Government Services Repair Request Form

PHONAK life is on

VA791-P-0044

PAYER: ☐ ROES Denver Acquisitions & Logistics PH5120018626 ☐ RACHAP (Enclose Payment) if paying with credit card, enclose RACHAP authorization cc form

☐ OTHER _____

Ship to: _____

Name: _____

Address: _____

Patient Information PO # _____ Date: _____

Patient's Last Name		Last 4 digits SS#
Model:		Serial #
Contact	Phone	Email

Service Option

Service Plans: 24 and 48-hour services are not guaranteed during holidays and not available on wireless CROS/BiCROS.

☐ 24-Hour Service

☐ 48-Hour Service

6 Month Flat Charge for Warranty and Repair

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

Applies to all chargeable repair orders.

☐ ITE/BTE $104.00

☐ Wired/Wireless CROS/BiCROS $104.00

☐ Remote Control $57.20

☐ FM $78.00 (per transmitter or receiver)

12 Month Flat Charge for Warranty and Repair

Applies to all chargeable repair orders.

☐ ITE/BTE $129.50

☐ Wired/Wireless CROS/BiCROS $129.50

☐ Remote Control $69.95

☐ FM $129.50 (per transmitter or receiver)

Additional Charges plus a Service Plan

☐ BTE Recase $34.32

☐ ITE Recase $72.80

☐ ITE Replate $63.44

☐ ITE Recase/Replate† $104.00

Circuit Repair & Modification

☐ Dead

☐ Intermittent (describe)

☐ Distorted (describe)

☐ Fades

☐ Noisy (describe)

☐ Excessive Battery Drain

☐ Internal Feedback

☐ Wax Related Problem

☐ Weak (Not up to specs)

☐ Increase Matrix Gain 5dB

☐ Reduce Matrix Gain 5dB

☐ Add Option: _____

☐ Delete Option: _____

☐ Matrix/Change: _____

☐ Clean & Test

☐ Short Range - FM, Wireless CROS/BiCROS

☐ No FM Signal

☐ Intermittent FM Signal

☐ DAI Not Functioning

☐ Model Change:

_____

Case Defect

☐ Damaged Case

☐ Broken Battery Door

☐ Other:

Shell Modifications*

☐ Increase Vent

☐ Decrease Vent

☐ Hurts

☐ Feedback

☐ Tight Fit (Please mark)

☐ Cracked/Broken (Include impression)

☐ Occluded (Barrel sound)

☐ Loose Fit (Please mark)

☐ Add Canal Lock (Include impression)

*Impression or digital scan must be included with shell modification requests. Hearing aids must be included with all remakes.

Defective Component

☐ Volume Control

☐ Trimmer

☐ Switch

☐ Battery Door

☐ Audio Input/Audio Shoe

☐ Cord

☐ T-Coil

☐ Earhook

☐ Mic

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

Items Sent with Unit

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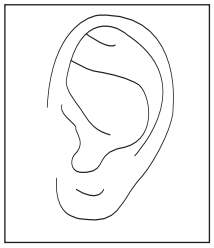

Please mark problem area

Prices subject to government contract.

†Recase and replate charges are in addition to a Service & Repair Plan and are for the same model, same ear, and same patient.

Notes/Description of Problem

025-1076 / V1.01 / 11-2008 / USA