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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



A Guide to Your Hearing Aid Earmould

Department contact information:

Phone: 029 218 43179

Mobile: 07805670359 (text only)

Email: Audiology.Helpline.CAV@wales.nhs.uk

Address: Audiology Clinic, Clinic 9, Outpatients
Department, University Hospital of Wales, Heath Park Way,
Cardiff, CF14 4XW

Walk in repairs are OPEN

UHW Monday - Friday

(excluding bank holidays)

9am – 12pm and 1.30pm – 4pm

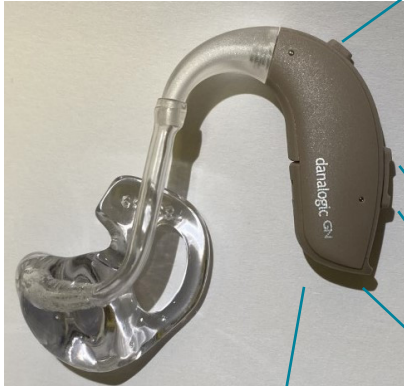
Please check in on arrival.

Barry West Quay Medical Centre - Tuesday & Thursday

9am – 12pm and 1.30pm – 4pm

Please take a number and a seat.

Hearing aid information (Earmould)



Programme Button:

- 1 beep
- 2 beep
- 3 beep

Volume Control

- Volume up
- Volume down

On/Off

To turn the hearing aid off open up the battery compartment.
Closed = hearing aid on.
Open = hearing aid off.

A marker is located at the bottom of the hearing aid

Red = Right

Blue = Left

Battery information

- Each battery should last 7-10 days
- Open battery drawer and remove old battery
- Peel sticker away from new battery
- Insert battery with flat side facing up
- Switch on hearing aid by closing battery



Getting used to your hearing aid

Perseverance is key!







- Getting used to your hearing aid takes time and requires regular use.
- It may help to build up usage of the hearing aid by wearing it for short periods of time to begin with and increase wearing time gradually
- This process may take several months for you to fully adjust to your new hearing aid.

Hearing aid alarms and warnings

- The hearing aid will make a sound (Beethoven's 5th) when running out of battery. Please change the battery when you hear this.
- Sometimes a hearing aid will beep 10 times before it turns on; this is a normal feature of the hearing aid and will not affect the output of the hearing aid.

HEARING AID BATTERIES ARE DANGEROUS TO INGEST, IF SWALLOWED PLEASE SEEK MEDICAL ADVICE AT YOUR LOCAL A&E

Inserting your earmould and hearing aid

	<p>Hold the earmould between your finger and thumb as shown. Pull it back in line with your ear.</p>
	<p>Put the part that goes down the ear canal (ear-mould) into position.</p>
	<p>Then tuck in the part that goes into the crease at the top of the ear.</p>
	<p>Use your other hand to pull down your ear lobe. Push your earmould firmly into place.</p>
	<p>Correct: Correctly fitted hearing aid.</p> <p>✓</p>
	<p>Incorrect: Incorrectly fitted hearing aid.</p> <p>✗</p>

Cleaning and maintenance

- Wipe the hearing aid and the earmould with a wet wipe or a damp cloth to keep clean.
- Check tubing for any blockages. If present, contact department for new tube.
- Tubing will need to be changed every 6 months, please contact clinic to arrange

Reminder!

- Take your hearing aid out before going to bed and when having a shower/bath.
- DO NOT get hearing aid wet!

Lost aids

If the hearing is lost or damaged through negligence there will be a £65 charge per hearing aid to replace.

Telephone and Loop System information

- You may find it easier to hear on the telephone if you hold the telephone towards the top of the ear (closer to the microphone, see picture)
- TOP TIP: Hold the telephone slightly away from the ear to prevent whistling.



Telecoil Loop

- This is found in public places (wherever you see the symbol).
- Change to your loop programme (if active on your hearing aid) and you will hear through the loop system.



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 dome 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.

Top Tip

To reset your hearing aids back to original settings switch off and back on.