

Hearing Aid Information Booklet



"We aim to continually provide professional and innovative Audiology services in a friendly and caring environment by a dedicated and supported team." WE HEAR YOU

Southport and Ormskirk Opening Times

Phone lines are open:

Monday to Friday

9:30am – 12 Noon

Southport 01704 705 230

1:00pm – 3:00pm

Ormskirk 01695 656 708

Appointment Availability

Southport and Ormskirk Hospital Sites

Monday to Friday

8:00am – 6.00pm

Formby Clinic appointments are available on THURSDAYS




9:00am – 5:00pm

Please ring 01704 705 230 to arrange.

Contents

Hearing aid information	4
Introduction	5
Your new hearing aid	6
Types of hearing loss	7
Hearing aids	9
Frequently asked questions	11
Turning hearing aids on/ off & changing batteries	13
Volume control - Toggle	15
The program button	16
Insert slim tubes	17
Thin tubes	18
Troubleshooting guide	19
Communication tactics	21
Quick guide to connectivity & BeMore app	23
Online services	31
Finding your hearing aid	33
Pairing with your phone	34
Sources of further information	36
General notes on safety	38
What to do if the aid stops working	40
Repair services	41
Battery and accessories	42

Hearing Aid Information

Left hearing aid		Right hearing aid	
Model number		Model number	
Battery type	 312	 13	 675

Program	Beep	Description
1	One beep	
2	Two beep	
3	Three beep	
4	Four beep	

Introduction

Congratulations on getting your hearing aid(s), the first step towards better hearing. There is no doubt that, with time and regular use, it will make a real difference towards your quality of life.

Please take the time to read this guide as it will help you to get the best out of your new digital hearing aid. It will remind you of what your Audiologist explained at your fitting appointment, and also contains extra information about how to use and look after your aid.

You will also find tips that you can use to make it easier to understand what other people are saying. There is also contact information for useful organisations and support services.

If you have any difficulties that are not solved by this guide, your local audiology service is there to help you.

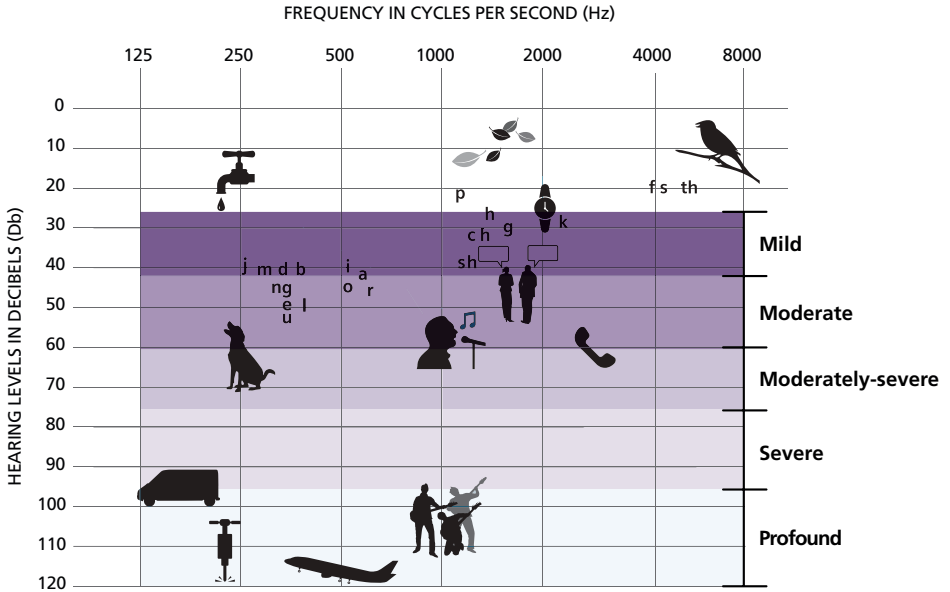
Your new hearing aid

All hearing aids supplied by the NHS are highly advanced, digital aids. Your hearing aid has been programmed electronically to take into account your individual prescription. This begins with your Audiologist performing a hearing assessment.



Types of hearing loss

Audiogram of familiar sounds



Please Note: People often have hearing thresholds spanning two or more of these classes of hearing loss in different pitches / ears.

Types of hearing loss (continued)

Mild

You may have difficulty following speech, especially in noisy situations. This type of loss is often noticed by family first rather than the patient.

Moderate

You may often have difficulty following speech and miss other quiet noises. Amplification is very successful for this loss, but the patient also needs to use good hearing tactics.

Moderately-severe

You would be unable to hear speech even in quiet surroundings and may not hear general noises such as traffic unless they are loud. Amplification is very successful for this loss, but the patient also needs to use good hearing tactics. Lip-reading classes could benefit people with this hearing level.

Severe

You would be unable to hear most sounds unless they are very loud. Amplification is useful, but the patient will also need to rely on good hearing tactics.

Profound

Will need to wear appropriate amplification technology (e.g. hearing aids, cochlear implant, FM) in order to hear conversational speech. You may not hear traffic noise unaided. Lip-reading classes would also be useful for people with this hearing loss. Patients in this category may also use sign language and watch sign assisted programmes.

Hearing aids

If your hearing is suitable, you will be offered digital hearing aids. This means that they are programmed with a computer to a prescription suitable for your loss.

Your hearing aid(s) may look like one of these:



BTE 77-DWT



BTE 88-DWT



BTE 98-DWT

Either a life tip, life mould or a standard ear mould has been prescribed for your hearing needs.



danalogic GN

Hearing aids (continued)

A hearing aid cannot give you perfect hearing but they should help you to hear everyday sounds like clocks ticking, birds singing, your feet on the carpet, clothes rustling and people breathing. More importantly they will amplify the quieter parts of speech like the beginning and ends of words including the quieter consonants... , th, ff, th, d, v, ...etc

This will make speech a bit clearer for you, so you don't have to listen as hard and give you more confidence when conversing with people.

In noisy places the background noise will still be there as it is for someone who has normal hearing. You will probably find that it is helpful to watch people's faces in noisy places like high streets and restaurants.

You may still find it difficult to follow what people are saying and, if both ears are impaired, wearing two aids will help you to focus better on what you want to listen to.

Good stereo hearing is essential for hearing well in demanding listening environments like background noise and distance.

Frequently asked questions

Will I have normal hearing with hearing aids in?

No, the hearing aids can only work with the hearing that you have left. It will sound strange to start off with, but with perseverance it will sound more natural. It will take the strain out of listening though and improve your confidence.

Will my own voice change by wearing hearing aids?

It is very common that your own voice may sound slightly different to what you are used to hearing, this is because you have been used to hearing your own voice with a hearing loss. When the aid is initially fitted the sound of your own voice can sound a little strange as it is now being amplified. Your own voice may appear a little quieter to others.

What if I don't like the sound of my own voice?

To start with, your voice may sound unfamiliar to you but after 2-6 weeks this should subside with regular use of the hearing aids. For some patients this may take longer than 2-6 weeks.

Is there anything else that could help, as well as a hearing aid?

Yes, social care can give out extra equipment for the TV. Please discuss with your Audiology Team.

Are there any listening situations that I will still have difficulty hearing, even with my hearing aids?

Your hearing aids are programmed to automatically adjust to suit the environment that you are in, however there are limitations to the technology. Sometimes manual programs can be added to help specifically with environments that you find especially hard to hear in. These options can be discussed with your Audiologist.

Frequently asked questions (continued)

How do I get used to wearing a hearing aid?

By wearing the hearing aids you are teaching yourself to listen again. When your hearing deteriorates it takes time to get used to all the new background noises and hearing speech can be strange to start with. Just like glasses, it takes time to get used to the physical fit. The more you wear the hearing aids, the more natural they will feel.

I've had one hearing aid for a long time and now I have been given two, one for each ear. What will this feel like?

The newly aided ear may take a while to get used to wearing a hearing aid, compared to the ear which has had a hearing aid previously. Similarly to when you received your first hearing aid, your brain needs time to adjust to hearing from this side again as it is learning to use both ears together. To start with it may sound less natural but please persevere with it until your hearing aid review appointment to allow for this adjustment.

I've been given two hearing aids – should I wear them both together?

Wearing two hearing aids gives a much more balanced, more natural sound. It will also be easier to locate where sounds are coming from when both hearing aids are worn. Good stereo hearing is about quality of sound and not loudness of sound. The hearing aids have been programmed as a pair and if you only wear one aid the settings may be incorrect for your hearing loss.

How often should I be wearing the hearing aids?

Ideally all day every day – the more they are in the ears, the better. Sometimes it may not be obvious how much you can hear with it but persevere as much as you can. Remember, you never know when you might need to hear something, for example, the doorbell or telephone, etc.

Please Note: The hearing aids should not get wet, they are water resistant but not waterproof. During showering, heavy rain, at the hairdressers etc., they should be removed to prevent damage. If the aid is damaged or lost a charge will be incurred.

Turning on/off and changing batteries

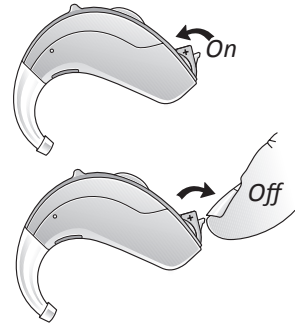
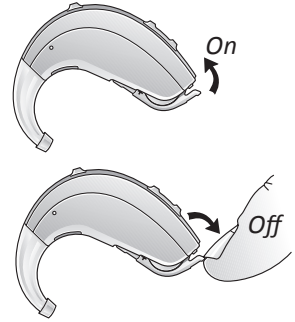
Turning on and off

Turning the hearing device on

Close the battery drawer completely to switch your hearing device on.

Turning the hearing device off

Open the battery drawer until a click is felt to turn your hearing device off.

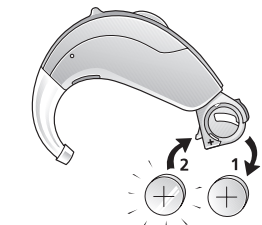


Changing batteries

Battery size and colour:  13  675

When the battery power is low

- The hearing device will beep when the battery power gets too low.
- The signal will repeat every 15 minutes until the hearing device automatically turns off.



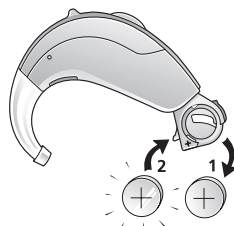
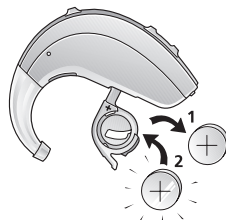
To change the battery

- Remove the sticky label from the new battery.
- Open the battery drawer.
- Remove the dead battery by pulling it upwards.
- Insert the new battery in it's place. Make sure that the flat side (marked +) is facing upwards.

i *To save the battery, make sure you turn your hearing aid device off when you are not using it.*

Your hearing device has been set up to beep when the battery needs charging.

Yes No

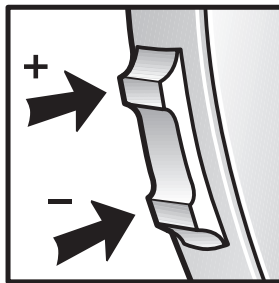


Volume control – toggle

Volume control (optional)

The volume control will allow the volume of your hearing devices to be increased or decreased.

1. To increase the volume, press the upper end of the toggle.
2. To decrease the volume, press the bottom end of the toggle.



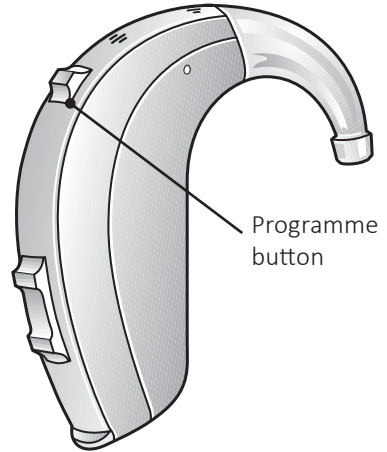
When volume is increased or decreased, a beep signal will be heard for each incremental change. When the upper or lower limits of the volume range are reached, the beep will change tone. During the fitting of your hearing device, your hearing care professional will have chosen an optimal volume setting for you. When switching the hearing device on, the volume will have this optimal setting.

Your hearing device has been set up to beep when the volume is adjusted.

Yes No

The programme button

- Your hearing device can have up to 4 different programmes. The programmes can be selected using the button at the top, on the back of your hearing device.
- To change programmes press the button. The number of beeps you hear indicates the programme you are in.
- 1 Beep = Programme 1
- 2 Beeps = Programme 2, etc.
- The programmes cycle through 1 to 2 to 3 to 4, then back to 1.
- When you switch the hearing device off and back on again it will always return to programme 1.



Record your programmes here

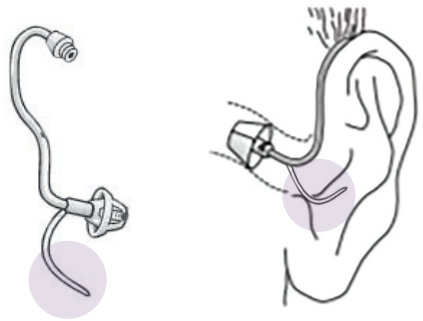
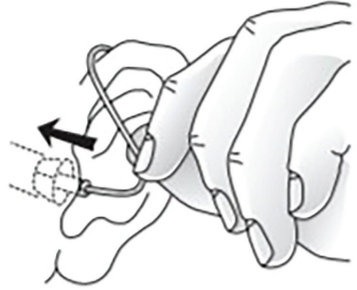
	Programme Name	When to use
Programme 1		
Programme 2		
Programme 3		
Programme 4		

Your hearing device has been set up to beep when you change between programmes.

Yes No

Inserting slim tubes

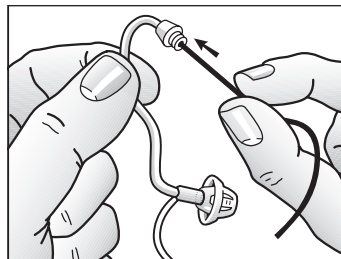
- Start by hanging the hearing aid over the top of your ear.
- Next, hold the slim tube where it bends and gently place/push the dome into the ear canal.
- Please ensure you place the retention cable in the bowl on your ear to ensure your hearing aid is secure.



Thin tubes

Cleaning thin tubes and domes

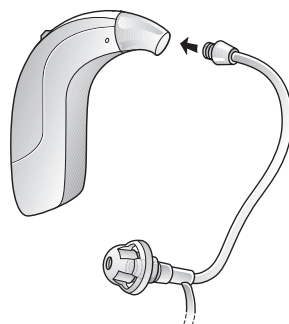
1. Remove the thin tubes from your hearing devices before cleaning by unscrewing them anti clockwise.
2. Wipe down the thin tubes and domes with a damp cloth.
3. In order to clear the thin tube of moisture and debris, push the black cleaning rod through the thin tube, beginning at the end opposite the dome.



i *Thin tube and dome systems should be replaced when the components become stiff, brittle or kinked.*

Replacing thin tubes

1. Remove thin tubes from hearing devices by unscrewing them anti clockwise.
2. Attach replacement thin tube by screwing clockwise.



Replacing domes

It is recommended that your hearing care professional change domes, as incorrect dome replacement could result in the dome falling out of the ear.

Troubleshooting guide

SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	• Hearing aid not turned on	• Turn on by closing the battery door
	• Dead battery	• Replace battery
	• Battery door not closed properly	• Check battery is inserted correctly and battery door is completely shut
	• Blocked slim tube / ear mould	• Clean slim tube / ear mould
	• Condensation in tube	• Remove the hearing device and shake the ear mould to remove water. Place somewhere warm and dry for 15 minutes before replacing the hearing device
	• Label not removed from battery	• Check label has been removed from top of battery
Not loud enough	• Incorrect slim tube / ear mould placement	• Re-insert slim tube / ear mould
	• Blocked slim tube / ear mould/ dome	• Clear earmould / clean slim tube / dome
	• Blocked wax filter	• Change wax filter or consult your Audiology Service
	• Hearing may have changed	• Consult your Audiology Service
	• Excessive ear wax	• Consult your GP or practice nurse
	• Volume set too low	• Increase the volume control if available or consult your Audiology Service

Troubleshooting guide (continued)

SYMPTOM	CAUSE	POSSIBLE REMEDY
Excessive whistling / feedback	• Incorrect slim tube / earmould placement	• Re-insert slim tube / earmould carefully
	• Excessive ear wax	• Consult your GP or practice nurse
	• Feedback control may need adjustment	• Consult your Audiology Service
	• Slim tube / earmould tubing worn or damaged	• Consult your Audiology Service
Sound distorted / not clear	• Slim tube connection loose	• Change slim tube or consult your Audiology Service
	• Weak battery	• Replace battery
	• Inadequate earmould or dome fit	• Consult your Audiology Service
	• Hearing aid damaged	• Consult your Audiology Service
Wireless does not work	• Hearing aid settings not optimal	• Consult your Audiology Service
	• Low battery on hearing instruments	• Replace battery
	• Low battery on wireless accessory	• Recharge accessory
	• Hearing aid not paired to accessory	• Re-pair accessory to hearing aids (see user guide or Audiology Service)

If there are any other problems not mentioned here, please contact your Audiology Service.

Communications tactics

Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.

Speak clearly and use normal lip movements, natural facial expressions and gestures

"Don't cover your mouth"

Use plain language and don't waffle.

"Get to the point"

"Get my attention"

Before you start to speak to me, make sure you are in the same room as me and you have my full attention.

"Face me"

Always turn and face me when you talk. It helps me pick up any visual clues you might give me.

Communications tactics (continued)

If you are experiencing difficulties communicating with a particular person or in a specific situation, the best thing to do is explain these tactics to them as it's likely they are not aware. Once they understand this they can help make the situation easier for you.

Keep your voice at a normal level. Shouting can distort speech making it more difficult to understand.

"Don't shout"

"Find a suitable place to talk"

It is easier to hear when there is good lighting and not too many noises and distractions.

"Don't speak too fast"

If I don't understand what you are saying, try and say it in a different way and slow. down.

Quick guide to connectivity & the GN Hearing BeMore app

Compatible mobile devices

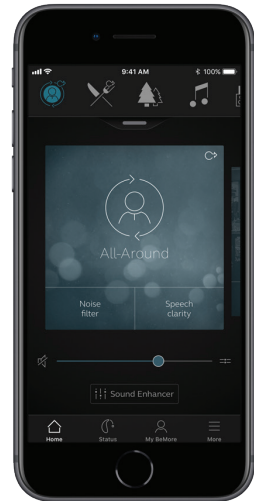
Apple: The GN Hearing BeMore app is compatible with a range of hearing aids. These hearing aids are supported with iPhone 5 and later, iPad Pro, iPad Air and later, iPad mini and later, iPad (4th generation) and later, iPod touch (5th generation) and later.

iOS 10 or later is required. Always install latest version of iOS for best performance. For use with Apple Watch, min. watchOS 3 is required. To use Apple Watch, you must also have the BeMore app installed and running on your IOS device.

Android: The BeMore app supports some of the most popular Android devices.

As we are continuously making more mobile devices compatible, please consult the app website for up-to-date compatibility information:

www.userguides.gnhearing.com/



Made for
iPhone | iPad | iPod

GN Making Life Sound Better

BeMore app overview

The BeMore app has four main screens, all accessible from the bottom navigation menu.

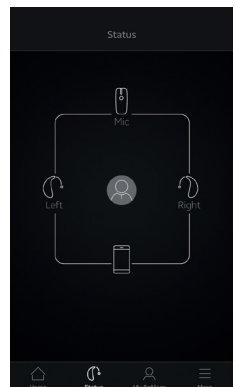
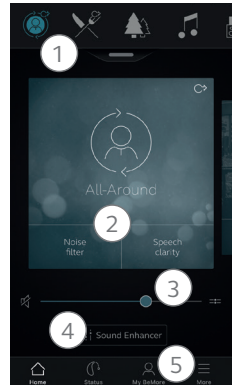
Main screen

1. Use the top carousel, drop-down or card-swipe to choose your hearing aid or streamer program, or your Favourite. Tap drop-down to edit programs and Favourites.
2. Use Quick Buttons for one-tap, advanced sound adjustments.
3. Adjust volume or mute. Press the split icon to adjust volume for left and right hearing aids independently.
4. Access Sound Enhancer to adjust treble/mid/bass, noise reduction, speech focus or wind noise reduction*. Also access Tinnitus Manager to adjust pitch and variation of sound from the Tinnitus sound generator, or to choose your Nature Sound*.
5. Navigational menu.

*Feature availability depends on hearing aid model and settings provided by your hearing care professional.

Status

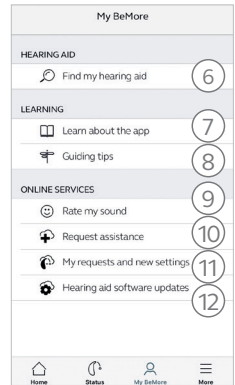
The status screen will show you information about the connectivity between your mobile device, hearing aids, wireless accessories and Apple Watch. If you see a red line with an exclamation mark, it means the connection is missing or broken.



BeMore app overview (continued)

My BeMore

- Find your lost hearing aid.
- Learn about the app and its functions.
- Guiding tips for use of the app and the hearing aids
- Rate My Sound Send your hearing care professional a rating of your sound settings.
- Request assistance with your hearing aid settings and programs from your hearing care professional.
- See the status of your requests and install any settings and program updates sent by your hearing care professional. Go back to previous settings.
- Install new software received for your hearing aids.



What if I lose a connection?

When a connection is lost, tap the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are powered on, are within phone range and have enough battery charge. You can also reboot your hearing aid if connection is not re-established straight away.

More

- Enter/exit Demo mode.
- Enable/disable Guiding tips.
- Enable/disable Automatic activation of Favourite locations.
- About: Read about the app and the brand.
- Legal information: Learn about manufacturer, terms & conditions and privacy policy. Review, give or withdraw consent to data-processing.
- Support: More app help and additional links to web-based help and FAQs.



Sound Enhancer: Personalise your sound

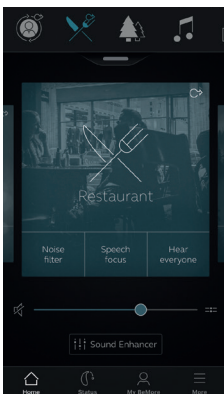
Sound Enhancer lets you fine-tune bass, middle and treble, Noise reduction, Speech focus and Wind noise reduction.

Availability of Sound Enhancer varies per hearing aid model and program depending on your fitting.

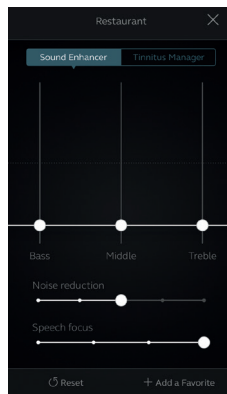
Noise reduction, Speech focus and Wind noise reduction are only available for top price-point hearing aid models. Bass, middle and treble is always available.

i Can I save my settings?

When you find settings you like, you can save them as Favourites. If you don't save them, the adjustments will remain until you click the reset button or reboot your hearing aids (opening and closing the battery doors).



Access Sound Enhancer from the bottom of the Home screen.



A view of Sound Enhancer with all possible features shown.

Move the sliders to interact with each feature and make adjustments.

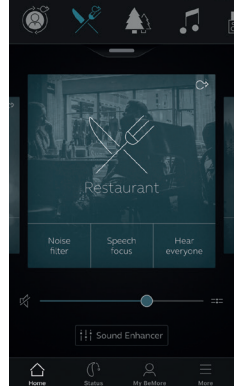
When you interact with one of the features, the screen will focus on that feature alone. See next page.

Tap Reset to return to fitted settings.

Tinnitus manager

The Tinnitus Manager is available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs by your hearing care professional.

A small icon will appear in the top right corner on programs if you have the TSG fitted. If you go to the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.



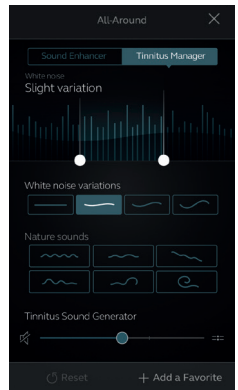
What you will have access to in the app

Activating and adjusting signals

When you enter the Tinnitus Manager, your current settings will be indicated. On the screen to the left, the white noise signal is activated. On the screen to the right, the nature sound signal is activated.

You will have access to:

1. White noise*: Activate or adjust the white noise signal by tapping one of the four buttons in 'White noise variations'. You can also adjust the frequency shaping above by moving the two sliders left and right.

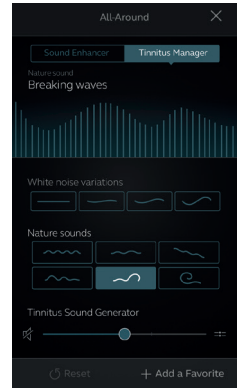


What you will have access to in the app (continued)

2. Nature sounds*: Activate or choose your preferred nature sound by tapping one of the six buttons in 'Nature sounds'.
3. Volume Control*: Adjust the volume level of the 'Tinnitus Sound Generator' by moving the slider.

You can always press reset to return to the settings provided by your hearing care professional.

*Feature availability depends on hearing aid model and the fitting provided by your hearing care professional.



Favourites

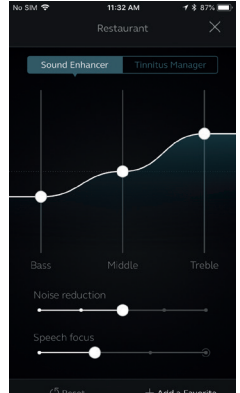


Add a Favourite

You can save your preferred sound settings as a Favourite.

Tap Add a Favourite at the bottom of the Sound Enhancer or the program overview.

Changes made to sound settings can be saved as a new Favourite or to update an existing Favourite.

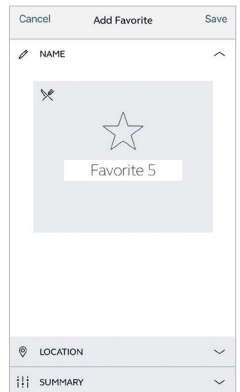


Name

Start by naming your Favourite.

i What are the settings of my Favourite?

To view the settings of your Favourite, tap Summary at the bottom of the screen. You can do this when you add the Favourite or if you enter Edit mode.



Favourites (continued)

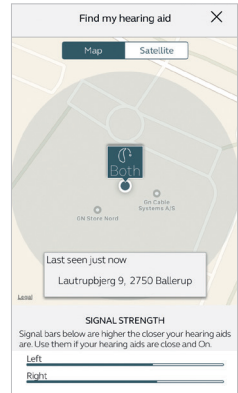


Location

You can also choose to add a location to a Favourite.

You can choose to have your hearing aids automatically change to the Favourite when you enter that location.

i Enable Location Services in iOS? For location-based favourites to work, go to Settings on the iOS device, tap Privacy, then Location Services. Turn Location Services on. Scroll down to the BeMore app and select "Always" on.

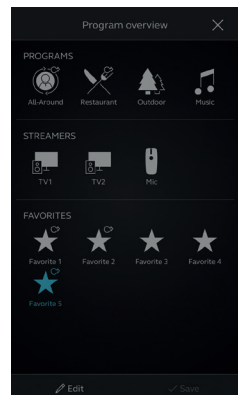


Favourite overview

When you have saved your Favourite, it will be added to the program navigation menus.

To edit or delete an active Favourite, tap Edit at the bottom of the program overview. Then tap the Favourite. Edit name, location or tap Delete at the bottom of the screen.

To delete all your Favourites, simply tap Delete all Favourites at the bottom of the program overview after you tap Edit.



Online Services: Hearing care wherever you are

In the near future your hearing aid will be able to be adjusted remotely via the BeMore App.

You will be able to send a request for assistance via the APP and receive new settings if appropriate.

Please discuss this with your Audiology professional at your next appointment.

Please note that access to Online Services requires the following:

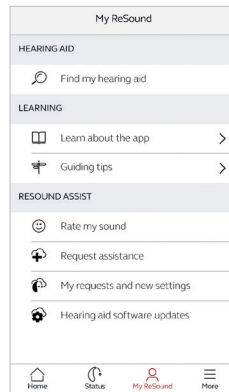
- Availability in your market
- One or more of its features has been enabled for you by your hearing care professional



Request assistance

My BeMore

Go to My BeMore in the bottom menu to find Online Services. Tap 'Request assistance' to reach out to your hearing care professional. The app will guide you through the rest of your service request.

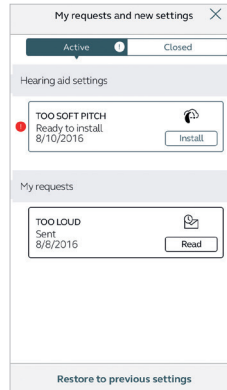


i Try out your direct fine-tuning options in the BeMore app first. Request assistance if you're experiencing recurring problems or need more fine-tuning than you can find in the app.

Online Services: Hearing care wherever you are (continued)

Viewing requests

To view your previous requests and responses from your hearing care professional, go to My BeMore and tap 'My requests and new settings'. Lists of active and closed requests will be accessible. Tap one to see more.



Finding my hearing aid



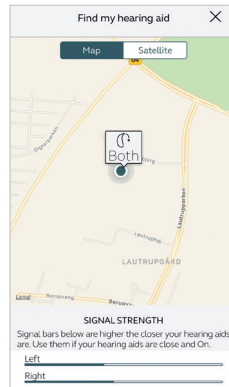
If you have lost your hearing aids, go to My BeMore and tap on 'Find my hearing aid'. The app can help you locate them.

Last location

The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see address and time they were last seen. You can switch between Map and Satellite views.

i Enable Location Services in iOS?

To track hearing instrument location in the background, go to Settings on the iOS device, tap Privacy, then Location Services. Turn Location Services on. Scroll down to the BeMore app and select "Always" on.



Search nearby

If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indication on the red bars at the bottom of the screen.

Hearing aids must be On to use this feature.

Pairing with your phone

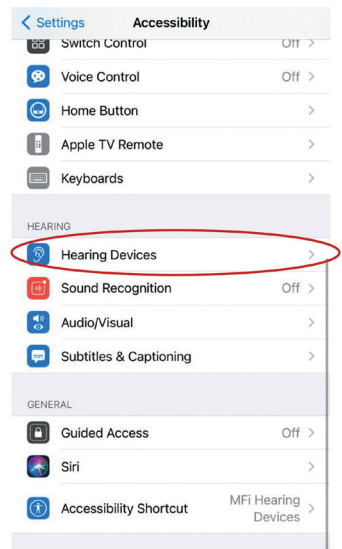
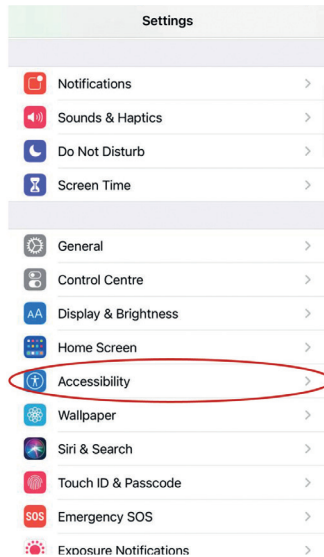
How to pair your instruments with your phone info

How to connect your hearing aids to the danalogic BeMore™ app on iPhone IOS platform

1. Ensure your model of smartphone is compatible by checking <http://go.gn.com/app-support>
2. Go to the Apple App store.
3. Search for “BeMore”.
4. If you are on an iPad, change the search criteria in the top left-hand corner to iPad only.
5. Tap Get and then Install to start downloading the app.

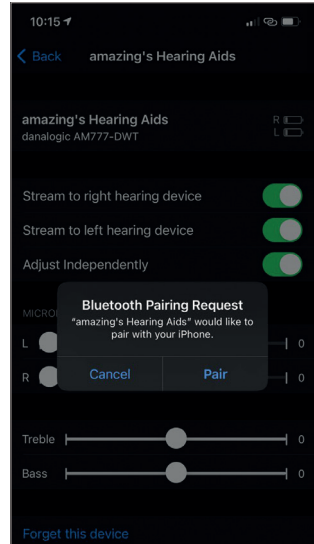


6. The hearing aids will need to be paired to the phone first before you open the app.
7. Ensure your Bluetooth is switched ON.
8. Go to Settings > Accessibility > Hearing Devices



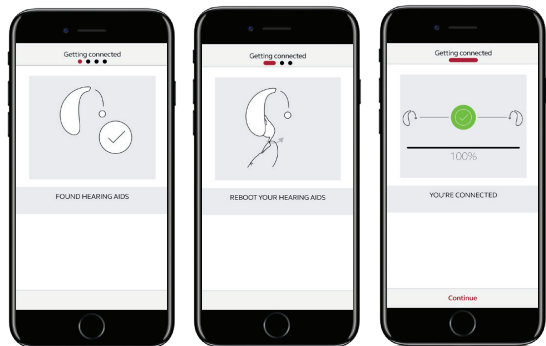
Pairing with your phone (continued)

- Open and close your battery door (to restart your hearing aids) and tap on your hearing aids which will appear below MFi Hearing Devices. Tap Pair in the dialogue box.
- When pairing two hearing aids, you will receive separate pairing requests. The second request may take a few seconds to appear after starting the first pairing.
- When it is connected, your hearing aid name colour will change from black to blue and it will say 'connected' to the right hand side.



- Return to your Home screen and tap on the BeMore™ icon. The app will take you through a few steps to get connected- follow the instructions on the screen to accept the terms and conditions and get started.

The app will populate with the data as programmed by your Audiologist and is ready to use.



Sources of further information

RNID

Information:

Telephone: 0808 808 0123

Email: information@rnid.org.uk

Head Office:

19-23 Featherstone Street,
London EC1Y 8SL

Telephone: 020 7296 8000

Textphone: 020 7296 8001

Email: informationline@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

British Tinnitus Association

Information:

Telephone: 0800 018 0527 free of charge within the UK

0114 250 9922 national rate within the UK

+44 (0)114 250 9922 outside the UK

Head Office:

Ground Floor, Unit 5,

Acorn Business Park,

Woodseats Close,

Sheffield, S8 0TB

Email: info@tinnitus.org.uk

Website: www.tinnitus.org.uk

C2Hear

Online videos for hearing aid users offering practical help.

Website: www.c2hearonline.com

Sources of further information (continued)

Hearing Link

Information:

Hearing Link is here to give you advice, information and support.

Please contact our Helpdesk by phone.

Telephone: 0300 111 1113

Head Office:

27-28 The Waterfront,

Eastbourne,

East Sussex, BN23 5UZ

SMS: 07526 123255

Email: enquiries@hearinglink.org

Website: www.hearinglink.org/contactus

SENSE

Information:

For deafblind people

Telephone: 0845 127 0066 or 020 7520 0972

Textphone: 0845 127 0066 or 020 7520 0972

Fax: 0845 127 0061

Head Office:

101 Pentonville Road,

London N1 9LG

Email: info@sense.org.uk

Website: www.sense.org.uk

Danalogic GN

Website: www.danalogic.co.uk/

Southport & Ormskirk Hospital Audiology

Website: www.southportandormskirk.nhs.uk/services/audiology/useful-websites

General notes on safety

Choking hazard posed by small parts.

- Keep batteries, hearing aids and accessories out of children's reach.
- If swallowed, consult a physician or hospital immediately.
- If infants, small children or disabled persons need to wear hearing aids ensure adequate supervision.
- Keep the battery compartment locked.

Important

Regularly check the condition of your hearing aid and consult your Audiologist if it fails to operate correctly or the case becomes damaged or deformed.

Leaking batteries damage hearing aids

- Turn the hearing aids off when not in use to preserve battery life.
- Remove battery when aids are not in use for a prolonged period of time.

Batteries contain harmful substances that pollute the environment.

- Do not throw away batteries into household refuse.
- Dispose batteries according to national regulations or return them to your Audiologist.

Please Note: For further and more comprehensive safety information please refer to your product user guide and safety guide.

General notes on safety (continued)

Your hearing aids are sensitive to extreme heat, high humidity, strong magnetic fields, x-rays and mechanical stress.

- Do not expose your hearing aid to extremes in temperature or humidity.
- Do not leave them in direct sunlight.
- Do not wear them in the shower or while applying make-up, perfume, aftershave, hair spray or suntan lotion.
- Do not wear your hearing aid when you are exposed to short-waves, a strong magnetic field, a high frequency field or x-rays.
- Do not place your hearing aids in a microwave oven.



WARNING

Connect the audio input only to equipment which conforms to the safety requirements of EN 60065.

Hazard of explosion

Do not use your hearing aids in areas where there is danger of explosion e.g. mining.

Please Note: Check the condition and operation of the hearing aid regularly. Consult your Audiologist if the casing is deformed.

NOTICE

If you lose your hearing aid or damage it there will be a replacement charge of £70 per hearing aid.

What to do if the aid stops working

Has your hearing aid stopped amplifying sound?

- Turn the aid off and on again. You may have accidentally altered the program or volume. This should reset the aid.
- Try one new battery. Each battery will last between 1 and 2 weeks.
- Try separating the tubing from the aid and cup the aid in your hand. The aid should whistle:
 - If it whistles, check the tubing and mould/LifeTip for signs of blockage. You may need to contact the Audiology Department to change tubing/LifeTip.
 - If it does not whistle, contact the Audiology Department for an appointment.

Does your hearing aid whistle when it is in your ear?

- Check that the ear mould/LifeTip is inserted correctly and fully into your ear.
- You may have excess wax, which can cause your hearing aid to feedback. See your GP about removal.
- Check your tubing for discolouration or cracks. The tubing may need to be changed.

Repair service

For basic repairs and servicing, please phone the department to make an appointment.

What is a repair?

- Check hearing aid is working correctly
- New tubes or hooks
- Cleaning of NHS hearing aids
- Measurements for new ear moulds



Hearing aid enquiries

All hearing aid enquiries are dealt with centrally at
Southport and Ormskirk NHS Hospital

**Please call: Southport 01704 705230
Ormskirk 01695 656708**

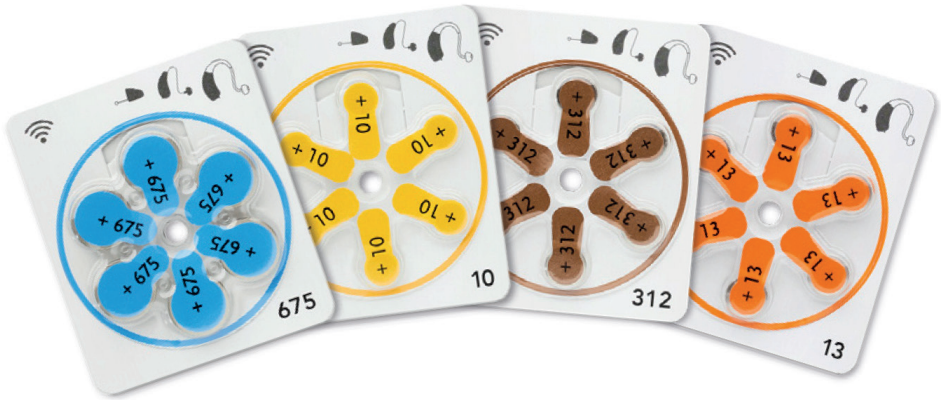
**Lines open Monday to Friday
9am – 12pm Noon & 1pm – 3pm**

Email: soh-tr.audiology@nhs.net

Battery and accessories replacement service

Postal Service

For batteries and accessories, simply call either department and speak to a member of the Audiology Team or leave an ansa-machine message stating clearly who you are and what you need. **All post is 2nd Class so allow plenty of time.**



To order batteries and accessories please phone when our lines are open:

Monday to Friday 9:30am – 12 Noon 1:00pm – 3:00pm

GN Support Information

Telephone: 01869352800 (Option 2)

Email: customerserviceuk@gnrespond.com

Webpage: <https://danalogic.co.uk/hearing-devices/danalogic-ambio-smart>