

Hearing Instrument Service, Remake & Repair Form

Account Number:	Date:
Clinic:	Phone:
Contact Name:	Email:
Invoice Address:	
Delivery Address:	
Client Name:	

Hearing aid model:	Serial No. L:	Serial No. R:
Hearing aid model:	Serial No. L:	Serial No. R:
cShell/mould only:	Serial No. L:	Serial No. R: Remake:
cShell/mould only:	Serial No. L:	Serial No. R: Remake:
Other:	Serial No. L:	Serial No. R:
Do these devices have Roger receivers installed?	Serial No. L:	Serial No. R:

(Serial number of Roger iN or Roger X)

Original invoice date:

Initial purchase warranty	Standard repair	Under repair warranty	VIP priority repair \$50 plus GST per order (one day in-house)
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Proceed without quotation	Quotation required
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Preferred contact method:	Email	Phone
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Please provide additional details regarding the request using the section below (continues over page):

Request				Comments		
L	R	Customer request (CC13 / CC38 / CC39)				
		Add/remove/change option (please specify your request in comments field)				
Remake / Repair reason						
L	R	Residues (CC17)		L	R	Acoustic output response (CC11)
		Wax problem				Occlusion
		Sweat, moisture, humidity				Feedback: Internal (not poor fit)
L	R	Service (CC14)				Feedback: Venting diameter too large
		Clean & functional check				Feedback: Due to shell fit / not airtight
		Lost / damaged (CC25D)				Feedback: Due to shell fit / not airtight with moving jaw
		Returned to customer unrepaired				Noisy: crackling / popcorn
L	R	Hardware / Components not functioning (CC10)				Noisy: static / hissing
		Toggle switch	Push button			Acoustic response too weak
		Volume control wheel				Acoustic response too weak after feedback test
		Display (accessories)				Intermittent
Battery:						Sound fades in/out
		Rechargeable	Not rechargeable			Distorted
		High drain	Stuck			Poor acoustic performances (e.g. venting too large)
L	R	Connectivity (CC10)				
		FM	Wireless / Bluetooth			
		Telecoil				
		Programming problem (HI ↔ Software)				

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Remake / Repair reason (continued)

L	R	Broken (CC16)
		Housing
		Battery door
		Wheel
		Switch / Button
		Earhook / Soundtube
		Microphone cover
		Cord or cable cracked / frayed (accessories)

L	R	
		Shell
		Lock
		Faceplate
		Removable line
		Wax system
		Bent battery contacts
		Receiver wire of C-Shell
		Wires inside device / shell
		Electronic module / faceplate detached
		Receiver detached from Shell (ITE)

L	R	Shell fit (CC23)
		Too visible - protruding / cosmetics
		Tip too long (please add a 2nd reason: comfort / dexterity / insertion-removal issue)
		Difficult to insert
		Too loose poor retention
		Too loose moving in the ear
		Sound bore direction

L	R	
		Too small - dexterity problem
		Tip too short (please add 2nd reason: retention / comfort / dexterity issue)
		Difficult to remove
		Too tight

Hurts where marked:			
L	R	Shell	Lock
		with static jaw	
		with moving jaw	
		by inserting/removing device	

Please mark the problem area

