

Hearing Aid Care & Trouble Shooting Tips

Some people may require assistance with caring for and using their hearing devices. It's essential to communicate with the user or their family to understand what kind of support they may need. This could include help inserting or removing the hearing aid, replacing the batteries or charging the hearing aid, or simply cleaning the aids before storing them in their case for the night.

Hearing Aid Care

Daily care of your hearing aid is crucial. It not only ensures that the aid is functioning at its best, but it can also extend the life of the device. Regular maintenance, such as cleaning and battery replacement, can prevent common issues like sound distortion or reduced battery life. Today's hearing aids are advanced technological devices worn on and, in the ear, where wax, debris, and humidity can gather. To maintain peak performance, the following daily care should be performed:



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Please adhere to the following guidelines for maintaining your hearing aids:

1. Before handling the hearing aids, it is essential to wash your hands.
2. Place a soft cloth or towel on the surface where you will be cleaning the hearing aids to minimize the risk of damage if they are accidentally dropped.
3. Use a soft, dry cloth to clean the hearing aids. Most hearing aids come with a cleaning tool that has a small brush and wax loop to remove debris that cannot be reached with the cloth. Specifically, the wax loop is effective for removing wax buildup in the canal portion of the hearing aid/earmold.
4. Some hearing aids have wax guards that must be replaced regularly. Vendors typically provide extra wax guards.
5. Verify the functionality of your hearing aid battery. If you have a rechargeable hearing aid, make sure to charge it every night. You can check if the battery works by turning the hearing aid on and gently cupping it with a slightly closed hand. If the hearing aid produces a whistling sound, the battery is working. Alternatively, one can use a battery tester for hearing aids that use disposable batteries.
6. Turn off your hearing aids when they are not in use, and if they are rechargeable, ensure that they are placed in the charging unit.
7. Always store your hearing aids in a case or the charging unit when they are not in use.
8. Refrain from wearing your hearing aids in situations where they may come into contact with water, as moisture can damage the electronics within the devices (e.g. shower, bath, swimming). If you tend to sweat a lot invest in a hearing aid dehumidifier or drying container.
9. Avoid allowing sprays (e.g. perfume, hairspray) to come into contact with your hearing aids, as they can block microphones, jam controls, and degrade the casing of the devices.
10. The individual's hearing aid provider should see the hearing aid(s) for periodic cleaning and listening checks.



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Troubleshooting Tips

When one relies on their hearing aid(s) to hear clearly, it is important that they can troubleshoot problems when they occur. Below, you will see several common concerns that can often be fixed easily at home.

My hearing aid is weak, distorted or dead:

- Check the hearing aid battery or if the hearing aid is charged.
- Ensure the battery is inserted correctly.
- Clean the hearing aid to ensure wax or debris are not blocking the microphone or sound bore of the hearing aid
- In a behind-the-ear hearing aid with an earmold and tubing, check that there is no moisture in the tubing. If there is, remove the tubing from the earhook of the hearing aid and blow out the moisture. For other styles of hearing aids, they can be placed in a drying container to rule out moisture as a concern.
- Is the volume control turned up loud enough?
- If there is no success with the steps above, contact your hearing care professional.

My hearing aid is whistling when I have it in my ear:

- Clean the hearing aid to ensure wax or debris is not blocking the microphone or sound bore of the hearing aid.
- Ensure that the hearing aid is correctly inserted into the ear.
- Check the volume control setting to verify that it is not turned up too high.
- Check to make sure nothing is sitting up against the microphone of the hearing aid (e.g. collar, scarf, hat).
- If there is no success with the steps above, contact your hearing care professional.

My hearing aid is slipping out of my ear:

- Clean the hearing aid to ensure it is not moist.
- Ensure that the hearing aid is correctly inserted into the ear.
- If there is no success with the steps above, contact your hearing care professional.

My hearing aid is uncomfortable or painful:

- Clean the hearing aid to remove wax or debris built up around the casing or earmold of the hearing aid, and to ensure there are no rough edges on the hearing aid that could be irritating the ear.
- Have someone visually check your outer ear for any signs of redness or swelling where the hearing aid may be rubbing.
- Contact your hearing care professional so they can identify a resolution of the concern (e.g. wax removal, tubing/receiver replacement, new impression).

I have gotten my hearing aid wet:

- Dry them off the best you can. Remove the earmold and tubing if it is a behind-the-ear hearing aid.
- To dry them out remove the battery from your hearing aid and place the aid into a hearing aid dehumidifier or drying container overnight.
- If there is no success with the steps above, contact your hearing care professional.

See [AHS.ca Communication Access](https://www.ahs.ca/Communication-Access) for more Communication Access information. For further learning and support, please contact your local audiologist, speech-language pathologist, or practice.consultation@ahs.ca.



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