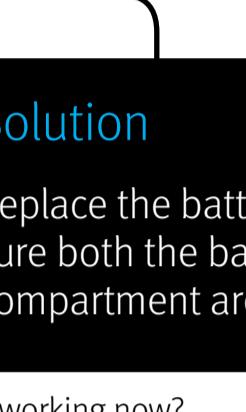


Is your RIC hearing aid not working?

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?

No

Yes



Solution



Replace the battery, making sure both the battery and compartment are completely dry.

Is your hearing aid working now?

Yes - great!

No - continue to step 2.

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.

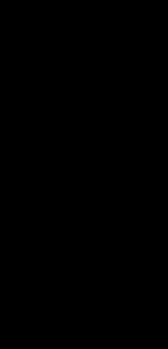
Domes should be replaced every 3-6 months or when they become stiff, brittle, or discoloured.

Did this fix the issue?

Yes

No

Great!



Make sure you continue to clean the domes or moulds after each use. Taking these simple steps will protect your hearing aid - maintaining its functionality and minimising the chance of problems during daily use!

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?

Yes

No

Solution



Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine. Replace the Cerushield/Cerustop on the end of the receiver if blocked with wax.

[Click here to view link on how to do this.](#)

[Replacing your Cerustop](#)

[Replacing your Cerushield](#)

Step 4 - Repair



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

Solution

Contact your Hearing Care Professional for repair services.

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.](#)