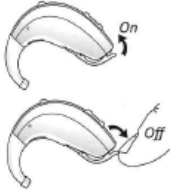

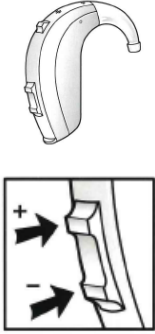

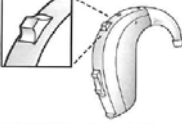


## Patient Information – Ear mould

<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 (optional)</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 – Ear moulds</p> <ul style="list-style-type: none"> <li>• Remove the ear mould and attached tubing from the hearing devices prior to cleaning</li> <li>• Clean the ear mould using a mild soap and rinse with lukewarm water</li> <li>• After cleaning dry the ear mould thoroughly and remove any residual water and debris from the tube by using a wire loop or by shaking the ear mould vigorously to remove the water</li> <li>• You can also use the cleaning tool, which will have been provided in your hearing aids pouch. This has a wire loop at one end which can be used to remove wax from the aids tubing</li> </ul>	
<p>5. Ear mould insertion and removal</p> <ul style="list-style-type: none"> <li>• Hold the ear mould between your thumb and index finger and position its sound outlet in your ear canal</li> <li>• Slide the ear mould all the way into your ear</li> <li>• Make sure the hearing device is seated behind the 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 the earmould or the tubing to remove any wax
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 to remove any wax
	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)