

Troubleshooting guide

SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	• Hearing aid not turned on	• Restart hearing aid by opening and closing battery door
	• Dead battery	• Replace the battery
	• Battery door not closed properly	• Check the battery is inserted correctly and that the battery door is completely shut
	• Blocked slim tube / earmould	• Clean slim tube / earmould
	• Condensation in your earmould tube	• Remove your hearing aid from the earmould and shake the earmould to remove any water. Place the earmould in a warm dry space for 15 minutes before reattaching to your hearing aid
Not loud enough	• Incorrect slim tube / earmould placement	• Re-insert your slim tube / earmould
	• Blocked slim tube / earmould/ dome	• Clean your slim tube / earmould / replace the dome
	• Blocked wax filter	• Change the wax filter
	• You think your hearing has changed	• Contact your local Audiology department
	• Excessive ear wax	• Contact your GP or practice nurse
	• Volume set too low	• Increase volume using push button/toggle on hearing aid or adjust using the BeMore app

Troubleshooting guide (continued)

SYMPTOM	CAUSE	POSSIBLE REMEDY
Excessive whistling / feedback	• Incorrect slim tube / earmould placement	• Re-insert slim tube / earmould
	• Excessive ear wax	• Contact your GP or practice nurse
	• Slim tube / earmould tubing worn or damaged	• Replace your slim tube/change the tubing on your earmould
Sound distorted / not clear	• Weak battery	• Replace the battery
	• Inadequate earmould or dome fit	• Contact your local Audiology department
	• Hearing aid is damaged	• Contact your local Audiology department
	• Hearing aid settings are not optimal	• Contact your local Audiology department

If there are any other problems not mentioned here, please contact your local Audiology department.



For further support, scan the QR code or visit our patient support portal at: danalogic.co.uk/patient-portal