

Is your RIC hearing aid not working?

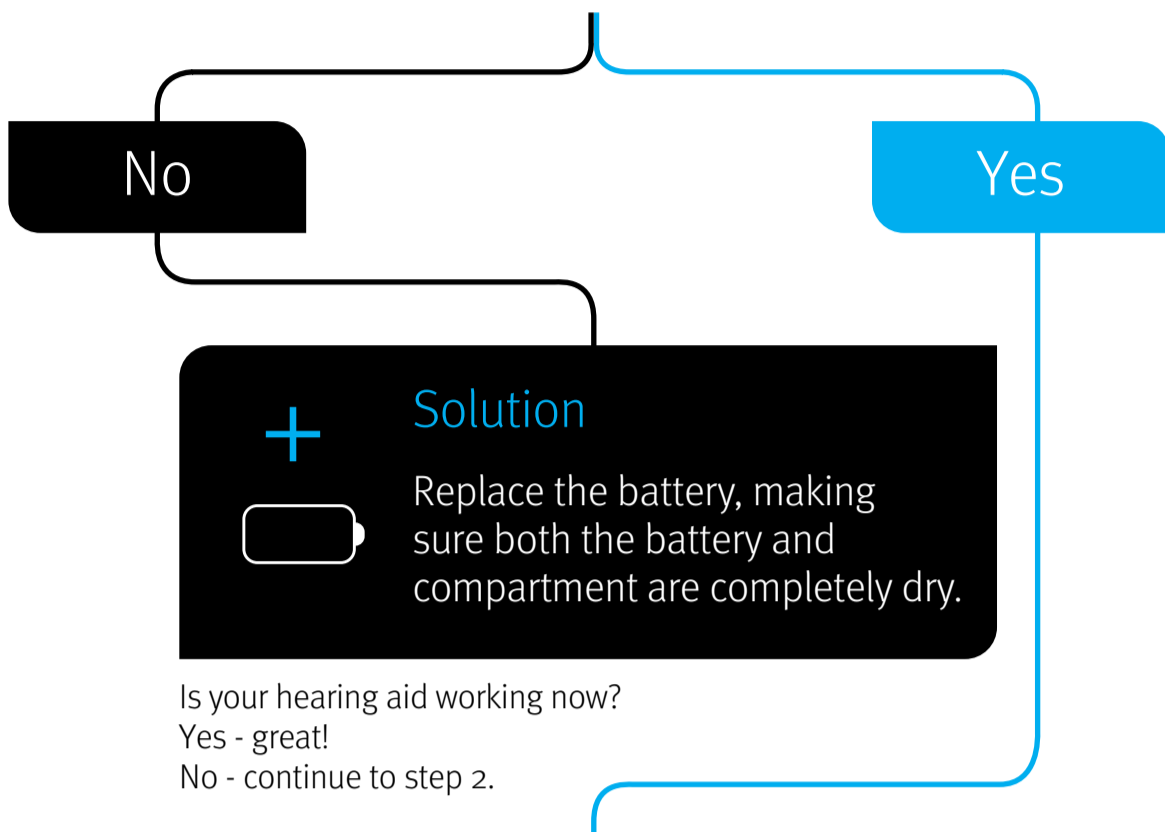
Follow these 4 steps

Each part of the amplification system needs to be cared for and properly maintained. If you notice that your hearing aid/s does not sound like it should, there are several steps you can take to figure out the issue.

Step 1 - Battery



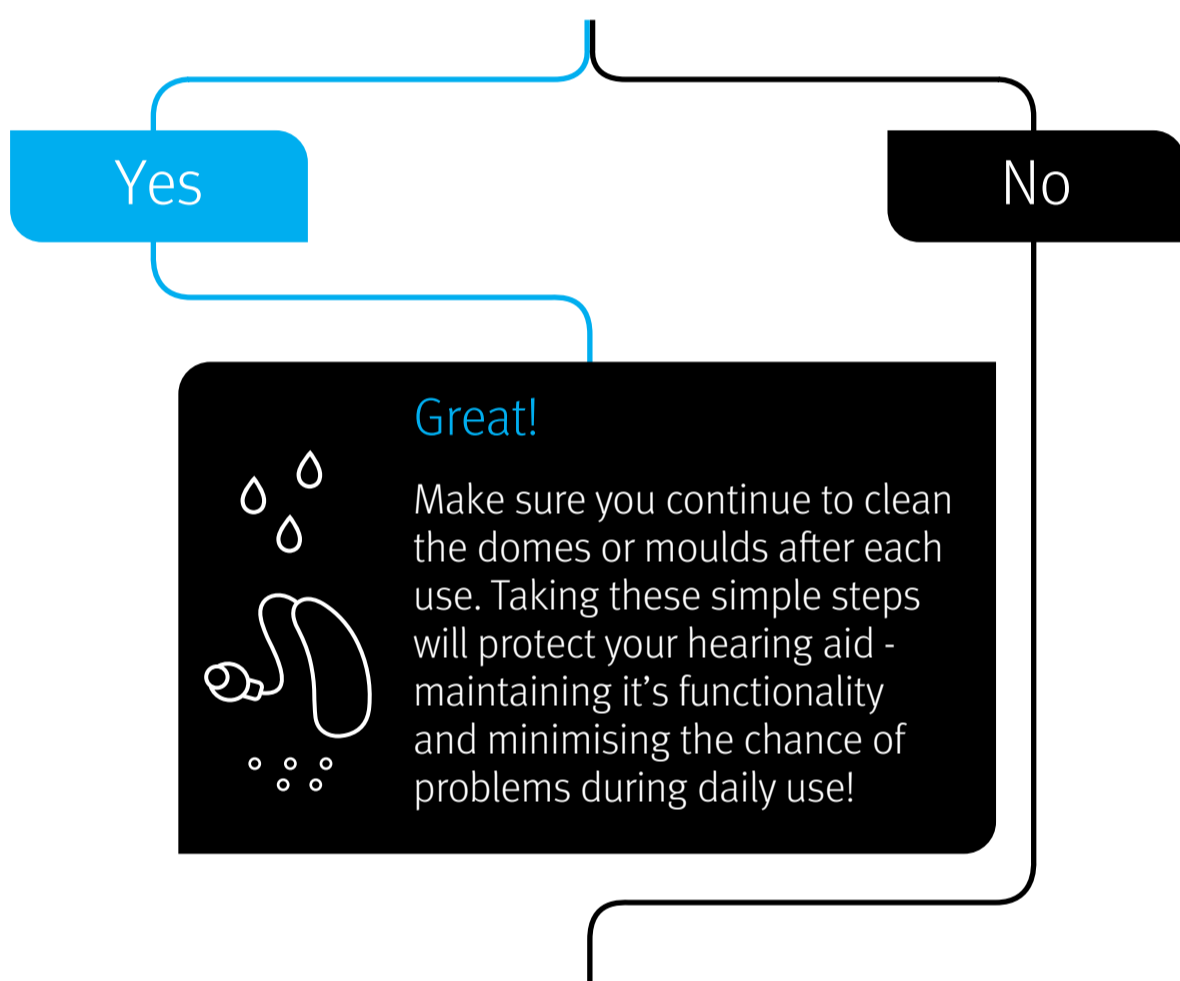
Check if your battery is dead. Does your hearing aid make any sound?



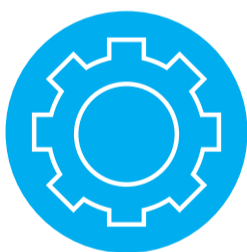
Step 2 - Cleaning domes or moulds



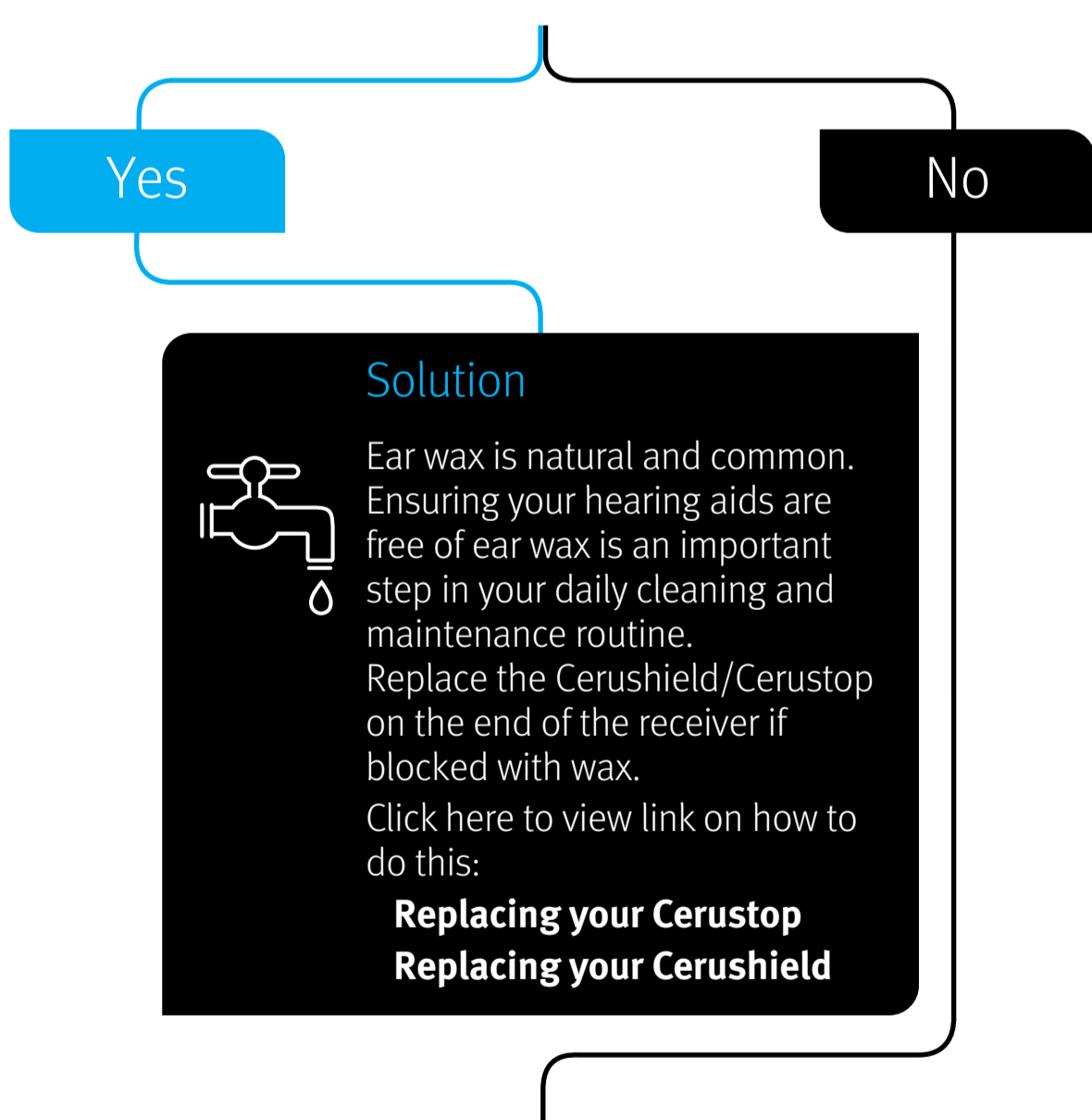
Perhaps you have wax blocking the domes or moulds.
Clean these on the outside daily with a dry cloth.
Domes should be replaced every 3-6 months or when they become stiff, brittle, or discoloured.
Did this fix the issue?



Step 3 - Replacing the CeruShield / Cerustop



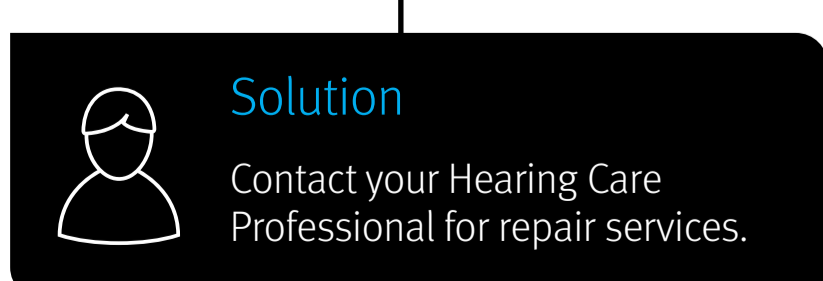
You may have wax accumulated in your CeruShields / Cerustops.
Replace the CeruShields / Cerustops on the receiver.
Listen to your hearing aid. Does it work?



Step 4 - Repair



It sounds like you may have to send in your device for repairs.



Hearing aids are very sensitive electronic devices. Even the humidity in the air is enough to cause hearing aid problems over time. Taking care of the hearing aids properly can help reduce the number of times that the hearing aid has to be repaired.

Click [here](#) to view our video library for further support.