

Hearing Aid Troubleshooting

Before taking your hearing aids in for servicing, check this list of symptoms and possible solutions. If the problem persists, we can help. **Call and setup your appointment today: (866) 842-2441**



Hearing Aid is "Dead"

Possible Causes

- Depleted battery or dead battery
- The receiver tube may be blocked
- The instrument may be damaged or defective

Solutions

- Replace or recharge the battery
- Remove blockage and clean
- See your hearing professional

Hearing Instrument is not Loud Enough

Possible Causes

- The receiver tube may be blocked
- Your hearing has changed

Solutions

- Remove blockage and clean
- See your hearing professional

Performance is Inconsistent

Possible Causes

- The battery may be running low

Solutions

- Replace or recharge the battery

The Sound is Distorted or Unclear

Possible Causes

- The battery may be running low
- The instrument may be damaged or defective

Solutions

- Replace or recharge the battery
- See your hearing professional

If you've tried these troubleshooting tips and your hearing aids still aren't working, see a hearing healthcare professional for assistance. We may be able to fix the issue in the office on the same day. If one or both of your hearing aids need factory repairs, your hearing professional can take care of that for you as well.