

List of complaint codes repairs / remakes

Code	Reason name	Definition
CC10	Not Functioning	Category name: Hearing device doesn't work as expected
CC10AA	Not Functioning - Dead	Dead device
CC10C	Not Functioning - Push button	Push button doesn't react as expected
CC10D	Not Functioning - Volume control wheel	Volume control wheel doesn't react as expected
CC10E	Not Functioning - Toggle switch	Toggle switch doesn't react as expected
CC10I	Not Functioning - FM/Roger connectivity	Not possible to pair FM / Roger device
CC10J	Not Functioning - Programming prob (FSW)	Not possible to program the device (with/without cable)
CC10K	Not Functioning - Not recharge battery	Issue with non rechargeable battery (e.g.: Zinc air)
CC10L	Not Functioning - Telecoil Connectivity	Telecoil connexion not functioning properly
CC10M	Not Functioning - Display (Accessories)	Accessories display not functioning
CC10N	Not Functioning - Rechargeable battery	Rechargeable battery problem, e.g.:Charging Signal ok but doesn't charge and doesn't switch on
CC10P	Not Functioning - Wireless connectivity	Wireless connexion not functioning properly (Roger not included)
CC10S	Not Functioning - Battery stuck	Battery is stuck in the battery door / in the device
CC10T	Not Functioning - No reason given	No defect reason has been given by HCP
CC10U	Not Functioning - High battery drain	Excessive battery drain: e.g. the battery doesn't last as expected, battery lifespan too short
CC11	Acoustic output response	Category name: Acoustic output not functioning as expected
CC11B	Output resp - Fades in/out	Gradual change of acoustic output up or down
CC11D	Output resp - Too weak	Acoustic output response is too weak based on Target curves
CC11G	Output resp - Too weak (feedback test)	Excessive reduction of gain after feedback test (e.g.: leakage due to shell fit or venting)
CC11S	Output resp - Poor perf - vent too large	Poor acoustic performances due to large venting
CC12	Distorted	Acoustic output response is distorted
CC15	Intermittent	Acoustic output response is not continuous
CC18	Noisy	Output response of the device has noise/artifact
CC18A	Noisy - Crackling / Popcorn	Output response of the device has small sharp cracks
CC18B	Noisy - Static / Hissing	Output response of the device has humming, hissing artifact
CC20A	Feedback - Internal (not poor fit)	Output response has internal acoustic feedback
CC20B	Feedback - Venting diameter too large	Output response has acoustic feedback if the device is in the ear and the vent is open
CC20C	Feedback - Due to shell fit	Output response has acoustic feedback if the device is in the ear and the vent is closed (not airtight)
CC20D	Feedback - Due to shell fit moving jaw	Acoustic output response presents acoustic feedback if the device is in the ear and the vent is closed with movement of the jaw (not airtight)
CC24	Occlusion	Occlusion effect due to small venting
CC13B	Customer request - Change option	Category name
CC38	Customer request - Remove option	Category name
CC39	Customer Request - Add Option	Category name: Request from customer to add an option
CC14	Service / Clean / Check	Category name: service on device, cleaning action, functionality check
CC14A	Clean & functional check	Clean device and check functionality
CC25C	Returned to customer unrepaired	Device was sent for repair and problem persists
CC16	Broken	Device or part of the device physically broken
CC16A	Broken - Battery door	Battery door broken
CC16B	Broken - Housing	Housing broken
CC16C	Broken - Shell	Shell broken
CC16D	Broken - Faceplate	Faceplate broken
CC16E	Broken - Removal line	Removal Line broken / detached
CC16F	Broken - Switch / Button	Switch or button physically broken
CC16G	Broken - Volume control wheel	Volume control wheel physically broken
CC16H	Broken - Wax system	Wax system broken
CC16I	Broken - X receiver wire c-Shell	C-Shell X receiver wire physically broken, e.g.: frayed
CC16L	Broken - Lock	Lock broken e.g.helix, canal
CC16M	Broken - Cord/Cable cracked/Frayed (acc)	Cord Cable of accessories physically broken / frayed e.g. compilot II cable
CC16N	Broken - Receiver detached from Shell	Receiver is detached from shell
CC16O	Broken - Bent battery contacts	Battery contacts are physically broken / bent
CC16P	Broken - Wires inside device / shell	Wires inside device / shell are physically broken
CC16R	Broken - Earhook / Soundtube	Earhook / Soundtube is physically broken / cracked
CC16S	Broken - Microphone cover	Microphone cover is physically broken
CC37	Broken - Elect module/faceplate detached	Electronic module or faceplate is detached / physically broken
CC17	Residues	Category name: Any kind of residue is visible in the device shell / housing
CC17A	Residues - Corrosion, rust	Corrosion, rust is visible in the device shell / housing
CC17B	Residues - Dirty / debris	Dirt, debris visible in the device shell / housing
CC17C	Residues - Wax problem	Wax visible in the device shell / housing
CC17D	Residues - Sweat, moisture, humidity	Sweat, moisture, humidity problem visible in the device shell / housing
CC23	Shell fit	Category name: Shell fit: Issue with the fit of the shell / otoplastic
CC23A	Shell fit - Too loose/ Moving in the ear	Shell / otoplastic is too loose - moving in the ear
CC23AA	Shell fit - Too loose - Poor retention	Shell / otoplastic slides out of the ear
CC23B	Shell fit - Shell too tight	Shell / otoplastic is too tight in the ear
CC23C	Shell fit - Shell tip too long	Shell / otoplastic tip is too long in the canal
CC23E	Shell fit - Shell tip too short	Shell / otoplastic tip is short long in the canal
CC23EA	Shell fit - Difficult to insert	Shell / otoplastic insertion difficulty
CC23EB	Shell fit - Difficult to remove	Shell / otoplastic removal difficulty
CC23D	Shell fit - Shell protruding / cosmetic	Shell / otoplastic is too visible, cosmetic issue
CC23DA	Shell fit - Too small / dexterity issues	Shell / otoplastic is too small, dexterity issue
CC23J	Shell fit - Hurts where marked	Shell / otoplastic hurts where marked without jaw movement
CC23L	Shell fit -Hurts where marked/moving jaw	Shell / otoplastic hurts where marked with jaw movement
CC23LA	Shell fit - Hurts when insert/remove	Shell / otoplastic hurts where marked with insertion / removal the device
CC23S	Shell fit - Shell modified by customer	Shell / otoplastic modified by audiologist / patient (e.g.vent drilled/occluded, polished)
CC23N	Shell fit - Lock too loose	Lock is too loose, moving in the ear e.g.helix, canal
CC23O	Shell fit - Lock too tight	Lock is too tight
CC23P	Shell fit - Lock protruding (cosmetic)	Lock is too visible, cosmetic issue e.g.helix, canal
CC23Q	Shell fit - Lock hurts where marked	Lock hurts where marked e.g.helix, canal
CC23R	Shell fit - Sound bore direction	Sound bore direction issue (e.g.sound bore occluded by the skin)
CC40	Lost & Damage	Category name: Covers the loss or damage of an hearing aid by Customers / Sonova / Transporters
CC25D	Loss & Damages (For all except US)	Device was lost / Damaged (unknown reason)
CC25G	One time courtesy replacement (US only)	Device was lost or damaged and is replaced as a courtesy service
CC25H	Lost/damaged by Transporter	Device was lost or damaged during shipment
CC25I	Lost/damaged by Sonova	Device was lost or damaged by Sonova