

## Basic Maintenance and Trouble Shooting for Cochlear Implant Recipients

The following guidelines will ensure a longer life and better performance for your sound processor:

- Put sound processor in the dry & store box every night.
- Replace the dry-brick every 2 months. Alternatively, recharge the metal can desiccant when the colour becomes pale (see instructions on carton). It is recommended to change the microphone covers every 2 months. Also change the microphone covers if the processor gets dirty/wet or the sound quality changes.
- Regularly give the sound processor a gently brush around the joining area of the different components to remove any build-up of dust, dirt, sand and the like.
- Check the sound processor and coil regularly for cracks.
- Keep at least 1 spare of each part required for your sound processor such as coil, cable and microphone covers.

When you need a spare part:

- patients of Hearing Australia eligible with a current Hearing Services Card can obtain parts from the Cochlear Implant Support Service in Sydney. Phone 1800 131 339 or email [cisupport@hearing.com.au](mailto:cisupport@hearing.com.au).
- Other patients can order spare parts directly from Cochlear Limited via their website at [www.cochlear.com](http://www.cochlear.com). Alternatively, ask your Audiologist for an order form.

If the sound quality deteriorates significantly, the sound starts cutting out or stops working altogether you can try the following:

- Change the batteries or swap battery pack.
- Check the remote assistant for any visual alerts and follow the suggested troubleshooting steps. For more information visit the webpage at [www.cochlear.com/wps/wcm/connect/au/home/support/cochlear-implantsystems/nuclear-6-system/troubleshooting/troubleshooting](http://www.cochlear.com/wps/wcm/connect/au/home/support/cochlear-implantsystems/nuclear-6-system/troubleshooting/troubleshooting)
- Change/check the microphone covers.
- Change the coil cable (and coil if required).
- Consult the user manual or contact your cochlear implant center for trouble shooting ideas.

If the sound processor is still not working, contact your clinic for a loaner processor and send/bring the processor to your clinic with a description of the problem and when it began. The sound processor will be checked and sent to Cochlear Ltd for repairing.