

MY HEARING AID ISN'T WORKING

A Simple Troubleshooting Guide

Before you panic, remember:

A hearing aid only needs **3 things** to work:

✓ **Power**

✓ **Sound must get in**

✓ **Sound must get out**

Most hearing aid problems can be solved in a few minutes.

STEP 1 1 DOES IT HAVE POWER?

- Place the hearing aid in the charger.
- Check that the charging light comes on.
- Leave it charging for at least 5 minutes.
- If you have **battery-powered** hearing aids: take the working battery from the working hearing aid and try it in the non-working one. Do not keep swapping multiple batteries.

If the hearing aid has power, move to Step 2. (If you're not sure, move on anyway.)

STEP 2 2 CAN SOUND GET IN?

The microphones need to hear the sounds around you.

- **Behind-the-ear aids:** Microphones are near where the wire attaches to the hearing aid — they look like small slits.
- **In-the-ear aids:** Microphones are on the faceplate — small holes or slits (2 on larger aids, 1 on small canal aids).
- Using a clean dry brush, remove any dirt, makeup, hairspray, or debris.
- Wipe the hearing aid with a dry cloth.

If the microphones are clear, move to Step 3 on the next page.

STEP 3

CAN SOUND GET OUT?

This is the most common cause of hearing aid problems.

A hearing aid can be fully charged and working properly — but if sound cannot get out, it may seem completely dead.

- Check for wax buildup on the receiver tip or earmold.
- **Replace the wax guard.**
- Check the dome or earmold opening for any blockage.
- Remove any visible wax.

Not sure how to replace the wax guard? Scan the QR code or visit innisfilhearing.ca/help to watch our step-by-step video.



Watch the video

How to replace your wax guard

innisfilhearing.ca/help

■ ■ Did You Know?

Many people say:

“But I just changed the wax guard yesterday!”

A wax guard can become blocked at **any time**. Even if you replaced it yesterday, it can still be today’s problem.

If your hearing aid is suddenly weak, muffled, or silent — **replacing the wax guard is always the first thing to try.**

■ Only One Hearing Aid Isn’t Charging?

Try this simple test:

1. Place each hearing aid into the **opposite** charging slot.
2. Charge them as usual and observe.

What happened?

- **Same hearing aid still doesn’t work: Likely the hearing aid or a blocked wax guard.**
- **Problem switches sides: The charging slot may not be working properly.**

This quick test helps identify where the problem is before calling us.

■ ■ Still not working after trying all three steps?

Contact Innisfil Hearing Centre and we’ll help you troubleshoot or arrange a service appointment.

Call: 705-436-1886 • **Email:** info@innisfilhearing.ca • **Web:** innisfilhearing.ca