

ThinTube Trouble Shooting Guide

| PROBLEM | SOLUTION |
|-------------------------------------|---|
| No Sound | <ul style="list-style-type: none">• Replace battery• Turn aid on• Check for blockages (wax, water or debris) and kinks in the tubing and domes.• If so contact department for new tubes and domes• If hearing aid is still not working contact department for aid to be checked / replacement hearing aid. |
| Whistling when dome is in your ear. | <ul style="list-style-type: none">• Ensure that dome is inserted correctly.• Check if tubing and dome has any blockages (wax, water or debris) or kinks. Contact department for new tubing if so.• Check for any cracks or breaks in the tubing/dome. If so contact department for replacements.• Excessive wax can cause whistling. Use wax removal drops if your ears are blocked.• If none of the above contact department as aid may need to be calibrated or replaced. |