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| **Fault** | **Possible Causes** |
| **No Sound** | A flat battery or battery inserted incorrectly**Check/Change battery** | Aid on the wrong programme**Turn aid on and off again** | Wax in the ear mould**Wash the mould or use the tube cleaner** | Condensation in the tubing**Use the air puffer** |
| **Reduced Power** | Condensation in the tubing**Use the air puffer** | Aid on the wrong programme**Turn aid on and off again** | Wax in the ear mould**Wash the mould or use the tube cleaner** |  |
| **Feedback/Whistling**  | Ear mould incorrectly fitted**Check the fitting** | Wax in the ear mould**Wash the mould or use the tube cleaner** | Condensation in the tubing**Use the air puffer** | Wax in the ear**Discuss with the GP regarding wax removal** |
| **Intermittent sound/crackling**  | Condensation in the tubing**Use the air puffer** | Wax in the ear mould**Wash the mould or use the tube cleaner** |  |  |

 

**Air Puffer is available to purchase online at own cost.**

[**www.actiononhearingloss.org.uk**](http://www.actiononhearingloss.org.uk) **/ Tel: 03330 144525**

**Tube cleaners and brushes are supplied by the department when requested.**

The instructions below are to help resolve possible causes of faults but if you are unsure then please contact the department.

**www.C2HearOnline.com**