Hearing Aid Troubleshooting

Care/Maintenance of Hearing Aids

- Hearing aids in general are water-resistant, but not waterproof
- Don’t leave hearing aids in damp environments like bathroom and or shower
- Always store hearing aids in hard case (with the battery door open) in order to help with loss and damage
- Don’t leave hearing aids inside hot places (ex. oven, microwave, hot car, etc.)
- Use dry aid jar any time where you think the hearing aid could have become wet
- Remove hearing aids before putting on liquids and lotions near ears (ex. hair gel, hairspray, ear drops, sunscreen, insect repellent, etc.)
- In order to prevent damage, keep hearing aids out of reach of pets and young children when not in use

Daily Listening Check

A hearing aid listening check should be done each morning, before therapy and school, and whenever there is a concern.

How to do a daily listening check:

- Check the hearing aid and earmold for damage – Make sure the case is not cracked or broken, that there is no signs of water damage, and that the earmold is not plugged with wax. Check earmold and earmold tubing for moisture or cracks.
- Check the battery – Use battery tester, touch the + (positive) end of the battery to the + (positive) wire or point on the tester and then touch the - (negative) end of the battery to the - (negative) wire or point of the tester. An indicator of some type will tell you if the battery is "good" or needs replacing. Batteries should be checked every day, even if you put a new battery in the day before.
- Use a listening scope to listen to the hearing aids – Turn the hearing aid on by closing the battery door with an active battery. Place your earmold into the bell end. Put the other end in your ear. Listen to sounds around you; then listen to your own voice. Say the Ling Six Sounds (ah, eee, oo, mm, sh, sss). The sounds should be clear and the same each day.

Listening checks and visual inspections should be done daily.
### Common Trouble Shooting Tips

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<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
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| Hearing aid is not making sound with battery door closed               | Check earmold for blockage in the tubing  
Change the battery  
Check earhook for damage |
| Hearing aid volume is weak                                             | Change the battery  
Listen to the hearing aid without the earmold – there may be a blockage in the earmold and or tube, or tear in tubing  
Check earhook for damage |
| Sound from hearing aid cuts in and out                                 | Change the battery  
Check the battery compartment for damage or dirt  
Check for blockage or moisture in the earmold/tube |
| Hearing aid is overly distorted or is there a static sound             | Change the battery  
Check the battery compartment for damage or dirt  
Check the earhook for damage |
| The Ling Six Sounds are not clear                                      | Check the battery  
Check the battery compartment for damage or dirt  
Check earmold for blockage in the tubing  
Check the earhook |
| Hearing aid is making noise while in the ear                           | Check earmold to make sure it is in correctly  
Check the earmold and tubing for cracks  
Check the earhook is on tight |

If the above solutions do not fix the problem with your child’s hearing aid, please call the Children’s Minnesota Hearing Aid Hotline at 612-813-7610 for further recommendations. There is a possibility that the hearing aid needs to be repaired by your child’s Audiologist or the hearing aid manufacturer.

### Hearing Aid & Cochlear Implant Audiology Services

**Appointment Scheduling:** 612-874-1292  
[hearingaids@childrensmn.org](mailto:hearingaids@childrensmn.org)

**Repairs and Questions:** 612-813-7610  
[cochlearimplants@childrensmn.org](mailto:cochlearimplants@childrensmn.org)

**Children’s – Minneapolis**  
Children’s Specialty Center  
2530 Chicago Avenue South, Suite 450  
Minneapolis, MN 55404

**Children’s – St. Paul**  
Gardenview Medical Building  
347 North Smith Avenue, Suite 600  
St. Paul, Minnesota 55102

**Children’s – Minnetonka**  
5950 Clearwater Drive, Suite 510  
Minnetonka, MN 55343

**Children’s – Woodbury**  
628 Bielenberg Drive, Suite 201  
Woodbury, MN 55125

### Poison Help Line

Toll-free Poison Help Line: 1-800-222-1222  
[https://poisonhelp.hrsa.gov/poison-centers](https://poisonhelp.hrsa.gov/poison-centers)