

SurgiTel Customer Care

Through-The-Lens Telescope Correspondence Form (v. 070810)

Dear **SurgiTel** Customer,

In order to provide you with the best service for your Through-the-Lens (TTL) telescopes, we ask that you complete this form.

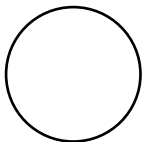
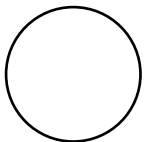
- Please complete this form **before sending your telescopes back to us**
- Please complete this **while trying on your telescopes**
- Please fax it to **734 662-0520** (attn: Customer Care) and keep a copy for your records

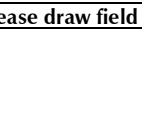
Please note that we cannot proceed with processing your TTL Servicing Request without this form being filled-in.

Customer & Product Information (all information is required)

Name _____	SurgiTel Sales Rep _____
Phone # _____	Date Received _____
E-mail _____	Clinician Type _____ (MD, DDS, RDH)
Telescope Model _____	Frame _____
	Frame Lens Prescription [] Yes [] No

"WHAT I SEE IS" (Please fill-in the following three boxed-sections completely)

The left-eye ocular image is: <input type="checkbox"/> Fine <input type="checkbox"/> Blurry/not in focus <input type="checkbox"/> All black <input type="checkbox"/> Black where drawn (at right) <input type="checkbox"/> The left-eye frame lens prescription feels incorrect			The right-eye ocular image is: <input type="checkbox"/> Fine <input type="checkbox"/> Blurry/not in focus <input type="checkbox"/> All black <input type="checkbox"/> Black where drawn (at left) <input type="checkbox"/> The right-eye frame lens prescription feels incorrect
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FIELD OF VIEW* (seeing w/both eyes) <input type="checkbox"/> I see one circle field <input type="checkbox"/> I see one "oblong" field (optimal*) <input type="checkbox"/> I see a "MasterCard Logo" field or a two-circle field	Please draw field below: 	OBJECT IMAGE (e.g. looking at your finger through the loupes) <input type="checkbox"/> I see one, clear image <input type="checkbox"/> I see double images in the "up/down" direction with the LEFT / RIGHT field (circle one) higher than the other <input type="checkbox"/> I see double images in the "side/side" direction
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***IMPORTANT NOTE ABOUT YOUR FIELD OF VIEW**

The ideal field your loupes are manufactured to is not one "circle," but rather one "oblong/oval" w/one image (like a pair of binoculars).
The Benefits of the "Oblong Field Size" = 1. Greater **field of view** 2. Greater **depth-of-field** 3. Greater long-term **visual comfort**
 Our extensive loupe manufacturing experience, based on 20 years of customer data, has taught us that setting your loupes to one "circle field" at the specific working distance runs the risk of the visual convergence crossing-over and potentially leading to eye strain.
 If you prefer we manufacture your loupes to "one circle field" - we can accommodate this, however, it is not recommended.



FOCAL DISTANCE <input type="checkbox"/> The focal distance as it is, is fine for me <input type="checkbox"/> I see one "oblong" field in focus @ _____ and I currently see in focus from _____ to _____ ; I wish to see one "oblong" or "circle" field (circle one) field in focus @ _____ inches <input type="checkbox"/> I cannot see anything in focus
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OTHER (Please check and fill-in all that apply)

- PUPILLARY DISTANCE (PD) I believe the right-eye ocular needs to be: moved-in moved-out
 I believe the left-eye ocular needs to be: moved-in moved-out
- VERTICAL POSITION (VP) The telescope oculars seem to be: lower than eyes higher than eyes
- DECLINATION ANGLE (DA) I would like the DA of my oculars increased/decreased (circle one) by ___ degrees
- COMFORT Not comfortable on nose Temple Arms feel tight

My problem cannot be described by one of the listed items above and I am describing it below:

Thank you for your time in completing this form. We look forward to providing you with the best service so that you can see, feel and work at your best with your SurgiTel Telescopes.

Best Regards,
The SurgiTel Customer Care Team

Recommended Next Steps (SurgiTel Sales Rep or Technical Specialist section)

⇒ ⇒ ⇒ Remeasured PD / VP: _____ / _____	SurgiTel Rep: _____ / Date: _____
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