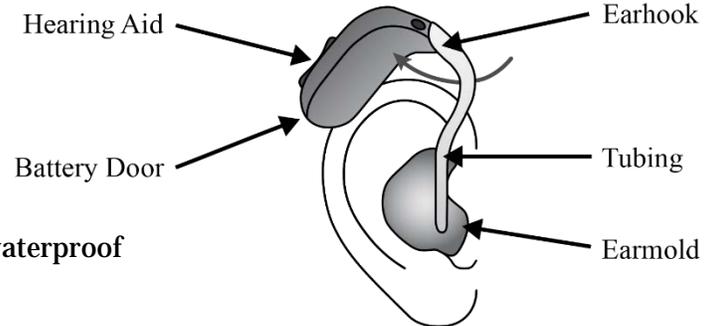


Hearing Aid Troubleshooting



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

PROBLEM	SOLUTION
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

Repairs and Questions: 612-813-7610
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>