

Name of Child: _____ Date: _____

How to Fix Common Hearing Aid Problems

If your child's hearing aids are not working correctly, you may be able to fix the problem on your own. Here are some tips for fixing common problems that may happen with your child's hearing aids over time. You can try these basic steps to fix the problem before calling your child's audiologist.

No sound:

- Turn the hearing aid on. Make sure the battery door is closed with a battery inside. If the hearing aid is rechargeable, be sure it is turned on.
- If the hearing aid has an indicator light enabled, check to see if it is on or off:
 - If it is on, clean the earmold. Use the cleaning tool (brush or pick) to remove wax from the hole.
 - If it is off, change the battery or charge the hearing aid.
- If the hearing aid does not have an indicator light:
 - Change the battery.
 - Clean the earmold. Use the cleaning tool (brush or pick) to remove wax from the hole.

Sound is weak, not clear (distorted), or goes on and off:

- Check the battery to make sure it is working. Replace the battery or recharge the hearing aid if needed.
- Clean the earmold. Use the cleaning tool (brush or pick) to remove wax from the hole.
- Use the bulb syringe from your hearing aid care kit to blow any moisture out of the earmold tubing.
- Inspect the tubing and the earmold for cracks or tears.
- Use the drying kit overnight.

Squealing sound or feedback:

- Check to be see if the earmold is in the ear correctly. Take it out and put it back in the ear.
- Check the fit of the earmold to see if it is loose or if there are any gaps.
- Check to see if there are any rips or tears in the earmold or tubing.
- Check to see if the hook is loose on the hearing aid.
- Clean the earmold. Use the cleaning tool (brush or pick) to remove wax from the hole.



The hearing aid got wet:

- Turn off the hearing aid right away and remove the battery.
- Use a soft dry cloth to remove any moisture you can see.
- Use the bulb syringe to blow any moisture out of the earmold and tubing.
- Use the drying kit overnight to remove moisture from the device.
- Do a listening check to see if there are any problems with sound quality.



Call the Audiology Department at Phoenix Children's at 602-933-0905 if:

- the hearing aid is damaged.
- you are still having any problems with your child's hearing aids after trying to fix the problem.
- you have any questions or concerns.

Now that you have read this:

- Tell your child's audiologist what you will do to fix common hearing aid problems.
(Check when done.)

If you want to know more about child health and illness, visit our library at The Emily Center at Phoenix Children's Thomas Campus

1919 E. Thomas Rd., Phoenix, AZ 85016 | 602-933-1400 | 866-933-6459

phoenixchildrens.org | theemilycenter.org