



CONSTANCE  
BROWN  
HEARING  
CENTERS

# Hearing Aid Troubleshooting

Try using some of the solutions listed below if you run into problems with your hearing aids. These suggestions may help you to get your hearing aid working again as fast as possible. If your problem continues, please contact Constance Brown Hearing Centers at (269) 343-2601 to schedule an appointment to have your hearing aid checked by one of our certified audiologists.

Symptom	Possible Cause	Solution
No sound	Dead, weak, or bad battery.	Change battery.
	Battery door not closed or battery inserted incorrectly.	Make sure the battery door is closed and the battery is properly inserted.
	Battery contacts are dirty or battery surface may be greasy or dirty	Brush off battery contact and wipe battery surface with a dry cloth
	The sound outlet (receiver tube of aid or ear mold) plugged with ear wax or debris.	Use a wax loop, gently scoop debris from tubing. If your aid has a wax guard, replace it with a new one.
	Microphone clogged with debris.	Gently brush off microphone.
	Tubing of behind-the-ear style hearing aid is stiff, cracked, blocked with wax or droplets of moisture.	Inspect tube. Clear debris with wax loop. Use ear mold blower to dry moisture from tube.
	Volume turned off on aid or switch in mute position.	Check volume level. Open and close battery door to reset digit aids.
	Telephone switch in on position.	Turn off telephone switch.
Not loud enough	Battery low.	Replace battery.
	Sound outlet (receiver tube of aid or ear mold tubing) plugged with wax or debris.	Use was loop, gently scoop debris from tubing. If your aid has a wax guard, replace it with a new one.
	Volume low.	Turn up volume control.
	Change in hearing.	Consult with your audiologist.
	Wax in ear canal.	Consult with your audiologist.
Intermittent (Sound on & off)	Battery defective or low.	Replace battery.
	Instrument defective.	Consult with your audiologist.
Sound distorted	Battery low.	Replace battery.
	Instrument defective.	Consult with your audiologist.
Instrument whistles	Improper seating of aid or ear mold in ear.	Reinsert the aid or ear mold until it fits securely.
	Battery low.	Replace battery.
	Wax in ear canal.	Consult with your audiologist.
	Improper ear mold size.	Consult with your audiologist.
	Internal feedback.	Consult with your audiologist.