



Hearing Aid Troubleshooting: Behind-the-Ear Hearing Aids

If you are unable to solve the problem yourself, see your hearing aid dispenser. Do not attempt to repair the hearing aid yourself.

| Problem | Cause | Solution |
|----------------------------|-----------------------------|---|
| No sound | Battery | Is battery old, weak or defective, right size? Try new battery. Check for corrosion around battery contacts and terminals. See your dispenser. |
| | Earmold wax | Clean by separating receiver from earmold. Wash earmold with mild soap and water, thoroughly air-dry before reattaching to receiver. Earmold blower recommended. Ask dispenser. |
| | Moisture in tubing | Separate tubing from hearing aid and dry thoroughly before re-attaching it to hearing aid. Earmold blower recommended. Ask dispenser. |
| Weak or intermittent sound | Tubing (kinked/twisted) | Untwist and place on ear again |
| | Switch | Check to see that switch is turned to "M" (microphone) position and not "T" (telephone) or "O" (off) position. |
| | Battery | Is battery old, weak or defective? Try new battery. Check for corrosion around battery contacts and terminals. See your dispenser. |
| | Earmold wax | Clean as described above or readjust as above. |
| | Tubing moisture or kink | Dry or readjust as described above. |
| Feedback (whistling) | Cord(CROS only) | Is cord twisted, knotted or cracked? See your dispenser. |
| | Earmold | Earmold may not fit properly or it may be inserted in the improperly. Insert it again; press gently on earmold while it is in ear. If problem persists, see your dispenser. |
| Noisy (scratchy) sound | Hole in tubing or tone hook | See your dispenser. |
| | Battery | Is battery old, weak or defective? Try new battery. Check for corrosion around battery contacts and terminals. See your dispenser. |
| | Dirty volume wheel | See your dispenser. |