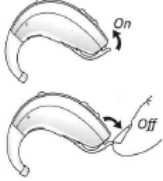


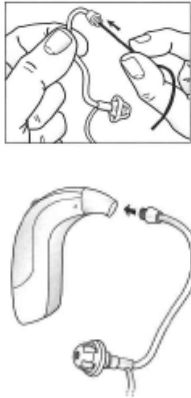
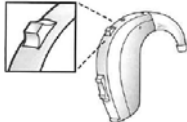


## Patient Information – Open fit

<p>1. How to turn hearing aid on/off</p> <ul style="list-style-type: none"> <li>• When the battery door is closed, the hearing instrument turns on.</li> <li>• To turn off the hearing aid, open the battery door. It only needs to be opened slightly for the aid to turn off</li> </ul>	
<p>2. How to replace the battery</p> <ul style="list-style-type: none"> <li>• Remove the sticky label from the new battery</li> <li>• Open the battery drawer</li> <li>• Remove the dead battery by pulling it upwards</li> <li>• Insert the new battery with the flat (+) Side upwards</li> </ul>	
<p>3. Volume control use</p> <ul style="list-style-type: none"> <li>• To increase the volume, push the volume control up</li> <li>• To decrease the volume, push the volume control down</li> <li>• Any changes in the hearing aids volume are temporary and will reset once the hearing aid is turned off</li> <li>• On some hearing aids the volume control is synchronised between units, thus volume control adjustments to one instrument will automatically be made in the second instrument</li> </ul>	
<p>4. Care and maintenance instruction – Thin Tubes</p> <ul style="list-style-type: none"> <li>• Remove thin tubes from the hearing aid by unscrewing them anti clockwise</li> <li>• Push the black cleaning rod through the thin tube, beginning at the end opposite the dome and push all the way through until the rod comes out of the opposite end</li> <li>• The thin tubes need replacing when they become stiff, brittle or kinked</li> <li>• To obtain new tubes, phone the department and tubes will be posted out, then remove the old tube and attach the new tube</li> <li>• When replacing tubes ensure that the tubing is being screwed into the elbow as shown in the picture to the right</li> </ul>	
<p>5. Open fit insertion and removal</p> <ul style="list-style-type: none"> <li>• Position the hearing aid unit behind the ear, so that the thin tube is coming down in front of the ear and the dome is pointing into the ear canal</li> <li>• Push the dome firmly into the ear canal</li> <li>• If your aid has a retaining wire, tuck this into the bowl of your ear</li> </ul>	
<p>6. Program Button (optional)</p> <ul style="list-style-type: none"> <li>• Your hearing aid may be equipped with a program button</li> <li>• Press the button to switch between hearing aid programs</li> <li>• The number of beeps you hear after pressing the button tells you which program you are in</li> </ul>	

Programme (Number of beeps)	Description
1	
2	
3	
4	

## Troubleshooting guide

<u>Symptom</u>	<u>Cause</u>	<u>Possible Remedy</u>
No Sound	Aid not turned on	Turn aid on by closing the battery door
	Dead battery	Replace battery in hearing aid
	Battery door will not close	Insert battery properly
	Blocked earmould or tube	Clean earmould or the tubing
Not loud enough	Incorrect earmould/dome placement	Reinsert earmould/dome being careful to ensure a secure placement
	Blocked ear mould or dome	Clean earmould or tubing
	Excessive ear wax	If a wax blockage is suspected you should contact your local GP practice regarding removal
	Tubing needs replaced	Contact department to arrange an appointment to replace the hearing aids tubing
Excessive whistling/feedback	Incorrect earmould/dome placement	Reinsert earmould/dome being careful to ensure a secure placement
	Excessive ear wax	If a wax blockage is suspected you should contact your local GP practice regarding removal
	Tubing needs replaced	Contact department to arrange an appointment to replace the hearing aids tubing
Sound distorted/not clear	Weak battery	Replace the hearing aids battery
	Excessive ear wax	If a wax blockage is suspected you should contact your local GP practice regarding removal

For further resources on hearing aid use, including walk through videos, articles and information regarding hearing aid use and expectations we recommend:

**[www.c2hearonline.com](http://www.c2hearonline.com)**

**Department contact details:** Phone - 01896 826531, Email – [bord-uhb.audiology@nhs.net](mailto:bord-uhb.audiology@nhs.net)