

Audiology Clinic of Northern Alberta

7807 109 Street, Edmonton, Alberta, T6G 1C6

Phone: (780) 433-4441 Email: info@acnahearing.com

Frequently Asked Questions about Wax Guards

What is a wax guard?

A wax guard is a small plastic screen that sits in the sound outlet of a hearing aid. The sound outlet is situated in the part of the hearing aid that fits in the ear canal. The purpose of the wax guard is to prevent wax, moisture, or other debris from entering the sound outlet and damaging the speaker.

How often should you change your wax guard?

1. Once a month, or
2. Anytime your hearing aid does not sound loud enough or is not working. Sometimes, even if you have just replaced the wax guard, it may fill up and prevent the sound from leaving the hearing aid.

Some people naturally have more wax in their ears, so they may need to change their wax guards more often. If you feel you are changing your wax guards more often than you should have to, or there has been an increase in number of times you have had to change your wax guards, please consult with your audiologist regarding whether wax removal is an appropriate option for you. Please refer to our Wax Removal FAQ if you have any questions about the procedure.

How do you replace a wax guard?

1. Remove the tool from the package. The tool has two ends: one with a new wax guard and one with a removal hook.
2. Insert the removal hook into the current wax guard.
3. Pull the used wax guard out slowly, keeping the tool straight.
4. Flip the tool 180 degrees so the old wax guard is pointing upwards and the new wax guard is pointing downwards.
5. Push the new wax guard into the sound outlet and gently pull the tool straight out.
6. Discard the used tool. Do not reuse, as the tools are meant to be used only once. Attempting to clean the wax guards often leads to damaging the hearing aids.

Where can I get more wax guards?

If you have purchased your hearing aids through our clinic, the wax guards are free of charge. Please come by the office between 8:30 am and 5:00 pm to pick up additional packages when you are running low. If you live out of town, we are able to mail wax guards. However, there will be a charge for shipping.

Are there different types of wax guards?

Each manufacturer produces different wax guards. Furthermore, some manufacturers have several different types of wax guards. When you come by our clinic to pick up additional packages, please bring with you a used package in order to ensure that you are receiving the correct wax guards. We are also able to determine which wax guards you require by looking through your file. However, this may take additional time. Occasionally, a manufacturer will change the packaging of their wax guards. If this happens, you may receive something that looks a little different, but works in the same way.

Please call us at (780) 433-4441 if you have any questions or concerns.