8999 9523</p> <p>Visiting site every 3 weeks (Tuesday)</p>