

## Other problems

If there are any other problems such as:

- The aid is making intermittent sounds, check there is nothing obstructing the tubing.
- If the aid sounds too quiet, check there is nothing obstructing the tubing or the hook/ elbow.
- If you have not had your hearing tested for a few years, it may be that your hearing has gradually deteriorated. Please ask your GP to be referred back to us for a hearing test.

If the solutions suggested do not work, please drop into the hearing aid open repairs sessions situated in the **outpatients department**:

### Wycombe

Monday: 9:30am – 11:30am

Thursday: 2pm – 4pm

### Amersham

Wednesday: 9am – 11am

Wednesday: 3pm – 4pm

## Audiology department contact details

### Address:

Audiology Department Ward 3A,  
Wycombe General Hospital  
Queen Alexandra Road,  
High Wycombe,  
Buckinghamshire.

HP11 2TT

### Telephone:

01494 425601

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01494 425198

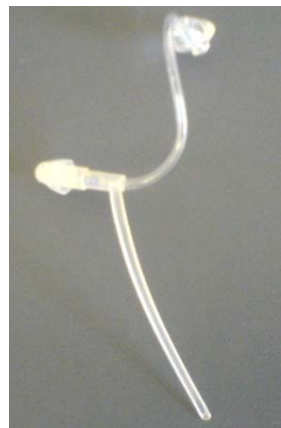
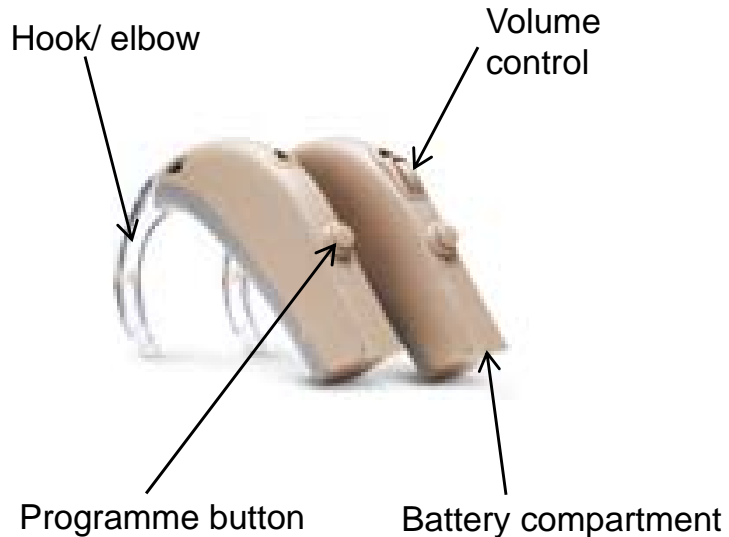
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## Common hearing aid problems

A guide to common  
problems with your hearing  
aids and their possible  
solutions

# Your hearing aid

Fig. 1 Oticon



Corda



Mould

# No sound

If there is no sound output from the aid:

- Check you have a battery in the hearing aid. You may need a new battery if there is still no sound.
- Check the battery is in the correct way round.
- Check the hearing aid is switched on. The battery compartment should be closed.
- Check there is nothing in the ear mould tube or corda. The sound will not travel to your ear properly if there is a blockage eg. wax or condensation. This should be cleaned or the tube should be replaced.
- Check the hearing aid is on the correct programme and not on the loop/ telecoil setting.
- Check that the hook/ elbow is not wet. This will need to be replaced if it is.

# Hearing aid whistling

If the hearing aid is whistling:

- Check that the mould is inserted correctly in the ear.
- Check that the mould is not loose fitting.
- Check that the tubing is not split as sound can leak out.
- Make sure that the hearing aids are not completely covered eg by scarves or hats.
- If the aid is still whistling, get your ears checked by your GP. You may have wax or discharge in your ears which may cause the whistling.