

# Finding fault with your hearing aid

## Information for patients

Symptoms	Cause(s)	Action(s)
<b>No sound from your hearing aid</b>	Battery wrong way round  LifeTube/Dome/Tip or Ear mould blocked with wax or moisture  Battery flat  Faulty hearing aid	Reposition battery and try again  Clean out LifeTube/Dome/Tip or Ear mould or replace LifeTube/Dome/Tip  Insert new battery  Return to Audiology for a replacement
<b>Rushing noise</b>	Hearing aid set on 'Telecoil/loop' or 'Streaming' program and not on 'Microphone' program  Aid faulty  New hearing aid user hearing environmental noise	Reset to 'Microphone' (Hearing Program)  Return to Audiology for repair  Time needed to acclimatise (get used to) new hearing aid
<b>Feedback (whistling)</b>	LifeTube or Ear mould incorrectly inserted  Loose or ill-fitting LifeTube/Dome/Tip or Ear mould  Wax blocking ear canal  Split or crack in LifeTube/Dome/Tip or Ear mould	Re-insert LifeTube or Ear mould  New LifeTube/Dome/Tip or Ear mould needed  Contact your GP to remove wax  Contact Audiology for replacement LifeTube/Dome/Tip or Ear mould



Symptoms	Cause(s)	Action(s)
<b>Low volume</b>	Blockage in the LifeTube/Dome/Tip or Ear mould  Volume control set incorrectly	Clean LifeTube/Dome/Tip or Ear mould  Reset hearing aid by Switch 'off' then 'on' again
<b>Crackling</b>	Faulty connections  'Hair brushing' microphone	Check LifeTube or Ear mould connections first; if still crackly return to Audiology for repair  Amplified sound, time needed to acclimatise (get used to) hearing aid

If you have any problems or issues fitting your new ear mould, please contact the Audiology Department.

- Telephone: 01227 86 42 52  
(Lines are open Monday, Tuesday, and Thursday 10am to 12 noon, and 2pm to 4pm)
- Email: [ekh-tr.audiology@nhs.net](mailto:ekh-tr.audiology@nhs.net)

**This leaflet has been produced with and for patients**

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

**Any complaints, comments, concerns, or compliments** please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)

**Patients should not bring in large sums of money or valuables into hospital.** Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

**Further patient leaflets** are available via the East Kent Hospitals web site [www.ekhuft.nhs.uk/patientinformation](http://www.ekhuft.nhs.uk/patientinformation)