

## TROUBLESHOOTING AND MAINTENANCE

- If your new hearing aid is not working**, change the battery first. Removing the sticker on the battery ensures a fresh better. Allow the new battery to sit without the sticker on it for 1-2 minutes before closing the battery door in the aid. This allows a full charge of the battery. Reapplying the sticker to the battery will not prevent the battery from draining. Secondly, check the sound before for wax occlusion. Clean the sound opening with brushes and/or replace the wax guard. Instructional videos on our website under Resources.
- At night, open the battery door to prevent battery drainage and allow the hearing aid to “air-out”.
- Hearing aid batteries can be thrown away in the household trash. If you have children or pets in your home occasionally, please keep your hearing aid and batteries out of their reach. The batteries are toxic if swallowed. For treatment call, 800-222-1222.
- Avoid getting the hearing aids wet. Do not store in the bathroom due to humidity. Remove before bathing, swimming or shampooing hair. If they do get wet, open the battery door to dry out.
- Do not wear hearing aids in excessive loud noise that you normally would use hearing protection.
- If you wear a custom earmold, your tubing should be replaced every 6 to 12 months.
- Your new hearing aid should be professionally cleaned in our office at least each six months with reprogramming as needed.
- Remember to maintain scheduled hearing evaluations to monitor hearing and reprogram hearing aids.
- Hearing aids cannot withstand heat. Do not leave them where they will be in hot sun, heater, microwave or any other hot place.
- Dogs and cats are fascinated with hearing aids. Be sure to place hearing aids in their case on a high shelf for protection when you are not wearing them. Be sure to turn them off so the animals cannot hear the high pitch squealing that drives them to a frenzy.
- Hair spray is a culprit to hearing aids. It will act as glue over the microphones. Remove hearing aids at the hair salon or home before using the hair spray.
- Whistling and feedback from the hearing aids are typically caused by: the hearing aid is not placed all the way in the ear properly; the earmold/hearing aid is loose fitting; wax is in the ear canal; the hearing aid needs to be reprogrammed; the volume may be too high; or a hand or hat is over the hearing aid. Please contact our office if the feedback occurs and cannot be prevented. The hearing aids should not squeal in your ear while just talking and moving about normally.
- Wipe off the hearing aids at night with a clean cloth or tissue and use the brushes and wax guards as needed. You will want to occasionally clean the earmold or sound bore of wax to keep it unclogged.
- When using the telephone with hearing aids, there are several options. Please discuss this with me to develop the most beneficial method for you to hear over the telephone. We can demonstrate phone use, Bluetooth or closed caption options to help you hear and communicate better.

**Finally, we are here for YOU. We want you to be a successful communicator. If you have any questions, please call and let us know.**