Trusted Information Creator
Patient Information Forum

NHS
University Hospitals of Leicester
NHS Trust

Looking after your hearing aid and earmould

Hearing Services Department

Information for Patients and Carers

Last reviewed: August 2026
Next review: August 2029
Leaflet number: 353 Version: 4

Why do I need to take care of my earmould?



It is very important to clean your earmould and change the tubing regularly. If you do not do this the quality of sound from your hearing aid will be poor. If the tube becomes blocked your hearing aid may appear to stop working altogether.

Cleaning: Keep it clean by wiping the earmould daily with a tissue or a moist wipe. You can clean it more thoroughly in warm soapy water:



1. Pull the aid and the soft tube apart as shown.
2. **Soak the mould and the tube for around 15 minutes in warm soapy water.**
3. Rinse thoroughly under the tap. Let the water run through the tube.
4. Dry the outside of the earmould and tube.
5. Shake firmly to remove any water from inside the tube.
6. You may choose to leave it to dry overnight.

You should repeat this regularly.



Attaching the tube to the earmould: You should replace the plastic tube inside your earmould every 6 to 9 months. Or when the colour of the tube changes or it becomes hard. This will help to maintain good sound quality and comfort.

If the tube becomes too hard it can snap and get stuck inside the earmould. If this happens you will not be able to wear the hearing aid until the broken tube is removed and replaced.

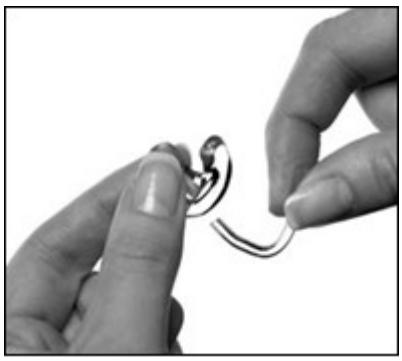
How to retube your earmould

Please follow these instructions on how to replace the tube. If you find it difficult to handle small objects or have eyesight problems and cannot replace the tube yourself, please ask a friend or relative to help. **You can also book a repair appointment and we will do it for you.** Replacement tubing is available from all of our battery collection centres.

1. Hold the tube in one hand and the hearing aid hook in the other, twist and pull firmly apart.



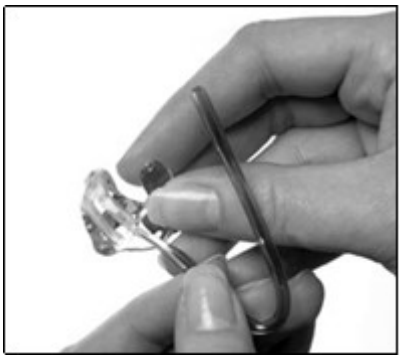
2. Pull the old piece of tubing out of the mould. **Keep this piece of tubing.**



3. Cut the new piece of tubing to a long thin point.



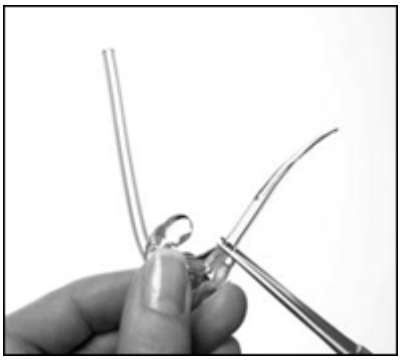
4. Insert the pointed end into the earmould as shown. If there are two holes in the mould you should use the top one.



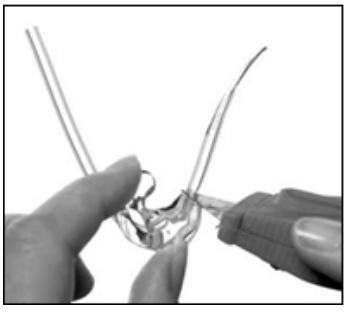
5. Pull the tubing through until it reaches the bend.



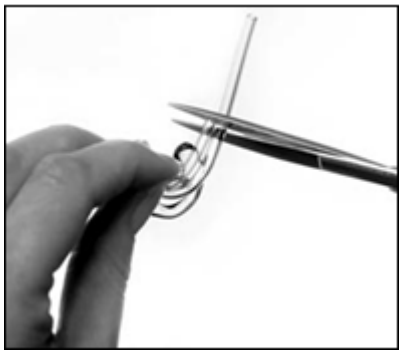
6. Cut off the point ‘flush’ with the earmould using a sharp pair of scissors.



7. Using a sharp knife can create a closer cut. Place the mould down on a hard surface if using a knife.



8. Use the old piece of tube as a measure for the new piece.



9. Push the end the hearing aid hook firmly inside the new piece of tubing.



If the hearing aid is loose over the top of the ear, try shortening the tube a little as the old piece may have stretched.

If the old piece of tube has been lost or damaged, place the earmould in the ear and the hearing aid behind. Ask someone to mark with a pen where the two meet. Remember to allow a little extra as the tube pushes over the end of the hearing aid.

The earmould should point away from the hearing aid as shown in this picture.



Troubleshooting guide for hearing aids with earmoulds

No sound:

- Try replacing the battery. If possible use a brand new battery.
- Do not remove the tab until the battery is needed.
- Separate the hearing aid from the earmould as though for cleaning. Switch the aid on and close your hand over the aid. If the aid whistles this means there is a blockage in the earmould. Wash the earmould and tube together in warm soapy water.
- If the hearing aid still does not work you will need to make an appointment to have the hearing aid repaired.

Poor sound quality:

- Have your ears checked by your GP for wax or infection.
- Check your earmould for moisture, or blockages of wax or debris. If needed, remove the earmould and wash it in warm soapy water.
- Check the tube for bends or breaks. Replace if needed.
- Otherwise make an appointment at one of our repair clinics.

My hearing aid whistles when it is in my ear:

- Have your ears checked by your GP for wax or infection.
- Check that your earmould is inserted correctly. The tube should sit ‘flush’ against the side of your ear. Ask your audiologist for advice if you have difficulty fitting your earmould.
- Check to see whether the earmould is loose or damaged. Earmoulds need replacing from time to time due to ‘wear and tear’. Also over a period of time your ear can change shape.

Please note that it is perfectly normal for a hearing aid to whistle when it is not in the ear, or when you cover your ear and hearing aid with your hand.

How to get your hearing aid repaired or serviced

Hearing Services Department

Leicester Royal Infirmary
Leicester

LE1 5WW

You can repair or service your hearing aid by:

- post
- attending a drop-in clinics. This happens only in 1 location.
- making an appointment to attend a repair clinic.

We may ask you to make a repair appointment so we can assess if you need any more treatment or to talk about any other issues that you may have with your hearing aid(s).

Repairing your hearing aid by post:

Please send your hearing aid(s) with your yellow appointment card, and a self-addressed stamped envelope, to the address above.

You will need **at least 2 large letter stamps** due to the thickness and weight of the envelope. If you are not sure, please check with your local post office for exact postage costs.

We will post your hearing aid(s) back to you in the self-addressed stamped envelope that you provide.

Attending a drop-in clinic for repair or servicing:

If you need your hearing aid repaired or serviced, or need a new mould, we offer a walk-in repair clinic where you can be seen without an appointment.. We only offer this service at the location below:

Belgrave Neighbourhood Centre

Rothley Street

Leicester LE4 6LF

Every other Wednesday, 9:30am to 12pm. Please check at the site for the next session.

Making an appointment for repair or servicing:

You can make an appointment to have your hearing aid(s) serviced or repaired at your convenience. The Hearing Services Department has a dedicated telephone line in order to book repair appointments at the named clinics on the next page, please state which clinic you would like to attend.

You can call Monday, Tuesday, Thursday and Friday, 9am to 12pm and 1.30pm to 5pm.

Telephone: 0116 258 5120 **Email:** uhl-tr.hearingservices@nhs.net

Text (only): 0772 918 8421

Clinic locations for repairs and servicing - by appointment only:

Braunstone Health & Social Care Centre
33 Hockley Farm Road
Leicester LE3 1HN

Coalville Health Centre
1 Market Street
Coalville LE67 3DX

Glenfield Hospital
Groby Road
Leicester LE3 9QP

Hinckley Hospital – Outpatient's Department
Mount Rd (entrance on Hill Street)
Hinckley LE10 1AG

Hynca Lodge
St Francis Close (just off Tudor Road)
Hinckley LE10 0EW

Leicester Royal Infirmary
Hearing Services Department
Leicester Royal Infirmary
Leicester LE1 5WW

Loughborough Hospital
Epinal Way (entrance 2)
Loughborough LE11 5YJ

Melton St Mary's Hospital
Thorpe Road
Melton Mowbray
Leicestershire LE13 1SJ

Rutland Memorial Hospital
Cold Overton Road
Oakham LE15 6NT

Field Street Surgery
18 Field street
Shepshed LE12 9AL

St Luke's Treatment Centre
33 Leicester Road
Market Harborough LE16 7BN

Syston Health Centre
Melton Road
Syston
Leicestershire LE7 2EQ

Two Steeples Medical Centre
Abington Close
Wigston
Leicestershire LE18 2EW

Using your hearing aid with the telephone



Hold the receiver to the hearing aid as shown. Do not hold it to your ear. This is because sound cannot pass easily through your earmould.

Speakerphone:

You may find it easier to use a telephone with speakerphone.

You can listen through a speaker on the telephone without having to lift the receiver to the ear. This can be helpful if you have 2 hearing aids.

Volume control:

Having the volume louder can be helpful. Often the problem is that sounds are not clear rather than that they are not loud enough. It is still important to use your hearing aid(s) for clearer sound even if you can turn the volume up on your telephone.

Mobile phones:

Many mobile phone manufacturers make portable loop systems for use with your hearing aid(s). Contact any mobile phone shop or search the internet for more details. This can be useful in noisy situations or when used as a ‘hands free’ accessory.

Streaming/ Bluetooth devices:

Some NHS hearing aids are compatible with Bluetooth streaming devices. A streamer is often worn around the neck. It can connect your hearing aid(s) wirelessly to a variety of Bluetooth compatible devices, like mobile phones, computers or tablets. Please ask your audiologist for more information. Please note that streamers are not provided by the NHS.

Loop systems:

You can use your hearing aid(s) on the loop program with the telephone. This can be helpful when listening in a noisy environment, or in a public place.

Loop systems are also found in public building. They are designed to assist hearing aid users in difficult listening situations, like theatres, cinemas and churches, where the speaker may be some distance away from you.

You can only use the loop setting when you see this sign:



Most NHS hearing aids are able to switch to a ‘loop program’. You will need to refer to your hearing aid instruction leaflet to make sure that this has been activated by your audiologist.

The loop program is often activated by pressing a small button on the back of your digital hearing aid. Personal loop systems can also be used with mobile phones, televisions and in the workplace.

Loss or damage to your NHS hearing aid

Any NHS hearing aid is issued on a permanent loan basis and should be retuned if no longer needed. If you lose or damage your NHS aid you will be charged an administration fee of £70 when it is replaced. Some patients may not need to pay charges for medical reasons.

More information

Please ask your audiologist for further details about assistive listening devices (ALDs), such as vibrating smoke alarms and phone flashers, or contact on the numbers below:

- **Services for Deaf and Hard of Hearing People:**

  For people living in the county of Leicestershire and Rutland.

  Telephone: 0116 305 4286

  https://firstcontactplus.org.uk

- **Care Access Management Service:**

  For people living in the city of Leicester.

  Telephone: 0116 454100 (ask for the duty desk) / https://adultsocialcare.leicester.gov.uk

- **Action Deafness (AD):**

  Provides interpreting services, and advice and guidance for people who are deaf and hard of hearing.

  1st Floor, Peepul Centre, Orchardson Avenue, Leicester, LE4 6DP

  Telephone: 0844 593 8440 / Text: 07817 260140 / www.actiondeafness.org.uk

Other useful contacts:

- **Action on Hearing Loss:**

  Telephone: 0808 808 0123 (freephone) / SMS: 0780 000 0360
  Email: information@hearingloss.org.uk

- **The British Tinnitus Association:**

  Freephone: 0800 018 0527 / Email: helpline@tinnitus.org.uk / www.tinnitus.org.uk

- **B.I.D Services in Leicester, Leicestershire & Rutland:**

  A national charity that supports and campaigns for people who are ‘deafblind’

  Telephone: 0116 2498839 / www.bid.org.uk

If you have any questions, write them down here to remind you what to ask:

Health information and support is available at www.nhs.uk or call 111 for non-emergency medical advice
Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals.
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہِ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
إذا كنت ترغب في الحصول على هذه المعلومات بلغةٍ أُخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો.

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net

We are a research hospital and you may be asked to take part in research

Re-use of this leaflet is restricted by Creative Commons license