



Your Hearing Aid Fitting Journey

Personalised Care, Every Step of the Way

What to Expect on the Day

Your hearing aid fitting session usually lasts 60 minutes or more in a relaxed, supportive environment. During your visit, we will:

- Check your ear canals are clear with an otoscopic examination
- Ensure your hearing aids and ear moulds/tips fit comfortably
- Program your hearing aids using validated prescription methods (e.g., NAL-NL2, DSL i/o)
- Run listening checks and feedback management
- Perform Real Ear Measurements (REM) and/or Visible Speech Mapping to verify accurate fitting (may be done at follow-up)
- Confirm soft sounds are audible, speech is comfortable, and loud sounds are tolerable
- Teach you how to use, clean, and care for your hearing aids
- Provide written care instructions and direct contact details

You'll leave with:

- A hearing aid care guide
- Batteries, charger, or accessories (depending on model)
- A clear aftercare & support plan
- Purchase agreement outlining the terms and conditions of your aftercare package
- Standard aftercare and warranty: 3 years (option to extend to 5 years)

Assistive Listening Devices

In challenging listening environments, additional devices may help. Options may include:

- Remote microphones (e.g., Roger, other FM/remote mic systems)
- Bluetooth connectivity and streaming accessories
- TV and phone connectors
- Loop/telecoil systems
- Remote controls



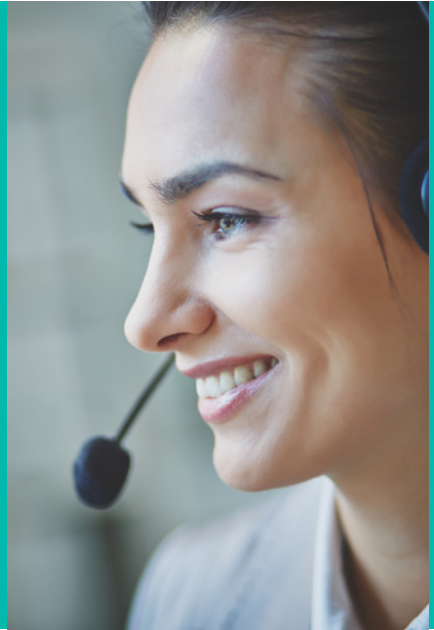
Ongoing Care & Support

Adapting to new hearing aids takes time. We support you with:

- Follow-up appointment within 4 weeks
- Further appointments scheduled as needed
- Unlimited appointments included in your aftercare plan
- Help with repairs, servicing, and replacement parts
- Annual reviews and re-assessment to ensure optimal hearing

Additional services we offer:

- Custom ear protection (LEL, ACS)
- Swim plugs, sleep plugs (LEL, ACS)
- Tinnitus support
- Auditory training programs (additional charges may apply)



Warranty & Peace of Mind

Feel secure with your hearing aids:

- Extended warranties up to 5 years
- Loan devices available (when needed)
- Coverage for mechanical and electronic faults (accidental damage not included)
- Battery and charger replacement (depending on model)

Easy Payment Options

We provide:

- Clear, transparent pricing
- 10-month interest-free payment plans (T&Cs apply)
- No hidden fees

Your Journey to Better Hearing Starts Here

Improving your hearing reconnects you with the people and moments that matter most. Whether it's enjoying conversations, hearing the TV clearly, or regaining confidence, we're here to guide you every step of the way.

Questions? We're here to help.



How to Book an Appointment

Simply call or email us – we're happy to help:

call: 0333 011 7717

email: hello@gatwickaudiology.co.uk

web: www.gatwickaudiology.co.uk

 **GATWICK
AUDIOLOGY**
Hearing Aids, Tinnitus
and Wax Management