



# Troubleshooting Hearing Aids

Patient and Family Education

This teaching sheet contains general information. Please talk with your child's doctor or pediatric audiologist to get more specific information. Call **813-262-1330** to make an appointment with a pediatric audiologist.

## What is feedback?

Feedback is the whistling or squealing sound that a hearing aid sometimes makes.

- Feedback is normal when your child puts something too close to the hearing aid, such as giving a person a hug.
- It may whistle when he/she puts a hand or face near it.
- It may also whistle if your child lies down while wearing the hearing aids.

## When is feedback a problem?

Feedback should not occur when the hearing aids are simply in your child's ears.

- Check to see if the earmolds fit tightly in your child's ears. If they are loose, make an appointment to get new earmolds made.
  - Loose earmolds are the most common cause of feedback. Children can outgrow earmolds several times a year depending on their age.
  - A good rule of thumb: If your child needs new shoes, your child may need new earmolds.
- Check that the earmold is fully inserted into your child's ear. Try pulling down on the ear lobe while pushing in the earmold. This may give it a tighter fit.
  - If the earmold seems tight, check for a crack in the tubing.
  - Turn on the hearing aid and cup it in your hand.
  - While it's whistling, put your finger over the end hole in the earmold that directs the sound into the ear.
  - If it keeps whistling, there may be a hole in the tubing.
  - If it stops whistling, your child may have wax in his ears causing the problem. When you see your child's doctor, ask the doctor to check for wax.
- Disconnect the hearing aid from the earmold and put your finger over the end of the ear hook. If it keeps whistling, the hearing aid may need to be sent for repair.

## What do I do if the hearing aid does not work?

Your child's audiologist will talk with you about specific care for your child. Some general guidelines include:

- If the hearing aid does not whistle when you cup it in your hand, it is not working. Call your child's audiologist.
- Check that the battery is working by using the battery tester. If the battery is dead, replace it with a new one.
- Check to see if the earmold is blocked with wax. Remove any wax or moisture from the earmold or tubing by using the bulb accessory.
- Take the earmold off of the hearing aid. Cup the hearing aid in your hand to see if it whistles. If it does, something may be stuck in the earmold tubing. Try cleaning it out and then check the hearing aid again.
- If the hearing aid is still not working put it in the Dri-Aid kit for 24 hours.
- If it's still not working after you try this, call your child's audiologist.

## What if the hearing aid whistles but does not sound normal?

Listen to the hearing aids each day so you know what they are supposed to sound like.

- Listen for static noise.
- Listen to make sure that it sounds as loud as it should.

If you notice a problem during the listening check, call your child's audiologist. The hearing aid may need to be sent for repair.

## What if the problem seems to come and go?

The hearing aid might need to be sent for repair. Call your child's audiologist.