

Hearing aid information guide



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Battery safety information

It is potentially dangerous for anyone to swallow any battery.



If this happens, **immediately** contact 111. Let them know:

- what type of battery has been swallowed
- how long ago
- take a similar battery and the packaging with you so that the hospital staff can identify the type of battery and know what action they need to take.

Try not to let young children see batteries being changed

It is safer if they do not know that the battery compartment opens. You can ask your audiologist to fit a childproof battery lock to the hearing aids if you are concerned.

Young children can also get small batteries stuck in their nose and ears

You may not notice until they start to cause problems. It is important to keep a check on your batteries. It is good practice to keep your used batteries in the original packaging so that you can keep them safe and ensure that no old batteries have gone missing.

Batteries need to be stored correctly

Batteries should not touch each other. If the batteries still have power in them, they can get hot if their terminals touch another battery, resulting in a fire risk.

Dispose of used batteries carefully

Batteries contain chemicals that could be harmful. Used batteries should be recycled. Many local councils now have recycling schemes for batteries including household collection. Alternatively, many large stores offer boxes to keep old batteries in as well as recycling schemes. Many audiology clinics also have recycling boxes to return the batteries to.

Contact us

Audiology reception: 01872 253747

Audiology workshop: 01872 253787

Hearing Therapy: 01872 253744

Audiology SMS: 07340 356773

Audiology email:

rcht.audiologyservice@nhs.net

rcht.audiologyworkshop@nhs.net

Audiology website:

www.royalcornwallhospitals.nhs.uk/services/audiology

Address:

Audiology Department
Royal Cornwall Hospital
Truro
Cornwall
TR1 3LJ

Your hearing aid

Left Hearing Aid		Right Hearing Aid	
Model		Model	
Thin tube size		Thin tube size	
Dome size		Dome size	
Dome style		Dome style	
Battery		Battery	
Rechargeable	Yes / No	Rechargeable	Yes / No
Tamperproof	Yes / No	Tamperproof	Yes / No
Volume control	Yes / No	Volume control	Yes / No

Programme	Beep	Description
1	Jingle	
2	♪	
3	♪ ♪	
4	♪ ♪ ♪	

To request new tubes/domes/batteries please use this QR code or visit our website. You can also request tubes/domes/batteries by telephone or email.



Introduction

The innovative sound technology and design, combined with the customised programming selected by your Audiologist, will make hearing a more enjoyable experience.

Please read this manual carefully to wholly benefit from the use of your hearing aids. With proper care, maintenance and usage, your hearing aids will aid you in better communication for many years.

How do hearing aids work?

Generic hearing aids are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing aids is to receive, amplify, and transfer sound to the ear drum of a hearing impaired person.

How often should I wear it?

Successfully adapting to the amplification your hearing aids provide takes time and consistent use. You will enjoy more benefits from your hearing aids by taking the following actions:

- wear the hearing aids regularly in order to get comfortable with using them
- it takes time to get used to hearing aids. It may help to begin by wearing them for short periods – even as little as 15 minutes – and then gradually increase your wearing time
- as you get more comfortable with your hearing aids, increase the wearing time and wear your hearing aids in multiple types of listening environments.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment. In most cases consistent use of a hearing aid is recommended – infrequent use does not enable you to attain full benefit from it.

The use of a hearing aid is only part of hearing rehabilitation and may need to be used alongside other methods such as lip reading or communication tactics.

Helpful steps to learning to use a hearing aid:

- Use the hearing aids at first in your own home environment.
- Wear the hearing aids only as long as you are physically comfortable with them.
- Accustom yourself to the use of the aid by listening to just one other person, for example; your partner, neighbour or friend.
- Do not be discouraged by the interference of background noises.
- When you hear a sound that you are unfamiliar with acknowledge it, this will increase your tolerance for sounds.
- Listen to something read aloud such as an audiobook or podcast.
- Gradually extend the number of hours you wear the hearing aid.
- Gradually increase the number of situations in which you use your hearing aid.
- Aim towards wearing your hearing aids all of the time.

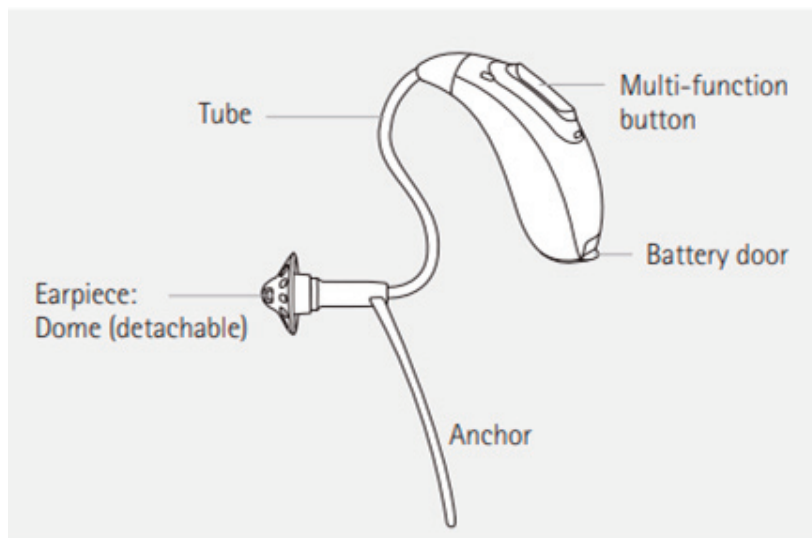
What if I lose my hearing aid?

This hearing aid is supplied on loan. A charge will be made if a hearing aid is lost or damaged through carelessness (some exemptions apply).

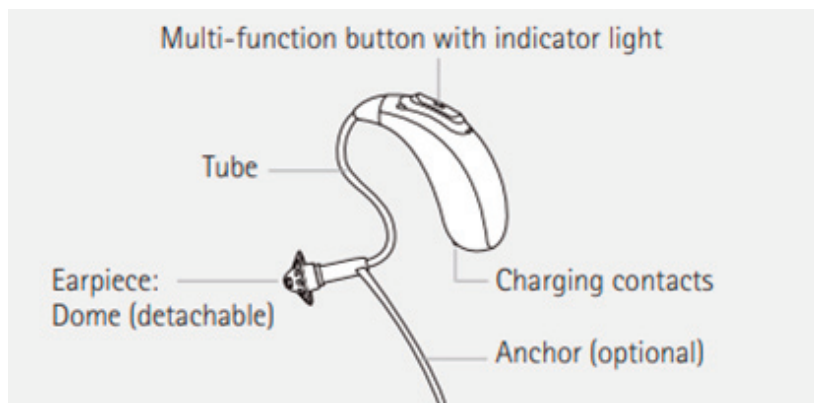
If you lose a hearing aid, please contact us via email or telephone.

Getting to know your hearing aid

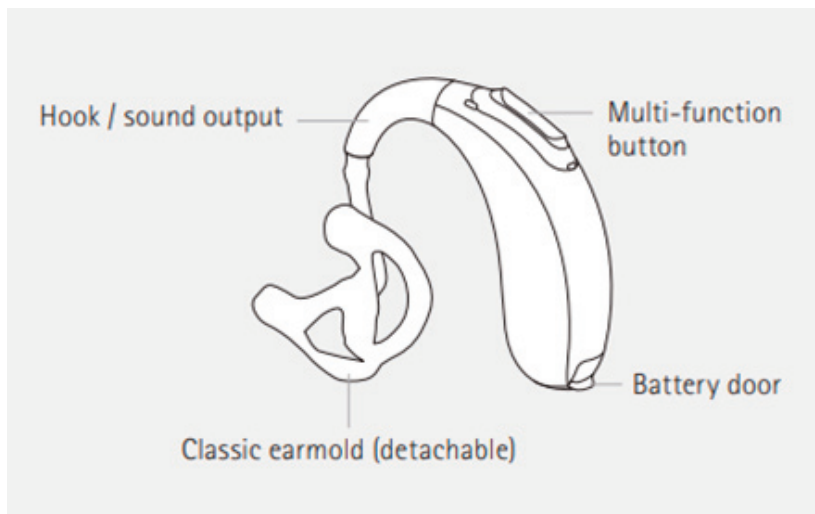
Bolero M70/Marvel M70



Bolero M70-PR/Marvel M70-PR (Rechargeable)



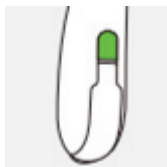
Naida M70 SP/Marvel M70 SP/Naida P70 UP



Recognising your left and right hearing aid

Your hearing aids are individually tuned. Do not swap them. Please pay attention to this when cleaning, storing and inserting hearing aids. Please pay special attention when you attach the earmoulds or slim tubes to the hearing aids after cleaning.

Your Audiologist will mark your hearing aids with a coloured left/right indication on your hearing aid.



Red = Right

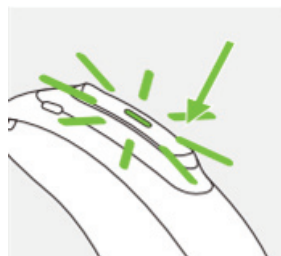
Blue = Left

Getting started

Hearing aids will always start in programme 1 and with the pre-set volume.

Turn off/Turn on

Rechargeable hearing aid – firmly press the lower part of the button for 3 seconds until the indicator light turns solid green (on) or solid green (off).



A rechargeable hearing aid will also turn on when removed from the charger.

Battery powered hearing aid – when the battery door is closed, the hearing aid is on and when it is open, the hearing aid is off.



On

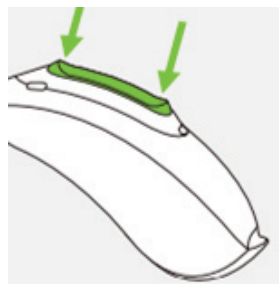


Off

Multi-Function button

The Multi-Function button has several functions. It functions as a volume control and/or a programme changing button, depending on how your hearing aid has been set. Please see page 4 for further information on how your hearing aid has been programmed.

To adjust the **volume** on your hearing aid, give the button a short press at the top to increase the volume and a short press at the bottom to decrease the volume.



To change **programmes** on your hearing aid, give the top of the button a long press (2-3 seconds) and release. You will then hear the number of beeps, which indicates which programme you have selected (see page 4).

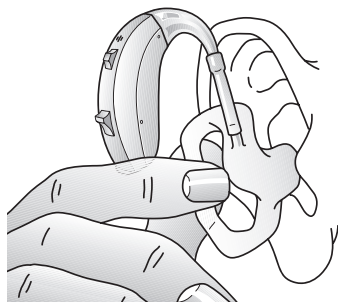
Any adjustments you make will transfer to the other hearing aid.

You can also change programmes with handheld wireless accessories and smartphone apps.

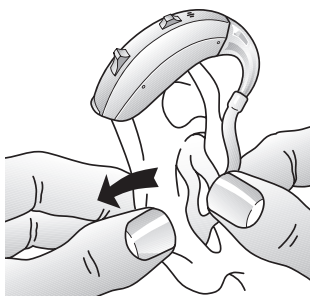
Inserting/removing your hearing aid

Inserting an earmould

1. Hold the earmould between your thumb and index finger and position its sound outlet in your ear canal.
2. Slide the earmould all the way in to your ear with a gentle twisting movement.
3. Turn the top part of the earmould gently backwards and forwards so that it tucks behind the fold of skin above your ear canal.
4. Move the earmould up and down and gently press it to place it correctly in the ear.
5. Make sure the hearing aid sits firmly behind the ear.



Slide and twist the earmould all the way into the ear canal.



Tuck the earmould behind the fold of skin above the ear canal.



Place the hearing aid firmly behind the ear.

With proper insertion, hearing aids should fit snugly but comfortably.

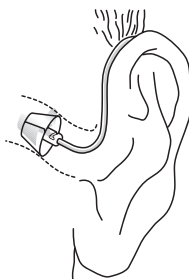
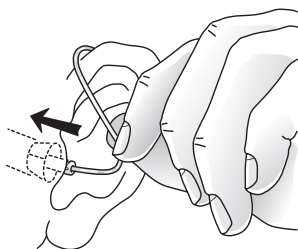
It may be helpful to pull your ear up and outward during insertion.

Removing your earmould

1. Lift the hearing aid from behind the ear.
2. Using your thumb and index finger, take hold of the earmould (not the hearing aid or tubing).
3. Gently, twist and pull the earmould to remove it from the ear.

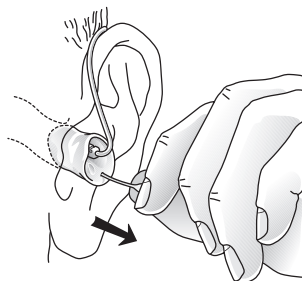
Inserting your thin tube and dome

1. Hang the hearing aid over the top of the ear.
2. Hold the thin tube where it bends and gently place/push the dome in to the ear canal.
3. Push the dome far enough into the ear canal so that the thin tube lies flush with the head – you can check this in a mirror.



Removing your thin tube and dome

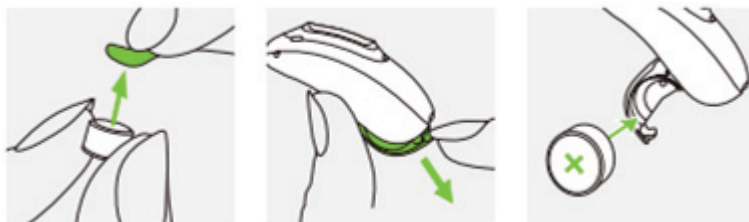
1. Hold the thin tube with your thumb and forefinger and gently pull the thin tube and dome away from the ear.



There is a risk the dome may come off in the ear canal. This will not cause you any harm. Do not push the dome any further in to the canal or try to remove it yourself. Please contact the Audiology department at the Royal Cornwall Hospital so we can advise on safe removal.

Inserting / Replacing the battery

This is for battery operated hearing aids only.



If it is difficult to close the battery door: Check that the battery is inserted correctly and the '+' symbol is facing upwards. If the battery is not inserted correctly, the hearing aid will not work and the battery door can be damaged.

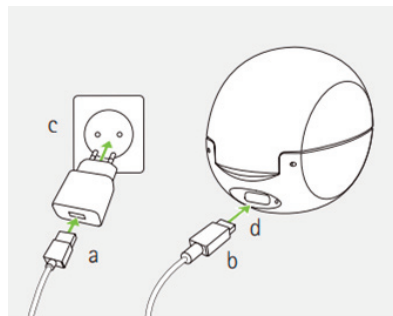
Your hearing aid will beep when the battery is running low.

Charging your hearing aid

This is for rechargeable hearing aids only.

Hearing aid charging slots with Right (red) and Left (blue) indicators.

1. Plug the larger end of the charging cable in to the power supply.
2. Plug the smaller end in to the USB port on the charger. This can also be connected in to a USB device such as a laptop or desktop computer.
3. Plug the power supply in to a power outlet.
4. The indicator light is green when the charger is connected to the power supply.



Using the charger

1. Insert the hearing aids in to the charging slots. Make sure the left and right hearing aid markings match the left and red indicators next to the charging slots. The hearing aids will automatically mute when inserted into the charger. Make sure the hearing aids have been pushed in all the way to ensure contacts are touching.
2. The indicator light will show the charging state of the battery until the hearing aid is fully charged. When fully charged, the indicator light will be solid green.
3. When you are ready to use your hearing aid, gently pull the hearing aid towards you and lift it out of the charger.



A full charge will provide the hearing aids with a whole day of battery life (including time spent using Bluetooth streaming).

It is recommended that your hearing aids are charged every night, regardless of their current charge. Keeping this regular routine will help ensure your hearing aids do not run flat at inconvenient times.

Indicator light	Charging state	Approx. charging times
	0 – 10%	
	11 – 80%	30 min (30%) 60 min (50%) 90 min (80%)
	81 – 99%	
	100%	3 h

Charging times

Your hearing aid may have been set up with visual indicators for the battery life.

Flashing red light	Low charge
Flashing orange light	80 % charge
Flashing green light	Close to full charge
Solid green light	Full charge

Cleaning the battery charging contacts

To ensure the battery is charging correctly, it is important to keep the battery contacts (two metal studs on the bottom of the hearing aid) on the hearing aid are clean and those in the charging case.

Keep these clean by using a dry cloth or small brush.

Please note:

Rechargeable hearing aids contain lithium ion batteries that can be taken on to airplanes worn in the ears or in carry on luggage.

Please keep hearing aid chargers out of reach of children and pets.

Trouble shooting

A solid red indicator light whilst hearing aid is in the charger can be caused by:

- dirty charging contacts
- hearing aid is too hot or too cold
- faulty battery – contact Audiology.

Cleaning thin tubes and domes

Use a damp cloth to wipe down thin tubes, domes and hearing aid.

We recommend you replace the thin tube and dome every 3 months, or sooner if it becomes brittle.

Please do not separate the dome and thin tubes in any instance.

Cleaning earmoulds

1. Detach the earmould and tubing from the hearing aid.
2. Clean the earmould in lukewarm soapy water (mild soap only).
3. Dry the earmould thoroughly– place in a warm dry space.



We recommend you replace the tubing every 6 months, or sooner if it becomes stiff or brittle.

Hints and tips

Please follow these hints and tips to have the best user experience and to prolong the life of your hearing aids.

- Keep your hearing aids dry and clean.
- Open the battery door to dry out your hearing aids when you are not wearing them.
- Wipe the hearing aids with a soft cloth after use to remove grease or moisture.
- Do not wear your hearing aids when putting on cosmetics, perfume, aftershave, hair spray, suntan lotion etc. These may discolour the hearing aid or get into the hearing aid and cause damage.
- Do not immerse your hearing aid in any liquid.
- Keep your hearing aids away from excessive heat and direct sunlight. The heat may deform the shell, damage the electronics and deteriorate the surfaces.
- Do not swim, shower or steam bathe while wearing your hearing aids.

Bluetooth connectivity

The benefits of Bluetooth connectivity:

- control hearing aid volume
- monitor battery life (rechargeable only)
- stream audio and media directly through hearing aids
- receive phone calls directly through hearing aids.

Use this QR code to check your device compatibility.
Or visit: www.phonak.com/en-uk/support/compatibility



Pairing your device

1. If your hearing aid is switched on turn this off by either opening the battery compartment or if your hearing aid is rechargeable hold the lower part of the button until this flashes red.
2. Once the hearing aid is off, turn this back on by closing the battery compartment, or if your hearing aid is rechargeable hold the lower part of the button until this flashes green. Your hearing aids are in pairing mode. Hearing aids will remain in pairing mode for 3 minutes.
3. Open the Bluetooth settings in your chosen device (such as your mobile phone).
4. Select the hearing aid in the list of Bluetooth enabled devices. Please note, only one hearing aid will be visible on the list, but both hearing aids will be paired.
5. A beep will confirm successful pairing.
6. After your hearing aids have been paired to your device, they will automatically connect again when switched on.

Note:

- Your hearing aids can be paired to up to 2 devices.
- Your hearing aids can be connected to one device at a time.

Hearing Aid App

This app is free to download from the Google Play store and the Apple App store. Use of the app is not necessary or essential, however it may provide you with additional features to improve your experience with your hearing aids.

Please note, if you have a Phonak Marvel hearing aid, these are only compatible with My Phonak Junior app.

The Phonak App can access certain features, such as:

- battery level (rechargeable only)
- datalogging (log of how much the aid is being used)
- volume control.

Downloading the My Phonak or My Phonak Junior app



My Phonak



My Phonak Junior

iPhone/iPad/iPod touch

1. Go to the App store.
2. Search for My Phonak/My Phonak Junior.
3. If you are on an iPad, change the search criteria in the top left-hand corner to iPhone only.
4. Tap on **GET** and then **INSTALL** to start downloading the app.
5. Tap the Phonak app on your home screen to start it up.

Android devices

1. Go to the Play store.
2. Search for My Phonak/My Phonak Junior.
3. Tap on **INSTALL**, then **ACCEPT** to start downloading the app.
4. When installation is complete, tap on **OPEN** to start up your Phonak app.

Remote Assist

Remote Assist allows you to connect to your hearing aid provider virtually so that they can support and assist your hearing needs.

This works via the My Phonak app using a video link on an agreed date and time.

You can have the following hearing aid adjustments via Remote Assist:

- addition of extra programmes
- volume control activation
- slight adjustments to sound quality
- removal of hearing aid jingles
- pairing/linking of two hearing aids.

We may also use Remote Assist to determine whether a face to face appointment is required.

If you would like to use this service, please contact us via email or telephone.

Phone call and media streaming

The hearing aids will act as a 'hands free' device once they are connected via Bluetooth. The sounds produced by the paired device can play through your hearing aids, for example: music, phone calls, games and notifications.

To control which sounds play through your hearing aids, it is recommended you explore the device audio options. These options will vary between devices.

It is highly recommended that you explore the notifications settings on your device to control which notifications play through your hearing aids. To make listening easier, it is recommended that any notifications that occur regularly are turned off, as they may interfere with listening.

When using your hearing aid for phone calls, you do not need to hold the phone to your ear/mouth. Your hearing aid will pick up your voice and transmit this through its microphone.

Accepting a call

When receiving a call, a calling notification will be heard in the hearing aids. The call can be accepted by a short press (less than 2 seconds) on the upper or lower part of the multi-function button, or by answering directly on your mobile phone.



Ending a call

A call can be ended by a long press (longer than 2 seconds) on the upper or lower part of the multi-function button on the hearing aid, or directly on your mobile phone.



Rejecting a call

An incoming call can be rejected by a long press (longer than 2 seconds) on the upper or lower part of the multi-function button, or directly on your mobile phone.



Collecting batteries

Batteries can be collected from the following locations on production of your brown battery book.

Truro

- Audiology department reception, Royal Cornwall Hospital
- Boots The Chemist at Truro Health Park, Infirmary Hill, Truro

West Cornwall

- Bellair Clinic, Penzance (Tuesday - Thursday)
- Camborne/Redruth Hospital
- Cape Cornwall Surgery
- Carnon Downs Surgery
- Connor Downs Surgery (AM only)
- Edward Hain Hospital, St Ives
- Falmouth Hospital Outpatients
- Falmouth Hospital X-Ray reception
- Helston Community Hospital
- Homecroft Surgery, Illogan
- Isles of Scilly Health Centre
- Manor Surgery, Redruth
- Marazion Surgery
- Pendeen Surgery
- Perranporth Surgery
- Penryn Surgery
- Pool Health Centre
- Portscatho Surgery
- Praze Surgery
- Stennack Surgery, St Ives
- St Keverne Surgery
- St Michael's Hospital, Hayle
- The Surgery, St Agnes/Mount Hawke
- Trevithick Surgery, Camborne
- Veor Surgery, Camborne
- West Cornwall Hospital

East Cornwall

- Bodmin Hospital
- Boscastle Surgery
- Brannel Surgery, St Austell
- Camelford Surgery
- Clay's Practice, St Austell
- Fowey Hospital
- Looe Surgery
- Lostwithiel Surgery
- Mevagissey Surgery
- Middleway Surgery, Par (batteries only dispensed to patients registered at the practice)
- Newquay Hospital
- Padstow Surgery
- Port Issac Surgery
- Probus Surgery
- St Austell Community Hospital
- St Columb Surgery
- Tintagel Surgery
- The John Betjeman Centre, Wadebridge
- Wadebridge Health office
- Wheal Northey Surgery, St Austell

Batteries can also be requested by email, telephone or via our website

Hearing aid repair service

If your hearing aid becomes faulty or you need advice on any hearing aid concerns, you can call or email the Audiology department.

We may offer advice over the telephone. If the staff member feels it is required, a face to face or a Remote Assist appointment will be booked.

Please **do not** attend audiology without an appointment.

In the repair clinic, you can have:

- tubing on your hearing aid replaced
- new impressions taken of your ears
- an extra hearing aid programme added, i.e. the loop
- adjustments to the length of tubing for comfort
- management of any whistling
- replacement of a faulty hearing aid or arrangement of a replacement (separate appointments are some-times needed).

In the repair clinic, you cannot:

- have your hearing tested
- have adjustments made to the sound quality of the hearing aid
- have treatment for an infection or wax removal.

Repair appointments can be made at Bodmin Hospital and St Michael's Hospital in Hayle. Please note, this is an appointment only service.

If you are unable to attend a repair appointment, you can post your hearing aid to the Audiology department where we will repair and post it back to you. We will contact you if a face to face appointment is required.

Cornwall Hearing Support Volunteers

We can also arrange for one of our trained volunteers to visit you at home if you cannot visit the hospital. A volunteer can:

- check your hearing aid is working
- retube/clean the earmould
- teach you how to use your hearing aid.

A volunteer cannot:

- alter your hearing aid settings
- take impressions
- check your ears for wax.

Using the telephone

With a hearing aid you are able to use a phone in a number of ways. To find the best way to use a telephone or smartphone while wearing your hearing aids may require some practice. One or more of the following suggestions may be helpful.

Normal use

1. Hold the telephone towards the top of your ear close to the hearing aid microphone.
2. If whistling occurs, it may take a few seconds of holding the telephone in the same position before the hearing aid can eliminate the whistling.
3. Whistling may also be stopped by holding the telephone slightly away from the ear.

Speakerphone

Speakerphone allows the telephone sound to come from a larger speaker on the back of the handset or the telephone base rather than the ear piece. Speakerphone increases the volume and allows you to use both ears to listen to the caller. If your telephone is a cordless or mobile phone, you can hold it close to your hearing aid and the amplified sound may be suitable for you.

Hearing loop systems

If your hearing aids have been set up with a Telecoil programme, it may help to improve speech understanding in theatres, cinemas, houses of worship and other public places that have a hearing loop installed. When you switch your hearing aid on to the Telecoil programme, your hearing aids pick up signals from the hearing loop. Look out for this logo when you're out and about to see where you can use your Telecoil programme.

To use hearing loop systems:

1. Switch your hearing aid to the Telecoil programme.
2. Find a good spot – reception is not clear in all locations, it depends on the hearing loop.
3. If needed, adjust the volume.
4. When you leave, switch to your usual programme.



Why is my hearing aid whistling?

There are various reasons why a hearing aid whistles.

- **The hearing aid is not inserted into the ear correctly** – keep practising inserting the hearing aid (see page 11 for insertion instructions). Use a mirror if you find this beneficial, ask for help from others, or contact us for further support.
- **The earmould / dome is a poor fit** – contact us, we can check the fit and replace accordingly.
- **There is wax in your ears** – see your GP or practice nurse who will advise if you do have wax and instruct you on how to manage this.
- **Further tuning in Audiology is required** – if all of the above have been completed, book a fine tune appointment with an Audiologist.

Communication tactics

Hard of hearing people rely on their remaining hearing, hearing aids and lip reading skills in conversation. Communication tactics can also be helpful, these include:

Use your eyes!

- Ask people to get your attention before speaking to you, e.g. by saying your name.
- Make sure you can see the person speaking. Watching their lips can give important information about what's being said. Most people lip read more than they realise.
- Always try to position yourself so the light falls on the speaker's face.
- Don't try to hold conversations with someone from different rooms.

Look at other people's body language

- The speaker's face and gestures can help you understand what they are saying.
- Body language can also give you clues about people's mood and feelings.

Controlling and coping with noise

- Where possible in a formal group, ask the chairperson to allow only one person to speak at a time.
- Try to reduce background noise whenever possible, eg. mute the television.
- Position yourself in a corner of a room or with your back to a wall, rather than in the middle of a noisy room.
- Where possible, avoid conversations in rooms with hard surfaces and large open spaces.
- It will be much easier to hear in a room with soft furnishings.
- Try to position yourself closer to the person talking.
- Tell people if it is too noisy to hear.

Listening to radio or television

- Changing the tone control on your TV or radio can make speech clearer. Try more treble and less bass.
- Sit with your chair closer to the television.
- Place the TV or radio in a corner or against a wall – it may help you hear more sound.

Ask for help

- Communication is two way – people cannot help you if they do not know you have a hearing loss or tell them how to make communication easier.
- There are lots of different ways of telling people that you cannot hear them, for example: 'I am hard of hearing' or 'I don't hear so well in this environment'.
- If someone is softly spoken, you could ask them to move closer and speak louder but not shout. The best distance is between 3 and 6 feet away from the other person.
- Ask the speaker to look at you if they are facing away or take their hand away if they are covering their mouth.

- If someone is talking too fast (especially on the telephone), tell them that you aren't hearing everything and ask them to slow down.
- If you have missed some of the conversation, ask the other person to repeat what they have said or say it in a different way.

Be positive!

- Remember, no one hears every word, especially in noisy places.
- Please say if you have not understood the conversation.
- Sometimes you can understand more by asking questions, for example: 'Did you just say something about...?'
- By confirming the conversation you will feel more confident that you have understood, for example: 'Can I just check that you mean next Wednesday at 8pm?'
- Sometimes being anxious, tired or unwell can make it harder to understand what is being said. Practising these communication tactics with family and friends will make it easier for you.

C2Hear

Further support in getting used to your hearing aids is available online at:
www.c2hearonline.com

This website offers handy information and videos to help you learn more about your hearing aids and how to use them.



Additional accessories

Additional accessories are available to purchase. These allow you to control and stream high quality stereo sound and speech directly to your hearing aids.



Use this QR code to access further information on additional accessories, such as TV connector and remote controls.

Use this QR code to access further information on wireless microphones. These are useful in environments such as classrooms, meetings and some social settings.



Troubleshooting

SYMPTOM	CAUSE	POSSIBLE REMEDY
Feedback (whistling)	Is your earmould inserted correctly?	Try putting it in again.
	Is the volume very loud?	Reduce the volume.
	Is the plastic tube or the earmould broken?	Replace the tube or contact the Audiology department.
	Are you holding an object close to the hearing aid? (e.g. a hat, a telephone)	Move the object away from the hearing aid.
	Do you have wax in your ears?	Seek wax management advice.
Unable to use Bluetooth for phone calls	Is your hearing aid in flight mode?	Switch the hearing aid off and then back on again.
	Is your hearing aid paired with the device you're trying to make a call on?	Pair it with the device see page 18.
	Is there a battery in the hearing aid?	Insert a new battery.
	Is the plastic tube or earmould clogged or broken?	Replace the tube or contact the Audiology department.
	Do you have wax in your ears?	Seek wax management advice.

Troubleshooting

SYMPTOM	CAUSE	POSSIBLE REMEDY
Sound is distorted, spluttering or weak	Is the battery dead?	Replace it with a new one.
	Is the battery old?	Replace it with a new one.
	Is the plastic tube or earmould clogged or broken?	Replace the tube or contact the Audiology department.
	Did your hearing aid get wet?	Pop it in a warm and dry place for 24 hours.
Battery drains very quickly	Did you leave your hearing aid switched on for long periods of time?	Always switch off your hearing aid when you are not using them.
	Is the battery old?	Check the date on the battery packaging.

Troubleshooting

SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	Is the hearing aid turned on?	See page 9.
	Is the hearing aid on the Telecoil programme?	Switch the hearing aid to your usual listening programme.
	Is the hearing aid not switching on?	Replace or recharge your battery.
	Is your dome or earmould blocked with wax?	Replace your tube/dome or clean your mould.
Rechargeable aid not lighting up in charger	Is it inserted correctly in to the charger?	See page 13
	Is the charger plugged in to an external power source?	Plug the charger into a socket.
	Is the hearing aid completely dead?	Charge for 3 hours regardless of any LED behaviour

If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690

