Module 5 summary

Hearing Aid Troubleshooting

A simple, safe way to work out why a hearing aid is not working, what you can check, what you must not attempt, and who to contact – including the interactive troubleshooter.

Key points

- ✓ Use the four-step check: Power, Path, Placement, Person.
- ✓ Power – fit a new battery of the right size, or check the charger is on and the aid is seated properly.
- ✓ Path – clear wax and water from the tube, earmould, dome or wax filter using the tools supplied.
- ✓ Placement – right aid, right ear, fully inserted. Whistling is often caused by poor placement.
- ✓ Person – check the ear for soreness, discharge or wax, and ask whether hearing has changed.
- ✓ Never open, repair, reprogramme or put water or alcohol on a hearing aid.
- ✓ Contact whoever supplied the hearing aid – the NHS audiology service or the private provider – if checks do not fix it.
- ✓ Ear pain, discharge or a sudden change in hearing need medical advice the same day, not a hearing aid repair.

Get help when

- The four-step check does not fix the problem – contact the NHS audiology service or private provider that supplied the aid.
- Soreness, pain, discharge or swelling where the aid sits – remove the aid and contact the GP or nurse.
- Hearing has changed suddenly – contact the GP or NHS 111 the same day.
- A battery or hearing aid may have been swallowed – call 999 or go to A&E.

In an emergency call 999. For urgent advice contact the GP or NHS 111. Always follow your care home's policies and the resident's care plan.

Clinical review: pending — drafted November 2026 from the references listed. Awaiting review by a qualified audiologist.

Full module, quizzes and certificate: https://carehomehearing.org/training/hearing-aid-troubleshooting/