

Day-to-day care of your cochlear implant system



Your or your child's sound processor is a medical device requiring good care and maintenance to ensure that it provides optimal hearing performance. Please consider the following points to get the most from your or your child's cochlear implant system.

Batteries

Due to the high power consumption of cochlear implant sound processors, the use of high-powered batteries is recommended for optimum performance. Your device will be provided with rechargeable batteries or you can choose to use disposable batteries which can be obtained through Australian Hearing or from Cochlear Ltd.

With a bit of trial and error, you may also find some suitable batteries in retail outlets, such as supermarkets and chemists.

Another alternative is to order online. One such company is called Hearing Aid Batteries Express. Further information and order forms can be obtained by contacting:

Hearing Aid Batteries Express

Phone: 0423 100 555

FAX/TTY: 02 9410 3062

Web: www.hearingaidbatteries.com.au

Replacement and spare parts

Replacement or spare parts for your cochlear implant system can be obtained from two sources - Australian Hearing or Cochlear Ltd. Before contacting these sources, please ensure you know the cochlear implant type, sound processor model, cable length and colour for the part required.

Australian Hearing

Australian Hearing will provide replacement parts free of charge for eligible members on presentation of a valid Hearing Services Card. Those parts necessary to keep a sound processor functioning (eg coils, cables, magnets) will be provided.

Australian Hearing:

Phone: 1800 131 339

NRS: 1800 131 339

Fax: (02) 9419 8397

Email: cisupport@hearing.com.au



Cochlear Limited

Replacement and spare parts and accessories can also be purchased directly from Cochlear Ltd's Customer Service department:

Cochlear Limited

Phone: 1800 620 929

Fax/TTY: (02) 8002 2800

Email: customerservice@cochlear.com

Web: www.cochlear.com.au and click on 'Store'

Microphone protectors

Freedom, Nucleus5 and Nucleus6 sound processors have microphone protectors that require regular replacement. A dirty or blocked microphone protector results in the gradual deterioration of sound quality. Replace the microphone protectors if you notice a reduction in sound quality or if the protectors look dirty. Cochlear Ltd recommends that the protectors be replaced three to six monthly. Replace all protectors at the same. Refer to your *Cochlear™ User Manual* or www.cochlear.com.au for instructions on how to change the protectors.

Regularly check the coil's magnet strength

It is important to be aware that, as well as being adjustable, the magnet inserts in the transmitting coils are available in different strengths (ie: ½, 1, 2, 3). If the magnet is too weak, the coil will fall off repeatedly. If it is too strong, it may weaken the skin above the implant, which in turn, could become infected.

Good magnet strength is when it is just tight enough to hold the coil in place when the wearer shakes their head, no tighter. If the skin underneath the coil looks red or starts to feel 'hot', or if the coil is leaving a mark on the skin, then the magnet is too tight. Familiarise yourself with the coil and magnet suitable for your headset. Please double check that you receive the correct ones when obtaining replacements.

General care of the sound processor

Please note that your processor is not waterproof so care must be taken to ensure it is kept dry. Dust and moisture can affect the sound quality from the sound processor. Please refer to your *Cochlear™ User Manual* or www.cochlear.com.au for guidance on how to care and maintain, store and clean your or your child's processor.



Further assistance

The Cochlear Implant Clinic has partnered with Cochlear Ltd and established the Cochlear Care Centre™. Located on the Ground Floor at 174 Victoria Parade, East Melbourne, the Cochlear Care Centre is just a short walk from the Eye and Ear Hospital. The Cochlear Care Centre will support trouble-shooting and cochlear implant device maintenance needs for all patients, as well as provide ongoing routine mapping services for adults and older children.

If you or your child's sound processor is not working and you require assistance to get it working again, please contact the Cochlear Care Centre on 1800 069 365 or email carecentre.vic@cochlear.com.

Who to contact if you have a concern

For any concerns, please contact:

Cochlear Implant Clinic

6th Floor, Smorgon Family Wing
32 Gisborne Street
East Melbourne VIC 3002
Ph: 03 9929 8624

For medical concerns, please visit the Eye and Ear Emergency Department or call 03 9929 8666.

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