

SEND – Teaching Support Team Deaf and Hearing Impaired



How to Check and Troubleshoot Behind-the-Ear (BTE) Hearing Aids

1) Check the right hearing aid:

- Examine the right aid, ear mould and tube for cracks, blockages and damage. If necessary the mould can be washed in hot soapy water and the tubing can be cleared of wax and condensation using a wax tool and a puffer. This can be done by the student, if appropriate.
- Listen to the right hearing aid by attaching it to the stetoclip, ensuring that the sliding attenuator is fully compressing the tube before switching on and then sliding the attenuator up slowly to find a comfortable listening level where the voice sounds clear. Note that switching on time is needed and the aid may play a short tune once switched on and working. There should be no distortion, interference or crackling noise.

If the aid is not working correctly:

- Check that the aid is turned on.
- Check that the battery is in the right way.
- Try a new battery.
- Check the casing, tubing and ear moulds for any cracks, splits, twists or condensation.
- Check the aid is on the correct listening programme
- If the aid continues not to work or if there is distortion, crackling or interference then inform the parents or carers. It is their responsibility to return the aid to Audiology for repair or replacement.

If the aid whistles when it is being worn:

- This can indicate poorly fitting or wrongly inserted ear moulds.
- Check the moulds are inserted correctly, tucked under the fold at the top of the ear.
- Check the ear mould for any splits or sharp points.
- Report any damage or poor fitting to the parents or carers so they can arrange with Audiology for impressions to be taken for new ear moulds.

2) Check the left hearing aid:

Repeat the above procedure with the left hearing aid.

If there are problems contact the SEND Teaching Support Team, giving as much specific and clear information about the issue as possible.