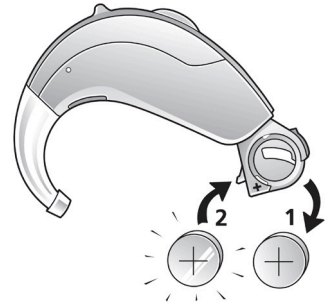


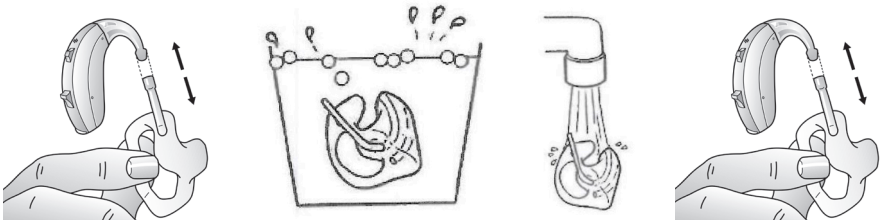
No sound

Possible Solutions – No Sound

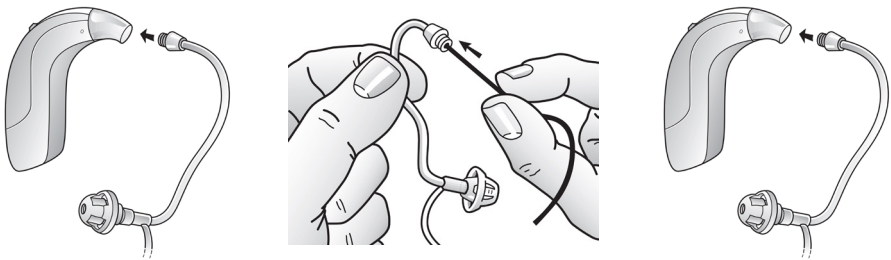
- Turn on by closing the battery door.
- Replace the battery, check that the label has been fully removed from the battery.
- Check the battery is inserted correctly with the + facing upwards and then push the door fully shut.
- Ensure the ear mould or Slim Tube is clean as wax may be blocking the sound, do this by following the steps in the pictures below – ensure the tubing and ear mould are dry before reconnecting together. Do this by washing the ear mould or using the wire to clear a slim tube pushing it through till the tube is clear.



Ear Mould Cleaning



Slim Tube Cleaning



If there is moisture in the tube, remove the ear mould and shake to remove the water. Place somewhere warm and dry for 15 minutes then try the device. If you have been given a puffer, please use this to clear the moisture from the tubing.



Audiologist contact details:

Videos are available for all of the above suggestions, please visit:

<https://www.danalogic.co.uk/for-patients/instructional-videos>