

Low Incidence Needs Team

Hearing Impairment – Care and Maintenance of Audiological Equipment

Troubleshooting Audiological Equipment

Hearing aid is not working

- Check battery
- Check for condensation in tubing
- Check earmould for wax
- Remove, and blow air through the hook

Aid sounds quiet

- Check earmould and tubing for blockages
- Check hook for condensation
- Check and adjust volume control (if applicable)

Aid is crackling or intermittent

- Check battery compartment for damage
- Check battery contacts are clean
- Check microphone shields are clean and intact

Aid is whistling – acoustic feedback

- Is the earmould is inserted and fitting correctly?
- Is the tubing split?
- Is the hook loose or broken?
- Is something obstructing the microphone?
- Is there excess wax in the ear canal?

Please contact Jenni Devine
to organise replacements or repairs email
jennidevine@gateshead.gov.uk
or call 0191 433 8748.

Audiological equipment should be checked daily.