

PATIENT INFORMATION		DATE	
Patient's Last Name		Patient's First Name	
Model:		P.O.#:	
Serial #:		Contact Name:	
Contact Name:		Contact Phone #:	
In Warranty—Invoice Number:		Email Address:	

BILL TO ACCT:	
Name:	
Address:	
SHIP TO ACCT:	
Name:	
Address:	
Phone:	
PHONE NUMBER REQUIRED FOR SHIPPING DIRECTLY TO PATIENT OR SCHOOL ADDITIONAL CHARGE OF \$19.95 FOR SHIPPING DIRECTLY TO THE PATIENT.	

SERVICE OPTION

SERVICE PLAN:

24-hour service is not guaranteed during holidays.
 24-Hour Service Option [Rush24] **\$49.95**

Must select one below if out of warranty repair

**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 xShell, cShell & SlimTip will be a chargeable new order.

Shipping and handling applies to all chargeable repair orders. **\$18.39**

- Classic/Analog **\$119.00**
- Digital/Programmable **\$129.00**
- Phonak CROS / CROSLink **\$119.00**
- Remote Control & DWA **\$60.00**
- FM (per transmitter or receiver) **\$119.00**
- FM Auxiliary Products **\$60.00**
- Transmitter Mic **\$40.00**
- BTE Recase **\$39.00**
- Custom Remake **\$169.00**

**DEVICES LESS THAN 5 YEARS POST INVOICE DATE:
 12 MONTH FLAT CHARGE – WARRANTY AND REPAIR***

Shipping and handling applies to all chargeable repair orders. **\$18.39**

- Classic/Analog **\$139.00**
- Digital/Programmable **\$149.00**
- Phonak CROS / CROSLink **\$139.00**
- Remote Control & DWA **\$70.00**
- FM (per transmitter or receiver) **\$139.00**
- FM Auxiliary Products **\$70.00**
- BTE Recase **\$39.00**
- Custom Remake **\$169.00**

**DEVICES MORE THAN 5 YEARS POST INVOICE DATE:
 6 MONTH WARRANTY ONLY**

Shipping and handling applies to all chargeable repair orders. **\$18.39**

- Classic/Analog **\$169.00**
- Digital/Programmable **\$179.00**
- Phonak CROS / CROSLink **\$169.00**
- Remote Control & DWA **\$70.00**
- FM (per transmitter or receiver) **\$139.00**
- BTE Recase **\$39.00**
- Custom Remake **\$169.00**

Repair disclosure: Instruments more than 5 years post invoice date will be repaired if parts are available.

NOTES, DESCRIPTION OF PROBLEM, ITEMS SENT WITH REPAIR:

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.

CIRCUIT REPAIR MODIFICATION

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

RIC/CRT REPAIRS

Receivers must accompany Naída S CRT, Audéo S YES/SMART/MINI, Audéo YES/SMART/MINI, Savia Art CRT and microPower units for service, out-of-warranty receiver replacements will be charged.

What size receiver are you including with this RIC/CRT repair? _____

BTE REPAIRS

What size SlimTube are you including with this BTE repair?

Please select if you want these modifications:

- Tamper Proof Battery Door
- FM Battery Door
- Mini ear hook

CUSTOM EARPIECE REPAIRS

Hearing instrument is not included in this repair

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

SHELL MODIFICATION

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

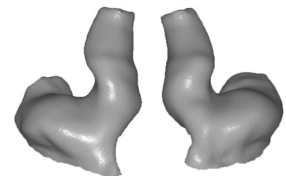
- (IV) Increase Vent
- (DV) Decrease Vent
- (FE) Feedback
- (TF) Tight Fit (mark & include full new impression, see image)
- (BR) Broken
- (OB) Occluded (Barrel sound)
- (LF) Loose Fit (mark & include full new impression, see image)
- (AC) Add Canal Lock*** (Include full impression)
- (HL) Add Helix Lock*** (Include full impression)
- (SC) Add Soft Coat***
- Add Lacquer***
- Add Wax Trap***
- Add SmartGuard***

Hearing aids must be included with all remakes. cShell & slimTips must be included with all remakes. Out of Warranty xShell, cShell & SlimTip will be a chargeable new order.

DEFECTIVE/BROKEN

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

MARK PROBLEM AREA



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

*There is a charge for BTE circuit board replacement. Phonak will contact you if this is necessary.
 ** See Price & Policy for chargeable options and changes. Model Change not available if out of trial period.
 *** Chargeable option for hearing instrument but not for xShell, cShell & SlimTip.
 Prices subject to change without notice.