



Hearing Aid Aftercare Guide For In-The-Ear (ITE) Hearing Aids

**How to care for your hearing aids
once they have been fitted**

Call us: 03303 203 413
www.sussexaudiologycentre.co.uk

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Hearing aid aftercare ITE (In-The-Ear)



Here's some information on how to care for your hearing aids once they have been fitted.

In this leaflet you will find how to clean your hearing aids, a step-by-step guide on how to change a wax guard and some FAQs. You can find further information and some how-to videos on our website www.sussexaudiologycentre.co.uk

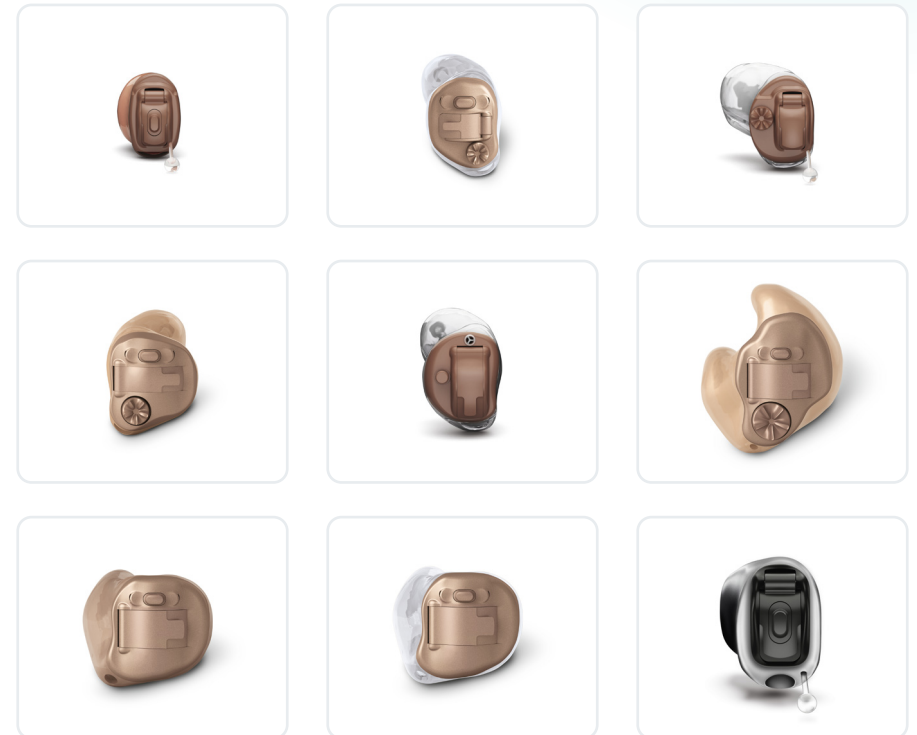


It is imperative that you are able to maintain and care for your hearing aids and feel comfortable providing routine maintenance. With the advice enclosed in this booklet you will ensure that your hearing aids are providing you with the best possible sound quality and fit.

Getting started

Your hearing aids are known as ITEs (In-The-Ear).

TEs have all the elements in inside the device meaning you have a microphone, amplifier, speaker and any Bluetooth inside your ear rather than components sitting behind your ear. Your hearing aid will look like one of these below. Brands vary in style and shapes vary on your ear size and shape but they will look like one of these.



Understanding your hearing loss

Hearing loss can occur at any age. Some of the most common reasons are related to your age, exposure to noise or inherited.



Many people with hearing loss lose their higher frequencies this is due to the way the ear works. With this type of loss, you will notice you miss consonants and words will appear muffled, you may even feel that people are mumbling.

Recent research has linked age related hearing loss with dementia and late life depression. Hearing aids can help with this by stimulating your brain to hear correctly and stopping you from socially isolating.

It can sometimes take weeks or months to adjust to your hearing aids depending on the type and degree of hearing loss and the advice provided by your audiologist. We recommend wearing them as much as you can (other than sleeping, showering or swimming) allowing your brain to adjust. During this time, you may notice the aids sounding tinny, your own voice sounding strange and noises you haven't heard for a while being unusually loud eg. Kettle boiling, water running, clock ticking.



We will see you during this time to check on how you're getting on and sorting any issues there may be and to talk you through it. Don't give up!

General maintenance

Every evening you will need to wipe over your hearing aids with the wipes we supplied to ensure no excessive build up of wax.

If any stubborn wax forms at the entrance of your hearing aids, simply brush over with the brush on the end of your cleaning spray. If required, spray some of the cleaning spray onto your hearing aids then use a tissue to dry any excess spray before brushing.

Once clean, if your hearing aids are rechargeable place in the charger and await the flashing lights, if no flashing lights within 1 minute check the charger is plugged in and the socket is turned on. If there is still no lights check there is no debris in the charger stopping the connection. Charging varies between manufacturers so please see the hearing aid user manual for individual information on charging.

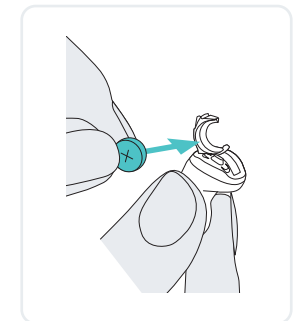
If your hearing aids are battery operated, open the battery door to reserve the battery – please see below.



↑ PureClean hearing aid cleaning spray



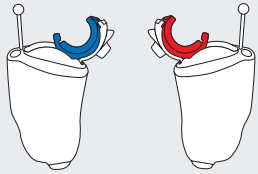
↑ Hearing aid cleaning wipes



↑ Place battery in the battery door with the "+" symbol facing upwards.

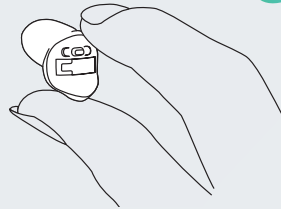
How to insert your hearing aids

1



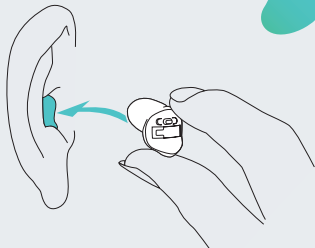
Check you have the right one for the right ear (Blue left, Red right)

2



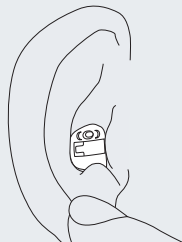
Hold the hearing aid with the tip (part with wax guard) facing towards the ear and the writing facing away

3



Insert the hearing aid trying not to twist to much, it's made to fit your ear so should slide in

4



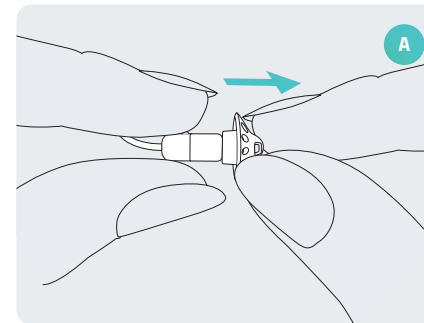
Check the aid is secure and that there is minimal whistling

Wax guards

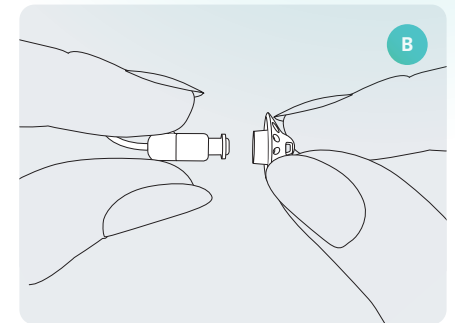
Different brands of hearing aids use different wax guards. This will explain how to change them but this will vary dependent on the type of hearing aid so please see the hearing aid user manual.

1

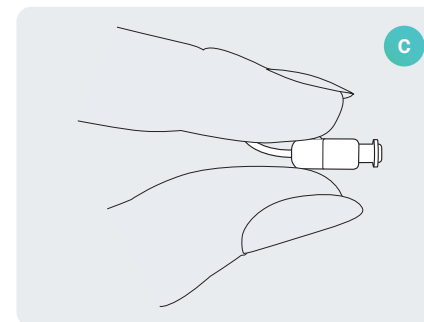
Removing the earpiece from the speaker



A: Remove the earpiece from the speaker by holding the speaker in one hand and the earpiece in the other.



B: Gently pull off the earpiece to remove.

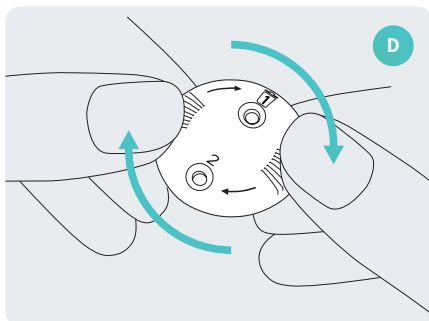


C: Clean the speaker with a lint-free cloth.

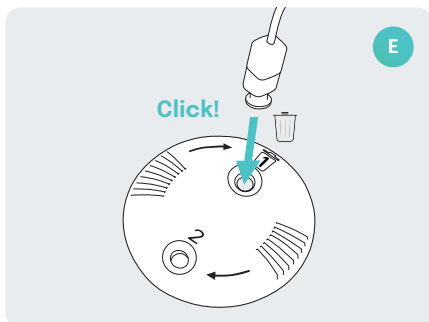


This should be done every 6-12 weeks dependent on your own wax production.

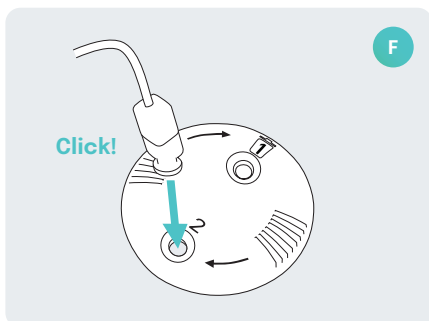
2 Exchanging the earwax protection with CeruShield™ Disk



D: Gently rotate the CeruShield Disk in the direction indicated by the arrows until a free opening appears under the bin icon.



E: To remove a used earwax protector carefully insert the speaker into the free opening (under bin icon) until it clicks. The used earwax protector will remain in the disk when you lift the speaker away.



F: To insert a new earwax protector carefully insert the speaker into the opening where the new earwax protector is visible (opposite the bin icon) until it clicks. Lift the speaker away from the disk, the new earwax protector is now positioned inside the speaker.

3 Reattach the earpiece to the speaker

Troubleshooting

? **If one or both of your hearing aids are not working here are some things to check:**

- Check for a blockage of wax either in the tip of hearing the aid
- Make sure they are charged
- Change the batteries is applicable
- Change hearing aid programs to check you haven't accidentally gone into loop (if applicable)

If none of these work then there may be a fault within the hearing aid system, please call us to make an appointment to come and see us.

? **If your hearing aid isn't loud enough**

- Check you haven't accidentally gone into any hearing aid programs (if you have any)
- Check for wax in the wax guard
- Have you had your ears checked for wax?
- When was your last test? Your hearing may have changed

? **My hearing aids are whistling**

- Have ears checked for a blockage of wax
- Check that your hearing aids are inserted correctly

? **My hearing aids are tinny**

If your hearing aids are new this can be normal during the initial acclimatisation period of 2 weeks.

- Check volume hasn't been accidentally raised

What we can do to help



If these things happen then our clinicians can:

- ✓ Examine your ears
- ✓ Perform a new hearing test
- ✓ Check your hearing aids are working normally
- ✓ Increase the volume on you hearing aids and/or clarity of speech
- ✓ Run a test to ensure feedback is at a minimum

Should you have any of the below issues our staff will arrange for your hearing aid to be sent to the manufacturer for review:

- ? If your hearing aid is giving no sound
- ? If your hearing aid is intermittently giving sound
- ? If it's cracked or broken
- ? If the Bluetooth has malfunctioned
- ? If the hearing aids are not charging

Further help

Should you have any issues with your hearing aids or your hearing, please do not hesitate in giving us a call.

Our helpful reception staff will assess whether a telephone call from an audiologist would be suitable or whether an appointment to come and see us is needed. Either way, we're here to help!



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Watch our how-to videos

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Contact Us



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The Sussex Audiology Centre is a family-founded and family-run business who have been proudly serving Sussex for over 25 years.

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