Hearing aid troubleshooting guide

The four-step check

Step	Check	Safe fixes
1. Power	Battery flat? Charger off?	New battery of the right size, + side matching + mark. Charger plugged in and switched on; aid seated properly.
2. Path	Wax or water in the tube, earmould, dome or filter?	Wipe and clear the earmould opening. Change filter or dome with the parts supplied. Air puffer for droplets.
3. Placement	Right ear? Fully in? Anything pressing on it?	Red = right, blue = left. Remove and reinsert carefully. Move hats, headrests and pillows.
4. Person	Sore, red, discharge? More wax? Hearing changed?	Pain, discharge or sudden change: **aid out of that ear, medical advice the same day**.

Common problems

- **No sound:** power first, then path.
- **Whistling:** placement first, then blocked earmould, dome or filter, then split tubing.
- **Crackly or cutting out:** power, brush the microphones, check for moisture, check the programme.
- **Wet:** battery door open, wipe dry, drying kit if supplied, leave overnight. **No heat.**
- **Lost:** search immediately – bed, chair, clothes, laundry, trays, tissues, bins.
- **Refusing:** ask why, check the ear and fit, record, contact the supplier.

Who to contact

- **NHS hearing aid:** the NHS audiology service that supplied it (free repairs, batteries and retubing).
- **Private hearing aid:** the provider who sold it.
- **Cochlear implant:** the implant centre.
- **Pain, discharge, swelling, sudden hearing loss, new dizziness:** GP or NHS 111, **the same day**.
- **Stroke signs, serious head injury, swallowed battery: 999**.

✕ Never

open, repair or reprogramme a hearing aid; use water, alcohol or heat on it; or put anything into the ear canal.

General information only. Always follow your care home's policies, the manufacturer's instructions and the resident's care plan. In an emergency call 999. Version: November 2026.