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**Hearing Aid Trouble-Shooting**

**Hearing devices accidentally exposed to water:**

**Do:** Most hearing devices are water resistant. If your devices are exposed to water, first dry off the outside of them completely. Then throw away the battery and open the battery door to let your devices air out of the ears for several hours.

**Don’t:** If your hearing devices have been exposed to water, do not place them in the microwave or use other sources of heat for drying (eg. hair dryer, etc.).

**Hearing devices not turning on (dead):**

**Do:** First, change your battery. Second, check to see if your ear piece is clogged with wax or debris. Clean the ear piece according to the instruction manual. Some hearing device styles utilize a wax filter that may need to be changed. In addition to cleaning your ear piece, brush the rest of your hearing device to remove dust and debris that may be clogging your microphones.

**Battery door will not close:**

**Do:** If your battery door is not closing, ensure the battery is facing the correct direction (the smooth, positive side should face up) and you are using the correct battery size.

**Don’t:** If the battery door is not closing, do not try to force it closed.

**Cleaning:**

**Do:** Wipe down the devices with a soft cleaning cloth or Kleenex. Wet wipes can also be used, but ensure they are BLEACH-FREE. Brush the microphone openings daily. Change the wax filters as needed (every 3-6 months).

For further assistance or how-to videos, contact Hearts for Hearing. 405.548.4335