

Phonak service & credit return form Effective August 2020

Customer

Account number: _____

Date: ____/____/____

Clinic name: _____

Preferred contact:

Name: _____

Phone: _____

VIP 24hr service (additional \$55)

Is a RogerDirect installed in this device? Yes No

Device

Client name: _____

Device model: _____

Serial number

Receiver: (must accompany device)
power level / size (0-3) / side (L/R)

SlimTube: size/side (00-3, L/R) (if included)

Earhook colour

Custom ear piece model / Serial number

Hearing instrument not included in repair

Left

Right

Please select:

Device within warranty

ITE re-shell (\$110)

Repair BTE/RIC/ITE (\$185)

Repair Et re-shell (\$295)

Roger receivers (\$100)

Roger transmitters (\$185)

Digital wireless accessory, DWA (\$185)

DWA battery replacement (\$49.50)

- As all repairs will now proceed without quoting, please provide the total repair cost to your client prior to sending the device/s to us.
- A clean and check charge (\$85) will only be applied if no fault is found with the devices.
- All repairs outside of warranty, excluding clean Et check, are provided with a 12 month service warranty.
- Out of warranty including damaged cShell & SlimTips will be a chargeable new order.
- Instruments more than 5 years post invoice date will only be repaired if parts are available.
- Prices include GST.

Request:

L

R

Customer request (CC13 / CC38 / CC39)

Add/remove/change option

(please specify your request in comments field)

Comments

Remake / Repair reason

L

R

Residues (CC17)

Wax problem

Sweat, moisture, humidity

L

R

Hardware / Components

Not Functioning (CC10)

Toggle switch

Push button

Volume control wheel

Dead

Display (accessories)

Battery:

Rechargeable

Not rechargeable

High drain

Stuck

Connectivity (CC10)

FM Wireless / Bluetooth

Programming problem (HI <-> Software) Telecoil

L

R

Acoustic output response (CC11)

Occlusion

Feedback: internal (not poor fit)

Feedback: venting diameter too large

Feedback: due to shell fit / not airtight

Feedback: due to shell fit / not airtight with moving jaw

Noisy: crackling / popcorn

Noisy: static / hissing

Acoustic response too weak

Acoustic response too weak after feedback test

Intermittent

Sound fades in / out

Distorted

Poor acoustic performances (e.g. venting too large)

L

R

Broken (CC16)

Housing

Battery door

Wheel

Switch / button

Earhook / soundtube

Microphone cover

Cord or cable cracked / frayed
(accessories)

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

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)

Please mark the problem area

Hurts where marked:

L

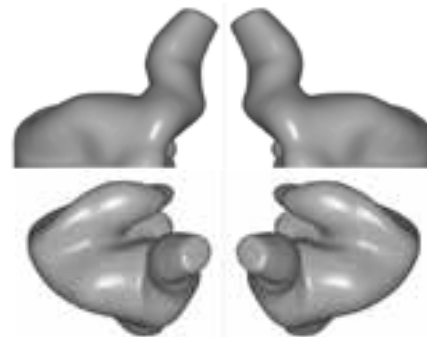
R

Shell Lock

with static jaw

with moving jaw

by inserting / removing device



Return for credit

L

R

Quality reason

Acoustic / sound quality

Not functioning

Too many repair / remake

Not enough benefit

L

R

Cosmetic

Poor fit

Exchange form factor

Order fulfilment error

L

R

Overstock / consignment

Cost related

Patient can't adapt

L

R

Patient medical problem

Device medical problem

Please specify: