

# Troubleshooting TIPS

If your hearing aids aren't working like they should, try these tips before bringing them in for servicing.

## HEARING AID IS "DEAD"

POSSIBLE CAUSE	SOLUTION
Depleted battery or "dead" battery	Replace the battery
Wax or debris in microphone, receiver, earmold or dome	Clean the microphone and receiver with a brush Change the wax prevention system

## HEARING AID ISN'T LOUD ENOUGH

POSSIBLE CAUSE	SOLUTION
Wax or debris in microphone, receiver, earmold or dome	Clean the microphone and receiver with a brush Change the wax prevention system
Your hearing has changed	See your hearing care professional

## PERFORMANCE IS INCONSISTENT

POSSIBLE CAUSE	SOLUTION
Low battery	Replace the battery

## THE SOUND IS DISTORTED OR UNCLEAR

POSSIBLE CAUSE	SOLUTION
Low battery	Replace the battery
Defective hearing instrument	See your hearing care professional



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# CARING FOR YOUR HEARING AIDS

*What you need to know to  
keep them working their best.*



# TAKE CARE OF YOUR HEARING AIDS AND THEY'LL TAKE CARE OF YOU

Maintaining your hearing aids through daily cleaning and regular service is extremely important. The environment for an in-the-ear hearing aid is moist and warm with relative humidity between 40-70% and a constant temperature of 98 degrees. Earwax (which is a combination of salt and corrosive body acid) can accumulate in the ears and on the hearing device.

Not surprisingly, these conditions can be harmful to electronics. Proper hearing aid care helps retain optimum hearing conditions, extends the life of your hearing aid and ensures healthy ear hygiene.



## // Clean your hearing aids

**Remove earwax** – Even though many sophisticated hearing aids have wax-repellent features or nano-coatings, it is still important to remove earwax from your hearing aid to prevent temporary malfunction or permanent damage. When you purchase your hearing aids, you should receive cleaning tools. Follow the manufacturer's instructions for cleaning your hearing aids. If you cannot remove all the earwax, your hearing professional can help.

**When you remove your hearing aids at night, wipe them with a dry soft cloth** – Do not use alcohol swabs or cleaning solvents on the hearing aids as they can break down the hearing aid material.

## // Don't drop your hearing aids

Dropping your hearing aids on a hard surface can damage the instruments. When you are learning how to correctly place and remove your hearing aids, do it from a seated position with a towel or pillow on your lap.

## // Proper storage

When not in use, keep your hearing aids away from heat and moisture and store them in a dry, cool place. Ask your hearing specialist about a dehumidifying box for storage. These boxes are designed to safely and effectively remove moisture that can corrode sensitive circuitry.

Leave the battery door open to preserve battery power when not in use.

## // When not to wear your hearing aids

While some new hearing aids today are designed to be water resistant, don't wear your hearing aids:

- In the shower or sauna
- Swimming
- When using a hair dryer
- Until you have applied hair products or other spray

For additional tips on caring for your hearing aids, talk to your hearing healthcare professional.

