



**"Better Hearing,
Better Living."**

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HEARING AID: TROUBLESHOOTING COMMON ISSUES



Troubleshooting Common Issues

Problem	Possible Reasons	What to Do
No sound/ muffled sound	Dead battery/ wax/ battery is not in correct terminals/ forgot to press switch-on button.	Check and replace battery/ clean wax or change wax guard/ insert well, place the battery in correct terminal/ press switch- on button.
Soft sound	Drained battery/ increased hearing loss.	Replace battery/ check your hearing.
Whistling	Ear mould or tip is not sitting properly in your ear (poor fit)/ there is too much wax in your ear.	Gently push the ear mould or tip in/ get your ears cleaned.
Buzzing/ crackling	Device might be wet/ too close to other equipment like phone or computer causing interference.	Put device in the drying box /move away from other equipment.

Troubleshooting Common Issues

Problem	Possible Reasons	What to Do
Low/ intermittent sound	Weak battery/wax / tube is bent.	Change the battery/ clean the wax/check the tubing for bent or twists.
Beep sound	Low battery alert.	Replace or charge the battery.
Pain/ discomfort	Mould has become hard/bad insertion.	Replace mould/insert the mould correctly.

Service & Follow-up

- Schedule annual check-ups.
- Keep a personal maintenance log.
- Visit audiologist if issues persist despite troubleshooting.