

Earmould Trouble Shooting Guide

PROBLEM	SOLUTION
No Sound	<ul style="list-style-type: none">• Replace battery• Turn aid on• Check for blockages in the tube (wax, water or debris)• Contact department for new tubes.• If hearing aid is still not working contact department for replacement hearing aid.
Whistling when ear mould is in your ear.	<ul style="list-style-type: none">• Ensure that ear mould is inserted correctly.• Check if tubing is hard or has any blockages (wax, water or debris). Contact department for new tubing.• Check for any cracks or breaks in the ear mould. If so contact department for new mould.• Excessive wax can cause whistling. Use wax removal drops if your ears are blocked.• If none of the above contact department as aid may need to be calibrated or replaced.