

# What to do if you or your child are not hearing well



If you, or your child, are not hearing as well as normal when using the sound processor, the following may help you to pin-point the problem. For a more detailed guide, please refer to the *Cochlear™ User Manual* or *Cochlear™ Trouble-shooting Guide* that came with your sound processor.

## Checking your sound processor

1. Replace the batteries.
2. Check the LCD on the sound processor or remote assistant to see if any of the 'help' messages are showing. If so, refer to the *Help Messages* table in your *Cochlear™ User Manual* or *Cochlear™ Trouble-shooting Guide*.
3. Check the sound processor settings are correct, as recommended by your clinician.
4. Check that all components are correctly connected to the sound processor. Look for any broken or twisted wires.
5. If the sound processor is still not functioning correctly, refer to the trouble-shooting steps outlined in your *Cochlear™ User Manual*, *Cochlear™ Trouble-shooting Guide* or online at [www.cochlear.com.au](http://www.cochlear.com.au) and click on 'support centre'.
6. If none of the above steps rectifies the problem, the sound processor may need to be repaired or re-mapped. Please contact the Cochlear Implant Clinic or Cochlear Care Centre for further advice or to arrange an appointment.

## If the sound processor needs repairing

The Cochlear Care Centre has a technical officer available to assist you. Please contact the clinic to make an appointment. Please note the following:

1. Bring the processor and all parts into the Cochlear Care Centre.
  - This allows quick resolution of the problem and removes the risk of the processor being lost in the mail.
  - Warranty claims can only be made by the clinic on your behalf when a faulty part is returned to Cochlear Ltd.



- The Cochlear Care Centre is now using a repair by replacement system for the Nucleus 5 and Nucleus 6 sound processors. When the faulty sound processor is brought in to the Cochlear Care Centre and confirmed as faulty you/your child will be provided with a replacement sound processor. A Loan processor may be provided in some instances where a repair by replacement is not possible or if you are using an earlier model sound processor such as a Freedom or an ESprit 3G
2. Ensure you bring your Australian Hearing Services card (if you have one) to confirm whether the cost of your replacement is covered by Australian Hearing. If you do not have an Australian Hearing Services card, you will be required to pay the flat service/repair fee before the faulty processor is replaced.

**Please note: The Royal Victorian Eye and Ear Hospital Cochlear Implant Clinic and the Cochlear Care Centre will not be responsible for replacing any item sent via mail or courier.**

## 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.

**Disclaimer** This document describes the generally accepted practice at the time of publication only. It is only a summary of clinical knowledge regarding this area. The Royal Victorian Eye and Ear Hospital makes no warranty, express or implied, that the information contained in this document is comprehensive. They accept no responsibility for any consequence arising from inappropriate application of this information.  
What to do if you are not hearing well #213 | Owner: Cochlear Implant Clinic | Last published: 18/10/2018 | Next review: 18/10/2021

