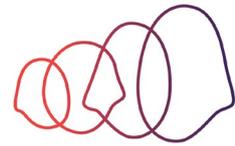


# Telethon Speech & Hearing – Audiology Resource

## Troubleshooting hearing aids or cochlear implants



Telethon Speech & Hearing  
Releasing children's potential

### Checking and looking after your child's hearing aids

Carrying out regular checks and maintaining your child's hearing aids can help to ensure they continue to hear to the best of their ability, and help to detect any equipment problems early on. This is especially helpful with younger children who often aren't able to tell us when things aren't sounding quite right with their devices.



**There are a number of checks listed below that families can carry out at home;**

#### Listening check

- Cup it in your hands and listen for feedback (whistling). This tells us it's working
- Use a stetoclip to listen to the aid. This lets us know it is working, and lets us check for consistency and clarity of sound.

#### Visual check

A visual check can help to identify any damage or concerns with the hearing aid body, mould or tubing.

- Hearing aid casing; check for any damage, firm hook attachment, and make sure the battery door is closing properly and child lock is activating
- Mould and tubing; check for damage, blockages, or splits in the tubing

**If you detect a problem there are a few things you can try;**

#### Battery

To ensure the battery is not the problem you could check it in a battery tester, try a new battery, and make sure the batteries are still in date by looking at the expiry date on the back of the battery packet.

#### Cleaning hearing aid moulds and tubing

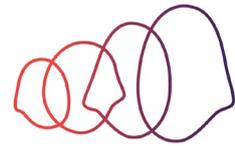
- Moisture in the tubing
  - Use of an air puffer will assist to remove moisture from the tubing.
  - Regular use of the drying kit (to manufacturer's instructions) can also help to maintain your hearing aid.
- Wax or debris in the mould or tubing
  - Use the cleaning tool to remove wax from the mould.
  - Clean the mould and tubing. Remove the hearing aid to a safe place, and place the tubing and mould in a container of water with a couple of drops of mild detergent. Leave for an hour or two. Take the mould out and dry thoroughly, using the air puffer to remove all moisture from the tubing. Reattach to the hearing aid when completely dry



Feel free to contact us with any questions. In the case that your hearing aid is damaged or requires repairs we will refer these to Hearing Australia for management.

# Telethon Speech & Hearing – Audiology Resource

## Troubleshooting hearing aids or cochlear implants



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### Checking and looking after your child's cochlear implant

Carrying out regular checks and maintaining your child's cochlear processors can help to ensure they continue to hear to the best of their ability, and help to detect any equipment problems early on. This is especially helpful with younger children who often aren't able to tell us when things aren't sounding quite right with their devices.



**There are a number of checks listed below that families can carry out at home;**

#### **Listening check**

You can perform a processor listening check with the monitor earphones, provided with the device. We are checking to hear that they sound clear, and have consistent output.

#### **Visual check**

A visual check can help to identify and damage or concerns with the processor body, cable or coil. This can include identifying;

- Loose or damaged parts
- Correct light display colour and pattern. The quick reference guide that came with your processor provides information about this, specific to each brand and model.

#### **Maintaining cochlear processors**

This includes;

- Regular use of the drying machine provided with the device, to the manufacturer's instructions
- Use of cochlear water proofing kits for any water activities, to protect from water damage
- Changing microphone protectors every 3 months, or more as needed. Instruction links are available online for all makes and model of device or we are happy to share these.

#### **Cleaning your processors**

The manufacturers recommend a wipe with a clean cloth when you take it off each day.

*In light of current circumstances Cochlear have advised that; "In normal circumstances, Cochlear would not recommend extra cleaning, as this increases the risk of cosmetic damage to the sound processor or damage to the microphone(s) if done incorrectly. Disinfecting is not needed for normal care and maintenance of any Cochlear sound processor. We have not tested the long-term use of cleaning fluids. However, if, during this pandemic, you feel your sound processor may have been contaminated, and you would like to disinfect it, then we have set out some options for you". Please feel free to contact the clinic for a copy of the instructions.*

If you have any questions or have any concerns with the functioning of your device please contact your cochlear clinic for assistance and management.

#### References

[file:///L:/TELEHEALTH%20Resources/D1731077\\_Fact\\_Sheet\\_Disinfecting\\_Cochlear\\_Sound\\_Processors\\_APAC\\_Final\\_003%20\(1\).pdf](file:///L:/TELEHEALTH%20Resources/D1731077_Fact_Sheet_Disinfecting_Cochlear_Sound_Processors_APAC_Final_003%20(1).pdf)  
[file:///L:/TELEHEALTH%20Resources/Cochlear%20\\_MAR20\\_CF\\_Guide\\_to\\_Device\\_Care\\_and\\_Maintenance.pdf](file:///L:/TELEHEALTH%20Resources/Cochlear%20_MAR20_CF_Guide_to_Device_Care_and_Maintenance.pdf)