

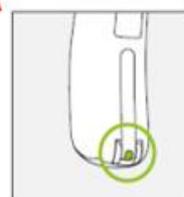
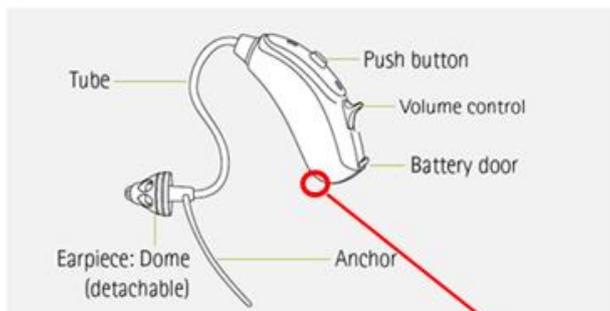
## Centre for Hearing and Balance Disorders (Audiology)

# How to clean and maintain your white noise generator (WNG)



You have been given a white noise generator (WNG). The WNG is a device worn over the ear with a thin tube going into the ear which plays white noise. White noise is a random flat noise and sounds just like a radio when out of tune. It can be used to ease the symptoms of tinnitus and hyperacusis.

### The controls on the WNG and general maintenance



Blue marking for left hearing aid.

Red marking for right hearing aid.

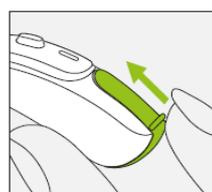


## Patient Information

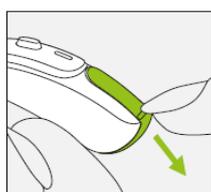


- Your WNG takes orange hearing aid (size 13) batteries and will only fit into the device one way. The compartment can only be opened from the bottom of the device and closed once the battery is inserted.
- More batteries can be collected from the Centre for Hearing and Balance Disorders or by phoning the department and we can post some out for you. Please contact the Centre for Hearing and Balance Disorders on 024 7696 6444.

### On/Off



On

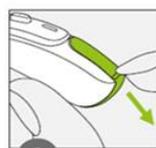


Off

### Changing batteries



1  
Remove the sticker from the new battery and wait two minutes.



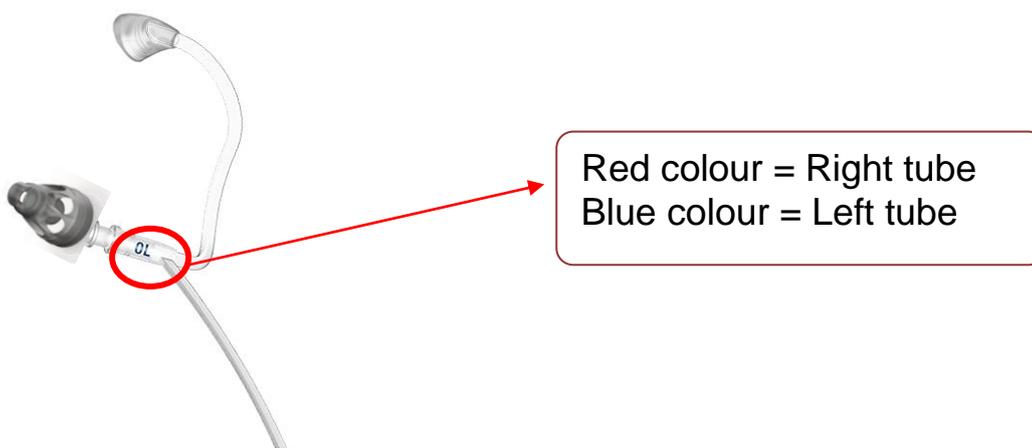
2  
Open the battery door.



3  
Place battery in the battery door with the "+" symbol facing upwards.

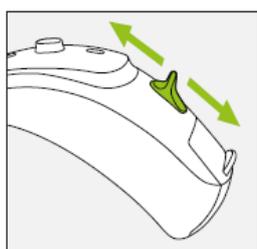
- The battery compartment - On/Off is operated by the battery compartment on the back of the device. If it is difficult to close the battery door, check that the battery is inserted correctly and the "+" symbol is facing upwards.
- If the battery is not inserted correctly, the device will not work, and the battery door can be damaged.
- Low power: You will hear two beeps when the battery is low. You will have approximately 30 minutes to change the battery. We recommend that you always have a new battery on hand.

## Patient Information



- The tube and dome need to be changed every 6 months. This is because they can become blocked due to wax and dirt and potentially affects the output from the WNG. If they become completely blocked it may seem like the device has stopped working all together. (Further information is in this booklet regarding cleaning and changing tubes and domes)
- The tubes are also colour co-ordinated.
- You can keep the dome that goes into your ear as clean as possible by wiping over this with a baby wipe/antibacterial wipe or a slightly damp tissue.

### Volume control



Nathos Auto M and Nathos Auto SP only:  
To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards.

- The volume control on the back of the WNG is a toggle switch.
- When the device is turned on the volume is at the middle level and from there you can turn the sound up (pushing the volume control button upwards) by 5 steps or down (pushing the volume control button downwards) by 5 steps. Each time this is done you should hear a quick beep to indicate a change has been made.

## Patient Information

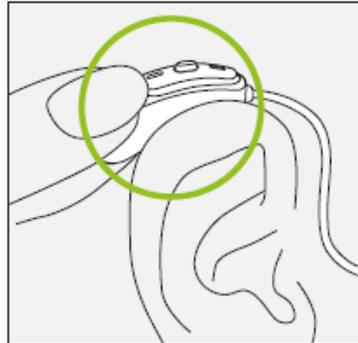
### Inserting/ removing the WNG

Ensure it is on the correct side (look at the colour on the marker next to the battery compartment)

#### To insert

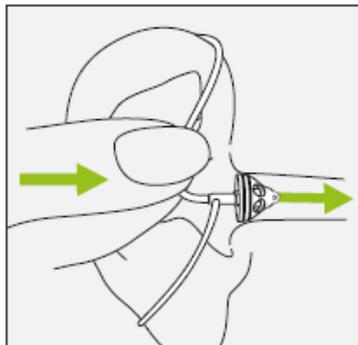
1

Place the white noise generator behind your ear.



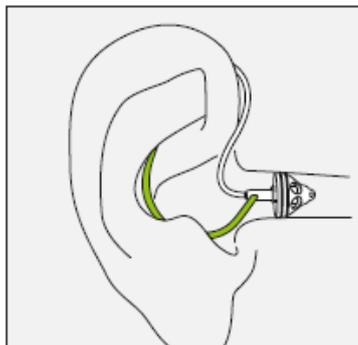
2

Place the tube between the thumb and forefinger. Insert the dome deep enough into the ear canal so that the tube on the device lies flat on your ear.



3

If the WNG has a retention cord then tuck it into the bowl of your ear and this will secure the device in your ear, this will help to keep the dome in your ear canal.

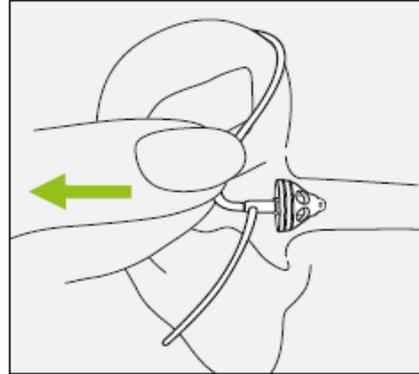


## Patient Information

### To remove

1

Pull on the bend of the tube and remove the hearing aid from behind the ear.



**In very rare cases, the dome can remain in your ear canal when removing the device from the ear. In the unlikely event that this happens it is strongly recommended to see you GP as soon as possible for safe removal.**

### Changing and cleaning the slim fit tubes and domes

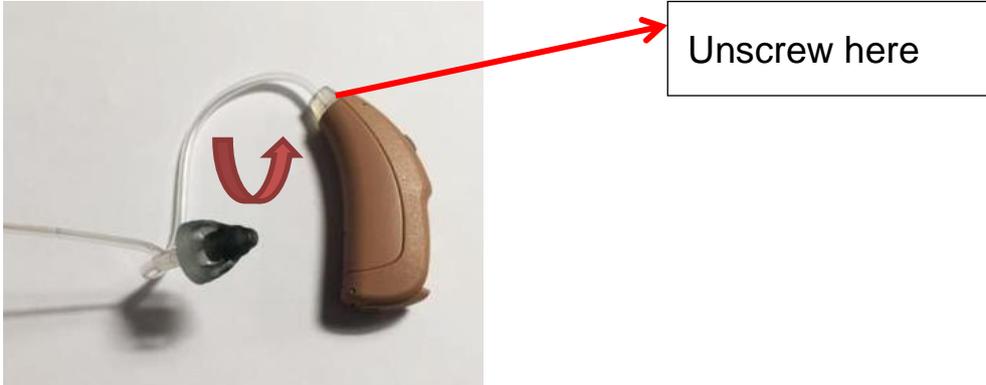
- The WNG will be issued to you with a standard size tube – size 1 and medium open dome. However, if you feel you are having problems with this size then please do contact us and we will be able to issue a different size.
- The tube and dome needs to be changed every 6 months
- Should you require more spare tubes and domes, please contact the Audiology department and we will be able to post more out to you.

To clean the tubes, you will need a cleaning wire like this:

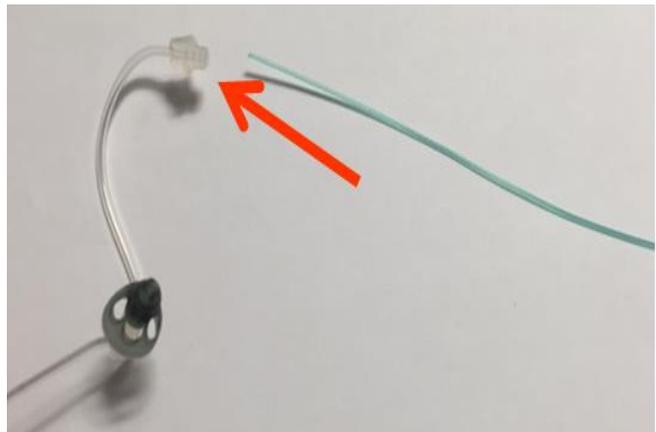


## Patient Information

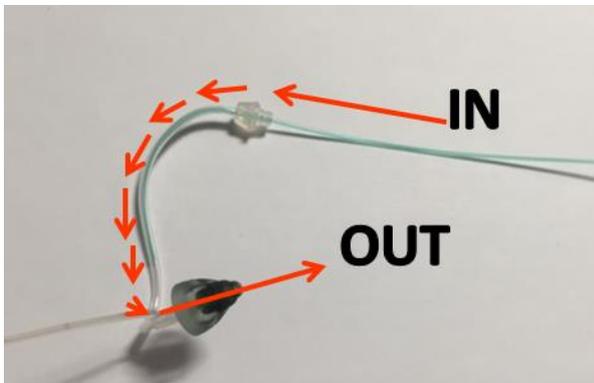
1. Twist the tubes anti-clockwise (towards you) to unscrew the tubes off the aid



2. You can push the green cleaning wire through the end of the tube and it should come out where the dome is.



3. This will clear any blockage within the slim tube and the dome



## Patient Information

4. The tube can now be screwed back on to the aid. This can be done by twisting the tube clockwise (away from you).



### General information

- Before using hair spray or applying cosmetics, you should remove your device from your ear, because these products may damage it.
- When you are not using your device, leave the battery door open so that any moisture can evaporate.
- Make sure that you always completely dry your device after use. Store the device in a safe, dry and clean place.
- Never use cleaning agents such as household detergents, soap, etc. for cleaning your device. It is not recommended to rinse these parts with water as it increases the risk of lodging in the tube.

### Common problems/troubleshooting

#### There is no output from the WNG

- Try to clean the tube and dome out or replace the tube and dome
- Check that the battery is in the right way round and has not run out
- Check that the tubing is not twisted, squashed, or kinked
- If your device has a volume control, check that this is not turned right down. If it is, adjust it to the correct level.

## Patient Information

### **The device is whistling/squealing/buzzing. This is also known as “feedback”.**

- You may not have the earpiece inserted in properly - push it gently to check.
- You may have excess wax in your ears - please ask your Practice Nurse or GP to check your ears.
- If your device has a volume control, check whether the volume is too high.



**Under certain circumstances the audiologist may not be able to look in your ears. If you suspect there is wax in your ear, you may see your GP about this.**

If you need any further information or batteries, please contact the Centre for Hearing and Balance Disorders on 024 7696 6444.

Further information on tinnitus can be found at [www.actiononhearingloss.co.uk](http://www.actiononhearingloss.co.uk) or [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact us on 024 7696 6444 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

#### **Document History**

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## Patient Information

### **Did we get it right?**

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:

[www.uhcw.nhs.uk/feedback](http://www.uhcw.nhs.uk/feedback)

