

6. How do I find a fault with my hearing aid?

Symptom	Cause	Action
Aid dead	Battery upside down	Rotate battery
	Ear mould blocked with wax or moisture	Clean ear mould
	Battery flat	Replace
	Faulty hearing aid	Return to Audiology for replacement
Rushing noise	Aid set on 'Telecoil/loop' not 'Microphone'	Reset to 'Microphone'
	Aid faulty	Return for repair
	New hearing aid user hearing environmental noise	Time needed to acclimatise
Feedback (whistling)	Ear mould incorrectly inserted	Re-insert ear mould
	Old, ill-fitting ear mould	New mould needed
	Wax blocking ear canal	Visit GP for removal
	Split or crack in tube	Retube the ear mould
Low volume	Blockage in the ear mould	Clean ear mould
	Volume control set incorrectly	Switch 'off' then 'on' again.
Crackling	Faulty connections	Return for repair
	Hair brushing microphone	Acclimatisation