

A quick reference for hearing aid battery troubleshooting:

Issue	Definition	Quick Solve
Short Life	Device stopped working completely (may have received low voltage signal) before the normal life expectancy	<p>Is this a new aid or prescription for the patient? If yes, this can effect battery life</p> <p>Check battery contacts to be sure they are in the correct position (look for scratches on battery)</p> <p>Has the patient’s noise environment changed? Batteries will drain more in environments with high noise levels</p>
Dead Battery	Cell will not start/activate a device	<p>Did the patient “test” using a tester? If yes, explain that a battery tester is not an accurate way to test batteries. Always “test” using the device.</p> <p>If the patient “tested” the battery in their hearing device, Check battery contacts to be sure they are in the correct position (look for scratches on battery)</p>
Low Voltage	Device is signaling low voltage, but continues to work until end of normal life or battery is changed out	<p>Did the patient allow the battery to air up for one minute?</p> <p>Check battery contacts to be sure they are in the correct position (look for scratches on battery)</p>
Leakage	Originating from the vent holes or seal area – mostly looks like white powder	<p>Verify the brand of battery</p> <p>How is the battery being store? Heat, cold and humid conditions can effect the likelihood that a battery will leak</p>
Corrosion	Eating away of the metal with a “rust” color	<p>Verify the brand of battery</p> <p>How is the battery being stored? Hot and and humid conditions can effect the likelihood that a battery will have corrosion</p>