Carle Foundation Hospital
Expanding Children's Hearing Opportunities (ECHO)

HEARING AID TROUBLESHOOTING
Behind the Ear (BTE) Hearing Aids

Performance check

A daily performance check will familiarize you with the function and sound of your child's hearing aid. As your child will not be able to report a distortion in the sound quality this daily check is important.

- Inspect the body of the hearing aid for broken parts.
- Check the battery and change it if necessary.
- Attach the hearing aid to the listening stethoscope. Listen for a weak distorted or intermittent signal.
- Shake the hearing aid gently and listen for any breaks in the signal.

If there is no sound or if the sound is intermittent or weak:

- Check the battery. It may be dead, upside down or the wrong size.
- Check the earmold and tubing for moisture, debris or kinks
  - If there is moisture in the tubing, separate it from the hearing aid and dry it thoroughly in your "Dri-Aid Kit" before re-attaching it to the aid.
  - If there is wax or debris in the earmold, separate it from the hearing aid and clean it with mild soap and water. Allow it to dry thoroughly before re-attaching it. Use your earmold blower to force the water and debris out of the tubing.
  - If the tubing is kinked, carefully straighten it out and replace the hearing aid on your child's ear.
- Check to see if the program button is correctly set.
- The battery contacts may be corroded. Consult your audiologist for repair.
- The internal components may be malfunctioning. Consult your audiologist for repair.

If the sound is scratchy or noisy:

- Check the battery. It may be weak. If it is week, replace the battery.
- The hearing aid may be broken or the volume wheel dirty. Contact your audiologist for repair.