



Hearing Aid Troubleshooting: In-the-Ear Hearing Aids

If you are unable to solve the problem yourself, see your hearing aid dispenser. Do not attempt to repair the hearing aid yourself.

Problem	Cause	Solution
No sound	Battery	Check battery. Is battery dead, upside down or wrong size? See your dispenser.
	Earmold wax	Check opening in canal end of hearing aid (the portion that fits into the ear). It may be clogged with wax. Clean it with the instrument provided with your hearing aid.
	Battery door open Switch	Check that battery door is completely closed. Check to see that switch is turned to the "M" (microphone) position and not the "T" (telephone) or "O" (off) position.
Weak or intermittent sound	Battery	Is battery old, weak or defective? Try new battery. Check for corrosion around the battery contacts and terminals. See your dispenser.
	Earmold wax	Clean as described above or readjust as above.
Feedback (whistling)	Fit of hearing aid earmold	Earmold may not fit properly or it may be inserted in ear improperly. Insert it again; press gently on the earmold while it is in ear. If problem persists. see your dispenser.
	Excessive wax in ear canal	If you suspect wax, See physician for removal.
Noisy (scratchy) sound	Damaged case	Check for any cracks in case. If so, see your dispenser.
	Battery	Is battery old, weak or defective? Try new battery. Check for corrosion around the battery contacts and terminals. See your dispenser.
	Dirty volume wheel	See your dispenser.