

# Hearing Aid Guide

## Life mould



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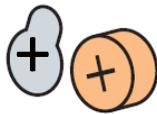
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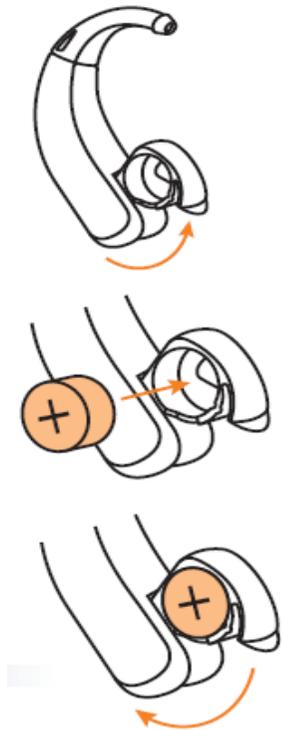
## Changing the battery

1. Open the battery door.

2. Remove coloured sticker from new battery, place battery in drawer with + symbol on battery



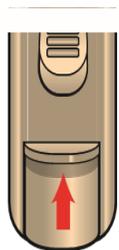
3. Close battery door.



## To switch it on and off

To turn the hearing aid on, close the battery door.

**on**



To turn the hearing aid off, partially open the battery door.

**off**



## **Poor sound quality;**

- \* Check your life tube for moisture, or blockages of wax or debris. Clean with cleaning wire.
- \* Check the tube for bends or breaks. Replace if necessary.
- \* Otherwise contact SARC for an appointment. (see the back page for contact details)
- \* Have your ears checked by your GP for wax or infection

## **My hearing aid whistles when it is in my ear;**

- \* If your tube has been on for more than 3 months, replace it with a new one.
- \* Check that your life mould is inserted correctly. The tube should sit 'flush' against the side of your ear. Ask SARC for advice if you have difficulty fitting your life mould. SARC will train you how to put it in.
- \* Check to see whether the life mould is loose or damaged. Life moulds need replacing from time to time due to 'wear and tear'. Also over a period of time your ear can change shape.
- \* Have your ears checked by your G.P. for wax or infection.
- \* Please note that it is perfectly normal for a hearing aid to whistle when it is not in the ear, or when you cover your ear and hearing aid with your hand.

## Troubleshooting guide for hearing aids with life mould

### No sound;

- \* Check that the battery is the right way round. Replace the battery, preferably with one from a new packet.
- \* If your hearing aid has programmes, it may be on the wrong programme or may be muted. Open and close your battery compartment to reset.
- \* Separate the hearing aid by unscrewing the life tube. Switch the aid on and close your hand over the aid. If the aid now whistles there may be a blockage in the life tubes. Clean by putting the cleaning wire through the life tubes.
- \* If the hearing aid still does not work you will need to make an appointment to have the hearing aid repaired. See your NHS hearing aid brown book and contact either - Audiology 01908 995199 or Adult Hearing Service 01908 725330.

## How to fit hearing aids with a life mould



Hold the hearing aid behind your ear with the life mould facing towards your ear canal



Place the life mould in your ear canal with the retainer (if you have one) facing backwards. Push the tip in as far as it will **comfortably** go, otherwise you



If there is a retainer, fold it backwards into the bowl of your ear. Sometimes, when it's new, a retainer doesn't stay in place, but after a few days it should mould itself to the shape of your

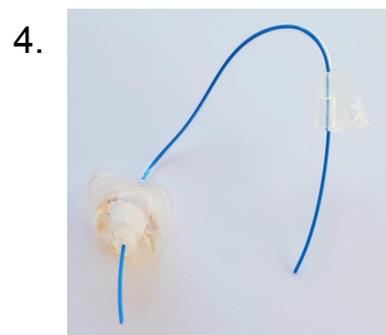
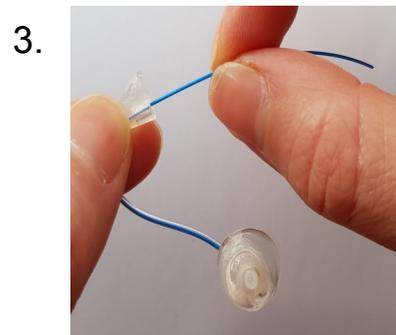
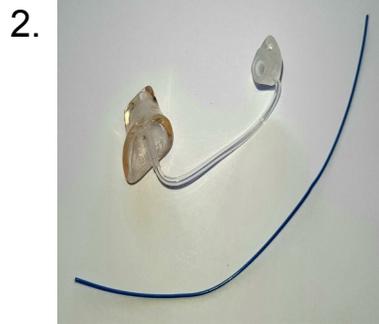


Correctly fitted hearing aid.

## How to clean your life mould

The step-by-step guide below shows you how to clean the tubing of your open ear fitting with a cleaning wire. Clean the mould with a wet wipe.

The way you take off the tubing for cleaning is a bit different from one type of open ear fitting to another, so you'll need to check the instructions you've been given.



## General maintenance

- \* Every 3 months your tube should be changed for a new one.
- \* If you are able to change it yourself, please order your tubes from SARC. Do not go to a drop in.
- \* If you would like to learn how to change your tubes, please contact SARC for training.
- \* If you are unable to change it yourself, go to one of the drop ins below or contact SARC for an appointment.

1st Thursday of every month,  
from 10.30am - 12.30pm,  
The Olney Centre, High Street, Olney MK46 4EF

1st Friday of every month,  
from 2.00pm - 4.00pm,  
Stony Stratford Community Church,  
Cofferidge Close, Stony Stratford MK11 1BY

2nd Friday of every month,  
from 2.00pm - 4.00pm,  
West Bletchley Council,  
221 Whaddon Way, Bletchley MK3 7DZ

- \* Batteries can be collected from many Milton Keynes G.P. surgeries. Please see the list from SARC. Please recycle your old batteries.