

Patient Information

Date: _____

Last Name: _____ First Name: _____

Third Party Patient #: _____

Model: _____ P.O. #: _____

Serial #: _____

Email Address: _____

Contact Name: _____ Contact Phone #: _____

In Warranty—Invoice #: _____

Bill To Acct: _____

Name: _____

Address: _____ City/State: _____

Ship to Acct: _____

Name: _____

Address: _____ City/State: _____

Phone #: _____

Phone number required for shipping directly to patient or school. We are unable to ship to a P.O. Box. Additional charge of **\$19.95** for shipping directly to the patient. If the patient's settings cannot be restored, we will ship back to the sender.

Service Option

SERVICE PLAN:

24-hour service is not guaranteed during holidays.

- 24-Hour Service Option [Rush24]

Must select one below if out of warranty repair

Shipping and handling applies to all chargeable repair orders.

DEVICES LESS THAN 5 YEARS POST INVOICE DATE:

6 MONTH FLAT CHARGE – WARRANTY AND REPAIR

Out of Warranty units receive 6-mo. service warranty unless otherwise noted.

Out of Warranty cShell & SlimTip will be a chargeable new order.

- Hearing Instruments/Phonak CROS
- Wireless Accessories
- Roger/FM (per transmitter or receiver)
- TVLink S/TVLink II/RemoteMic
- ITE Remake*

(in addition to a service plan, for same model and patient only)

DEVICES LESS THAN 5 YEARS POST INVOICE DATE:

12 MONTH FLAT CHARGE – WARRANTY AND REPAIR

- Hearing Instruments/Phonak CROS
- Wireless Accessories
- Roger/FM (per transmitter or receiver)
- TVLink S/TVLink II/RemoteMic
- ITE Remake*

(in addition to a service plan, for same model and patient only)

DEVICES MORE THAN 5 YEARS POST INVOICE DATE:

6 MONTH WARRANTY ONLY

- Hearing Instruments/Phonak CROS
- Wireless Accessories
- Roger/FM (per transmitter or receiver)
- TVLink S/TVLink II/RemoteMic
- ITE Remake*

(in addition to a service plan, for same model and patient only)

Circuit Repair Modification

- (DE) Dead
- (I) Intermittent (describe) _____
- (DS) Distorted (describe) _____
- (FA) Fades
- (FN) Noisy (describe) _____
- (CD) Excessive Battery Drain
- (FB) Internal Feedback
- (W/P) Wax Related Problem
- (TU) Weak (Not up to specs)
- (CS) Clean & Test
- (FM) Short Range – Roger/FM, CROS/BiCROS
- (FS) No Roger/FM Signal
- (IS) Intermittent FM Signal
- No Wireless Connectivity
- Add Option: ** _____
- Delete Option: _____

BTE Repairs

What size SlimTube are you including with this repair? _____

What color ear hook are you including with this repair? _____

Please select if you want these modifications:

- Tamperproof Battery Door
- Roger/FM Battery Door
- Mini ear hook
- Tamperproof ear hook

Custom Earpiece Repairs

- Hearing instrument is not included in this repair

If single receiver sent, must reference hearing instrument serial number: _____

Phonak CROS Repairs

Please return the Phonak CROS transmitter and hearing instrument for repair so that we can fully evaluate.

Please note: CROS transmitter has a standard 1 year warranty.

Shell Modification

For best fit, please send complete impression including 2nd bend.

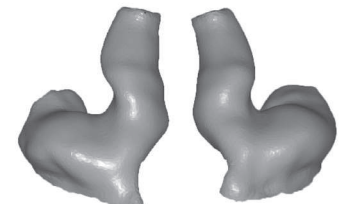
- (IV) Increase Vent
- (DV) Decrease Vent
- (FE) Feedback
- (TF) Tight Fit (mark & include full new impression, see image)
- (BR) Broken
- (OB) Occluded (Barrel sound)
- (LF) Loose Fit (mark & include full new impression, see image)
- (AC) Add Canal Lock*** (Include full impression. N/A nano.)
- (HL) Add Helix Lock*** (Include full impression. N/A nano.)
- (SL) Add Skeleton Lock*** (Include full impression. N/A nano.)
- (SC) Add Soft Coat***
- Add Lacquer***
- Add WaxTrap***
- Add SmartGuard***
- Add MicGuard*** (nano only)

Hearing aids, cShells & SlimTips must be included with all remakes. Out of Warranty cShell & SlimTip will be a chargeable new order. Canal lock will be the same color as the shell: Transparent, Pink, Brown, Cocoa & Tan only.

Defective/Broken

- (DM) Damaged Case
- (VC) Volume Control
- (SW) Memory Switch
- (BD) Battery Door
- (AU) Audio Input/Audio Shoe
- (TC) T-Coil
- (EH) Ear hook
- (MF) Mic
- (RP) Receiver

Mark Problem Area



S B R1 R2 L1 L2
PNK BLU YLW FLS GRN PRP WHT TRQ

RIC/CRT Repairs

Receivers must accompany any device that requires an external receiver. Out-of-warranty receiver replacements will be charged.

What size receiver are you including with this repair? _____

Notes, Description of Problem, Items Sent with Repair:

- Please call before repairing

*Remake charges will apply to out of warranty custom hearing instruments with cracks, holes, missing shell and remakes requested for fit issues.

**See Price & Reference Guide for chargeable options and changes. Model Change not available if out of trial period.

***Chargeable option for hearing instrument. Prices subject to change without notice.