



Information for  
patients and  
carers

## Wireless CROS Hearing Aid

Service information

## What is a Wireless CROS Hearing Aid?

A Wireless CROS (Contralateral Routing of Signals) Hearing Aid is a hearing aid system which involves having a hearing aid on your non hearing ear that picks up sound from your non-hearing side and feeds this information by wireless technology to a hearing aid on your better hearing ear. It is not the same as having two normal hearing ears, but can be helpful in some listening environments.

If you also have a degree of hearing loss in your better ear the CROS system will take this into account. This means that the aid on your better ear will work quite happily on its own and will still improve your hearing ability in some situations.

**The instructions on how to operate your CROS system can be found on the printed sheet issued to you at your fitting appointment. These instructions are specific to the settings on your aids.**

## Where do I get new batteries?

Replacement batteries are provided free by the Hearing & Balance Service at either Royal Preston or Chorley Hospital. Please call 01772 522751 and these can be posted out to you. The type/size you need is noted in your patient record. Your hearing aid will beep to indicate when the battery is running low. Both aids require batteries. Battery life is variable depending on how much you wear your CROS system. As a guide the battery in the main aid will last around 7–10 days with constant use and the CROS microphone side around 5–7 days.

Battery size is either:

P312 (brown pack)

P13 (orange pack)

P675 (blue pack)

## How do I clean my CROS system?

The tube on the CROS microphone (non-hearing side) is not sending any sound down it and so it cannot get blocked. This tube just needs to be wiped with something dry such as tissue. The tube on the main aid is important and needs to be kept clear, if this tube becomes blocked or damaged, nothing in the CROS system will work.

You can unscrew the tube from the main aid and use the cleaning sticks, provided at your fitting appointment, to push through the tube to ensure it is clear. If you cannot get the cleaning stick to go through the tube this may be a sign that the tube is kinked and needs replacing, in this case please call us for an appointment.

If you have a moulded earpiece on your main aid this can be washed in warm water. Disconnect the tube of the earmould from the hook of the aid. Once it is clean make sure all the water is out of the tube before reconnecting it to the hearing aid.

## When do the tubes need replacing?

The tubes on your CROS system need replacing regularly.

There is no set time period for this to be done as everybody is very different. If the tubes are damaged, or appear worn, new tubes can be obtained by calling us on 01772 522751 for an appointment or you may be sent a spare set so that you can change them yourself at home.

## Will my hearing be retested?

We aim to retest your hearing every 3 years. Close to this time you should receive a letter inviting you to have another assessment. At this appointment your hearing will be retested to see if there has been any deterioration. If necessary the aids can be reset to your new hearing level.

It may also be a chance to upgrade your CROS system should a newer, more suitable system be available.

## Contact details

Should you require further advice or information please contact:

Audiology Department (Hearing & Balance Service)  
Royal Preston Hospital  
Sharoe Green Lane  
Fulwood  
Preston  
PR2 9HT

Tel: 01772 522751

Email: [hearing.balance@lthtr.nhs.uk](mailto:hearing.balance@lthtr.nhs.uk)

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.patient.co.uk](http://www.patient.co.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

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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۔

**Department:** Audiology

**Division:** Surgery

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