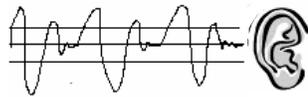


# 6

## Care & Troubleshooting of Hearing Aids



*DHHS Hearing Aid Information Series*

### How To Care For Your Hearing Aid

There are several things to watch out for when caring for your aid:

**Moisture:** Moisture problems can cause the hearing aid to malfunction. Perspiration, rain, fog, snow, sleet and high humidity are all sources of troublesome moisture. The most important investment you can make is getting a drying container for storing your hearing aid when not in use. Be sure your skin and hair are dry before putting your aids on. Once perspiration gets into the aid, it evaporates, and the salt deposits on the circuitry. Drying containers help to a degree, but in coastal humid areas and for people who perspire a lot, you should send your hearing aid in for cleaning every six months. If you have had on-going problems with corrosion and moisture, ask your hearing aid dispenser about moisture resistant hearing aids, or products which can protect your behind-the-ear hearing aids from moisture, perspiration, and chemicals.

**Temperature:** Hot and cold temperatures can damage hearing aids and batteries. Beware of hair dryers, radiators, and cold wind. Do not leave your hearing aids in a hot or cold car.



**Knocks, Shocks and Sports:** Change your hearing aid battery over a towel on a table to avoid dropping it on the floor. Hearing aids and sports can go together if some common sense used. Consult your hearing aid dealer for tips to safeguard against damage. Attention to moisture is doubly important when it comes to sports.



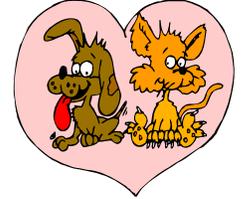
## **Cosmetics:**



Hair spray, perfume, cologne, bath powder, after shave, make-up and shaving cream will adversely affect your hearing aids. Hair spray seems to be the worst offender, so spray your hair before putting on your aids. Hearing aids get dirty. Ask your hearing aid dispenser for cleaning tips.

## **Animals:**

Dogs, cats and other animals love to chew on hearing aids. The high pitch whistling sound or rushing sound, as well as the smell of skin oils, attracts them. Keeping your aids in a drying container when they are not in use will keep them out of harm's way and dry at the same time.



## **Batteries:**



Remove the batteries at night and keep the battery compartment open to allow air to circulate. Removal of batteries when not in use lengthens the life of the battery, and also prevents defective batteries from leaking into the hearing aid and damaging the mechanism.

# **Trouble Shooting for Hearing Aids**

Sometimes, despite the best of care, a hearing aid may not work properly. The following troubleshooting suggestions may help solve the problem. If they don't, contact your hearing aid dispenser.

## **1) If the hearing aid is not producing sounds:**

- a) Check to make sure that the "+" (positive) side of the battery is next to the "+" inside the hearing aid battery case or compartment.
- b) The battery may be dead. Try a new one.
- c) Check the earmold to see if it is plugged with wax. If the earmold is plugged, clean it as directed by your hearing aid dispenser.
- d) Make sure the hearing aid is set on "M" (microphone), not the "T" (telephone) or "O" (off) switch.

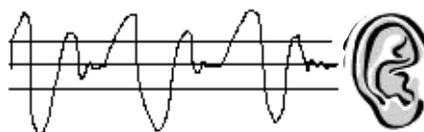
## 2) If the hearing aid has a scratchy or distorted sound:

- a) \*Insert a new battery. If there is no improvement, check the battery compartment for signs of decay and rust. You may need to have your hearing aid dispenser give your hearing aid a good cleaning.
- b) Humidity/body perspiration can clog the hearing aid and cause it to malfunction. If this is the problem, purchase a drying container for storage. An immediate solution to moisture in the plastic tubing of a behind-the-ear hearing aid would be to remove the tubing and the earmold and blow the moisture out.

## 3) If the hearing aid is making whistling sounds:

- a) Check the volume on the hearing aid. If it is too high, turn it down until the whistling stops.
- b) Check the plastic tubing on the behind-the-ear hearing aid. Cracked or split tubing needs to be replaced. The tubing should be soft.
- c) Remove aid, put finger over earmold hole; if the whistling stops, the earmold or in-the-ear hearing aid may have been inserted incorrectly or is improperly fitted. If the whistling continues, have the hearing aid checked out at your hearing aid dispenser.

**\*Note:** Used batteries should be recycled, check with your local recycling center for further information.



## Other Hearing Aid Booklets in the Series Include:

- 1 Hearing And Hearing Loss
- 2 Myths About Hearing Aids
- 3 Buying a Hearing Aid
- 4 Types of Hearing Aids
- 5 Getting Used to Hearing Aids
- 7 Assistive Listening Devices and Hearing Aids
- 8 Consumer Rights and Laws
- 9 Financial Resources for Hearing Aids

Provided by:

## Deaf and Hard of Hearing Services Metro

**Site Address:**

130 East 7th Street  
Downtown St. Paul  
(corner of Robert and 7th Streets)

**Mailing Address:**

444 Lafayette Road  
St. Paul, MN 55155-3814

651/297-1316 V/ VP  
1-888-206-6513 TTY  
63.231.241.106 IP  
651/215-6388 FAX  
dhhs.metro@state.mn.us  
www.dhhsd.org

*This information is available in other forms to people with disabilities by calling the numbers above. For speech-to-speech telephone re-voice services, contact us through Minnesota Relay at 1-877-627-3848.*

