

<p>Date: _____</p> <p>Payer: <input type="checkbox"/> ROES DALC-5120018626</p> <p><input type="checkbox"/> RACHAP (enclose payment) If paying with cc, please enclose RACHAP authorization form</p> <p><input type="checkbox"/> OTHER: _____</p> <p>Serial Number: R: _____ L: _____</p>	<p>PO: _____</p> <p>Patient Name/Last 4 _____</p> <p>Ship To Acct: _____</p> <p>Address _____</p> <p>City/State: _____</p> <p>Contact: _____</p> <p>Email: _____</p> <p>Phone: _____</p>
---	--

Service Option

24-Hour Service (not guaranteed during holidays)

6 Month Flat Fee for Warranty and Repair [36C79118D0021]

Applies to all chargeable repair orders

- ITE/BTE/RIC (\$149)
- Remote Control (\$66)
- Wireless Adapter/Transmitter/Receiver (\$99)
- FM Transmitter/Receiver (\$99)

12 Month Flat Fee For Warranty 8: Repair

Applies to all chargeable repair order

- ITE/BTE/RIC (\$175)
- Remote Control (\$99)
- Wireless Adapter/Transmitter/Receiver (\$149)
- FM Transmitter/Receiver (\$149)

Circuit Repair & Modification

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Dead <input type="checkbox"/> Intermittent (describe) <input type="checkbox"/> Distorted (describe) <input type="checkbox"/> Fades <input type="checkbox"/> Noisy <input type="checkbox"/> Excessive battery drain <input type="checkbox"/> Internal feedback <input type="checkbox"/> Wax related problem | <ul style="list-style-type: none"> <input type="checkbox"/> Weak (not up to specs) <input type="checkbox"/> Add option:
_____ <input type="checkbox"/> Delete option:
_____ <input type="checkbox"/> Matrix change:
_____ <input type="checkbox"/> Clean & Test | <ul style="list-style-type: none"> <input type="checkbox"/> Short range <input type="checkbox"/> No FM signal <input type="checkbox"/> Intermittent FM signal <input type="checkbox"/> DAI not functioning <input type="checkbox"/> Model Change:
Only applicable during trial period and
will be processed as a credit/rebill
Not allowed after trial period |
|--|--|--|

Case Defect

- Damaged Case
- Broken Battery Door

Defective Component

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Volume Control <input type="checkbox"/> Push Button/Switch <input type="checkbox"/> Battery Door | <ul style="list-style-type: none"> <input type="checkbox"/> Audio Input <input type="checkbox"/> Tcoil |
|---|--|

ITE/eShell Modification*

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Increase Vent <input type="checkbox"/> Decrease Vent <input type="checkbox"/> Hurts | <ul style="list-style-type: none"> <input type="checkbox"/> Feedback <input type="checkbox"/> Tight Fit (please mark) <input type="checkbox"/> Cracked/Broken | <ul style="list-style-type: none"> <input type="checkbox"/> Occluded <input type="checkbox"/> Loose Fit <input type="checkbox"/> Add canal lock |
|--|--|--|

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

RIC Repairs

- Replace RIC receiver ONLY
- Device Included
 - Device NOT Included

Notes/Description of Problem

Please list any additional items sent in with the unit

Please mark problem area



To view our Repair Terms and Conditions visit:
<https://www.phonak.com/en-us/terms-and-conditions/repair-services>

internal use only: S B RI R2 L1 L2 PNK BLU F LS YLW GRN PRP WHT TRQ