



Information for
patients and
carers

Synergy Sense with thin tube

Hearing aid instructions



Volume

Click to turn **up**

Click to turn **down**

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Programme Button

(Press and hold “up” button for 2 seconds)

♪ One beep = Programme 1 normal / everyday

♪♪ Two beeps = Programme 2 _____

♪♪♪ Three beeps = Programme 3 _____

Programmes: linked/unlinked

Volume: linked/unlinked

How do I switch my hearing aid on/off?

Turn on your hearing aid by closing the battery door completely with the battery in place. When the battery door is closed the hearing aid will start by playing a jingle.

This indicates that the battery is working and the hearing aid is operating. Turn off your hearing aid by opening the battery door slightly until a “click” is felt.

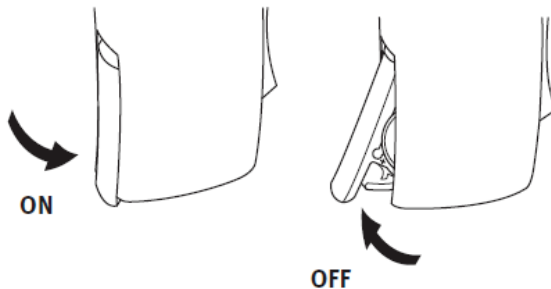
To preserve the battery, make sure your hearing aid is switched off when you are not wearing it.

When hearing aid is switched off it will go back to default program and volume.

Important Notice:

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing aid, especially at night.

ON/OFF



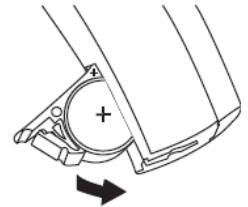
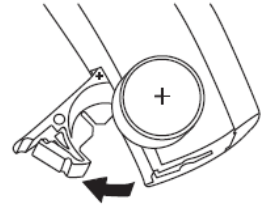
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When should I change batteries?

Your hearing aid battery size is P13. Each battery should last 10 to 14 days. A worn out battery should be removed immediately.

When the battery power is low, you will hear 2 beeps, this pre-warning starts when the battery has only a few hours of operation left. The pre-warning will be repeated in moderate intervals to indicate it is time to change the battery.

If the battery runs out the hearing aid turns off. When that happens, 4 beeps are played to indicate that the hearing aid is no longer operating.



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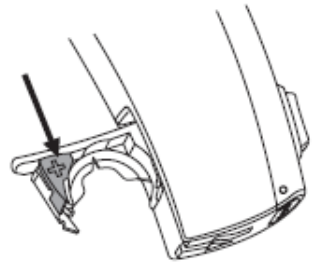
Batteries are available free of charge on production of your brown record book from the Hearing Aid Department.

Left/Right ear marking

Hearing aids are fitted to the uniqueness of each ear, which means if you have two hearing aids your left hearing aid is programmed differently from your right. In order to easily identify whether it is the left or right hearing aid, colour markings may be applied inside the battery door.

Blue marks the LEFT hearing aid.

Red marks the RIGHT hearing aid.

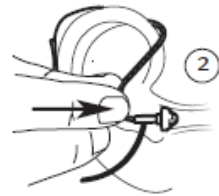
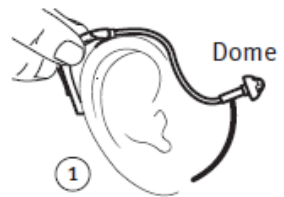


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Putting on your hearing aid

Putting on your hearing aid correctly takes practice:

1. Place the hearing aid behind your ear.
2. Hold the bend of the tube between your thumb and index finger. The dome should point towards the ear canal opening. Gently push the dome into your ear canal until the sound tube sits close against the side of your head.
3. Look in a mirror and position the ear grip in the concha using your index finger. If the sound tube or ear grip is sticking out from your ear you have not positioned them correctly. To remove the hearing aid, pull the bend of the tube.



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Caring for your hearing aid

Your ear canal produces ear wax which may clog up the sound outlet of your hearing aid. To prevent wax accumulation causing a change in performance, the guidelines in this section should be followed.

To remove wax from the thin tube:

1. Pull tube out of the hearing aid
2. Insert the cleaning tool, which has been provided, in the tube all the way through
3. Remove the tool and push the tube into the hearing aid
4. Only use parts designed for your hearing aids

The cleaning tools should only be used for cleaning the tubing when it is detached from the hearing aid and not on the ear.

The dome must be properly attached to the sound tube before inserting it in your ear.

If the dome is not correctly attached and falls off in the ear, see your hearing care professional or seek medical consultation. The dome is made of a soft, medically approved rubber material. If the dome comes off in the ear canal, it will not cause any harm but must be removed as soon as possible.

Do not push the tube into the ear before the dome is removed from the ear.

The tube should never be used without a dome attached.

Proper preventive care and maintenance will go a long way towards ensuring reliability and safe performance. Clean your sound tube on a regularly basis.

Do not share your hearing aids or any of the parts with other people.

Ensure your hands are clean when handling the hearing aid and its parts.

Avoiding heat, humidity and chemicals

Your hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully if moisture is present as it may affect their performance.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your hearing aid. You should always remove your hearing aid before applying such products and allow time for the product to dry before refitting your hearing aid. After applying cosmetics (e.g. lotions) wash your hands before putting on your hearing aid.

You should always remove your hearing aid before swimming, and before showering or taking a bath.

Seven easy steps to better hearing

It takes time to adjust to a new hearing aid. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had a hearing aid before and the degree of your hearing loss.

1. In the quiet of your home

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. Some sounds will seem different from what you are used to so you may have to learn to

identify them again. Note that in time you will get accustomed to the sounds in your environment.

If using the hearing aids makes you tired, take them off for a little while and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing aids comfortably all day long.

2. Conversation with another person

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may experience new speech sounds, which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech clearer.

3. Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programs. If you find it difficult to listen to TV or radio, you may want to contact Action on Hearing Loss for more information on loop systems. Action on Hearing Loss (formally RNID Solutions):

Website: <https://www.hearinglossconnevans.co.uk/>

Telephone: 01733 361199

4. In group conversations

Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

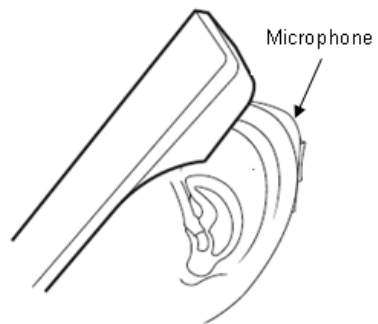
5. Telecoil use in church, theatre or cinema

An increasing number of churches, theatres and public buildings often have loop systems installed. These systems send out wireless sound to be received by the telecoil in your hearing aid. Typically, a sign will let you know whether the place has a telecoil.



6. Using the telephone

When using the telephone, tilt the receiver edge lightly on your cheekbone and position the phone slightly over the ear close to the hearing aid microphone. The sound then flows directly into the hearing aids microphone opening. This way, the hearing aids will not whistle and you ensure the best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the mouthpiece on the telephone in order to ensure good understanding on the other “end of the line”.



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7. Use your hearing aids all day long

The best way to ensure better hearing is to practice listening until you can wear your hearing aids comfortably all day. In most cases, you will not get the full benefit of the hearing aids if you use them infrequently.

Your hearing aids will not restore normal hearing, nor will they prevent or improve a hearing impairment resulting from a physiological condition. However, they will help towards making better use of the hearing ability that you have. If you have two hearing aids always wear both.

The most important benefits of wearing two hearing aids are:

- Your ability to localize sounds will improve
- It will be easier to understand speech in noisy surroundings
- You will experience a fuller, more comfortable sound picture

What should I do if I lose my hearing aid?

Take care of your hearing aid/s, if they are lost or damaged you may be charged. If this does happen, you will need to arrange a repair appointment to start the process of having it replaced.

Common problems and their solution

Symptom	Possible cause	Solution
No Sound	Worn-out battery	Change Battery
	Blocked tube (wax/condensation)	Clean tube
Intermittent or reduced sound	Blocked tube (wax/condensation)	Clean tube
	Worn-out battery	Change Battery
	Build up of wax in ear canal	Have ear checked by GP

Whistling/Squealing noise whilst in ear	Ear piece not inserted correctly	Reinsert hearing aid
	Build up of wax in ear canal	Have ear checked by GP
	Tubing split	Arrange a repair appointment for replacement tubing

If none of the above solutions solve the problem, arrange an appointment at our repair clinic for assistance.

Suppliers of equipment

Sarabec

15 High Force Rd, Middlesbrough, TS2 1RH

Web: www.sarabec.com

Telephone: **01642 247789**

Fax: **01642 230827**

Mincom/textphone: **01642 251310**

E-mail: mail@sarabec.co.uk

Hearing Products Ltd (HPI)

Echo House, 26/27 Haigh Park, Stockport, SK4 1QR

Web: www.hear4you.com

Telephone: **0161 480 8003**

Fax: **0161 480 8006**

E-mail: info@hear4you.com

Medequip Assistive Technology Limited

Unit G4

Leyland Business Park

Leyland, Preston

PR25 3GR

Web: www.medequip-uk.com
Telephone: **01772 286573**
Fax: **01772 479694**
E-mail: leyland@medequip-uk.com

Products

Doorbells

Portable Flashing Doorbells – B&Q, Argos, www.sarabec.com,
www.hear4you.com

Loop Systems

Different types dependent on hearing aid, dexterity - ability to press button/switch on hearing aids
www.sarabec.com, www.hear4you.com

Smoke Alarms

www.fireangel.co.uk, B&Q, Lancashire Fire and Rescue

Telephones

www.sarabec.com, www.medequip-uk.com, Argos
Telephone ringers – **BT 0800 800 150**

Alarm Clocks

www.sarabec.com, www.medequip-uk.com, Argos

Emergency Texting Services

66247 (used in Lancashire only) – www.lancashire.police.uk or
www.lancsfirerescue.org.uk

999 used in UK (mobile must be registered)
www.emergencysms.net

Useful Contacts

Social Services – LCC Adult Social Care

Hearing Impairment Team, assessment for assistive listening devices:

Telephone: **0300 123 6720**

Mobile SMS: **07860 031294**

Minicom/textphone: **01254 220666**

Fax: **01772 533661**

Email: csc.acscustomerservices@lancashire.gov.uk

Lip reading Classes

Betty Hartley – Preston and Bamber Bridge (**01254**) **397264**

Caritas Care, Ashton, Preston (**01772**) **732313**

Access to Work

Self-referral for an assessment at WORK to support with hearing and communication:

Telephone: **0800 121 7479**

Textphone: **0800 121 7579**

Action on Hearing Loss (formally **RNID**)

For information on hearing loss, tinnitus, assistive devices

Web: www.actiononhearingloss.org.uk

Telephone: **0808 8080123**

Email: information@hearingloss.org.uk

Hearing Link (previously Hearing Concern)

The Grange, Wycombe Road, Saunderton, Princes Risborough,
Buckinghamshire, HP27 9NS

Telephone/SMS: **07526 123255**

Email: Enquiries@hearinglink.org

C2 Hear Online

Interactive multimedia videos on hearing aid use

Web: www.c2hearonline.com/

Relay UK (formally Next Generation Text Service)

Helping anyone with a hearing/speech impairment with communication over the phone

Relay UK Team

Internal Box 14

Telephone House

170-175 Moor Lane

Preston

Lancashire

PR1 1BA

Telephone: **0800 7311 888**

Textphone/Relay UK app: **0800 500 888**

Email: relay.uk.helpdesk@bt.com

Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your hearing instrument.

Batteries

Hearing instruments and batteries can be dangerous if swallowed or used improperly. Such actions can result in severe injury, permanent hearing loss, or can even be fatal.

- Hearing instruments, their parts, and batteries are not toys and should be kept out of reach of anyone who might swallow these items or otherwise cause injury to themselves
- Never change the battery of the hearing instruments in front of infants, small children or people with learning difficulties
- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them
- Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident
- Most hearing instruments can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties
- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm
- Never attempt to recharge your batteries. They may explode and cause serious injury
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury

If a battery or hearing instrument is swallowed, see a doctor immediately.

Usage of hearing instruments

- Hearing instruments should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss
- Never allow others to wear your hearing instrument as incorrect/wrongful usage could cause permanent damage to their hearing

Dysfunction in hearing instruments

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds.

Interference

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, computer, tomography etc.
- Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, your hearing instrument may cause interference with other medical devices. Such interference can also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devices and electrostatic

discharges

Contact details

Should you require further advice or information please contact:

Audiology (Hearing and Balance Service) on **01772 522751**

Email: hearing.balance@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

www.c2hearonline.com/

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Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Cantonese:

如果你希望以另外一種格式接收該資訊，請和我們聯絡，不必猶豫。

Gujarati:

જો તમને આ માહિતી બીજી રચના કે ફોર્મેટમાં મેળવવાની ઇચ્છા હોય, તો કૃપા કરી અમારો સંપર્ક કરતા અચકાશો નહિ.

Hungarian:

Kérjük, vegye fel velünk a kapcsolatot, ha más formában kéri ezt az információt.

Polish:

Jeżeli chciał(a)by Pan/Pani otrzymać niniejsze informacje w innym formacie, prosimy o kontakt.

Punjabi:

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਇਹ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਤੋਂ ਨਾ ਝਿਜਕੋ।

Urdu:

اگر آپ اس معلومات کو کسی اور صورت میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کرنے میں ہچکچاہٹ محسوس نہ کریں۔

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Division: Audiology

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