

Hearing Aid Care and Troubleshooting Tips



Some people may need support to care and use their hearing aids. Ask what, if any assistance they need, including:

- A container for safe storage to avoid loss or breakage
- Assistance inserting the device every morning and removing it every evening
- Changing batteries/obtaining batteries
- Troubleshooting when the hearing aid isn't working or it is squealing

If a person's hearing aid isn't working:

- It is turned on?
- If it has a volume control, is it turned loud enough for the person to hear?
- Is the battery inserted with the positive (+) sign facing up?
- Is the battery working?
- Is the earmold opening blocked with wax or other debris? (If so, clean it)
- Is the tubing bent or twisted? Is it connected properly?
- Is the microphone opening blocked? (If so, clear the debris)

Adjusting it if it squeals or whistles

- Check that the volume is not turned up to high
- Ensure that the instrument or earmold is seated snugly in the ear
- Make sure the microphone isn't covered by an object

If you are uncertain what to do, contact the person's hearing aid vendor or call an audiologist.



Communication Access

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 Alberta Health
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