

Hearing Aid Troubleshooting and Maintenance

November 2020

If your hearing aids are not working, or sound weak, “Mind your P’s” below.

Plumbing

- Check the speaker or earmold opening for wax
- Change the wax guard (RIC and ITE models)
- Clean the earmold tube (BTE and Thin Tube models)
- Brush off the microphone openings

Power

- Zinc Air Batteries
 - Replace batteries. Let battery sit for 1 to 2 minutes after removing the colored tab to get maximum power and battery life
- Rechargeable Batteries
 - Make sure the indicator lights are on the charger. Unplug and re-plug if necessary
 - Clean battery contacts on hearing aids and charger with cotton swab
 - Re-seat hearing aids and make sure charging lights come on.

If you try that and still have problems, please [contact us](#) and we will assist you to the best of our ability.

The videos below detail how to perform basic daily and monthly maintenance on your hearing aids. In general, the cleaning videos apply to any brand and model.

GN ReSound

- [Cleaning and upkeep for hearing aids](#) (BTE & RIC)
- [Linx 3D instructions](#)

Signia

- [Cleaning thin tube](#)
- [Changing mini wax guard](#)
- [Changing HF4 wax guard](#)
- [Cleaning ITE hearing aids](#)
- [Cleaning BTE hearing aids](#)
- [Changing batteries](#) (ITE)
- [Changing batteries](#) (BTE)
- [Bluetooth pairing](#)

Oticon

- [ConnectClip videos](#)
- [Wireless connectivity](#) (OPN)
- [Changing the battery](#) (OPN)
- [Cleaning BTE hearing aids](#)
- [Pairing TV Adapter 3](#) (OPN)

Starkey

- [Replace wax guard](#) (Thrive)
- [Finding lost hearing aid](#) (Thrive)
- [Turbo charger problems](#)
- [Charging problems](#) (ITE)
- [Streaming problems](#)

Phonak

- [Cleaning hearing aids](#) (all styles)
- [Audéo Marvel instructions](#)
- [Wireless accessories](#)

Widex

- [Changing the battery](#) (RIC)
- [Changing wax guard](#) (RIC)
- [Changing the battery](#) (ITE)
- [Daily cleaning](#) (ITE)
- [Changing wax guard](#) (ITE)