

Phonak Service Form

PHONAK
life is on

Please note that changes cannot be made without calling.

Date: _____ / _____ / _____
DD MM Year

PO#: _____

Attention to
(at Phonak): _____

STEP 1: General Information

Ship to Account Number:

Bill to Account Number:

Phone #:

Company Name:

Address:

Contact Name (Clinician):

Claim Type: AADL BCEHP CNESST Eastern Health
 Greenshield ISC (NIHB) Manitoba Health Nisga'a
 ODSP REGIE Supp. Health VAC, DND, RCMP
 WCB _____ province WSIB
 Other: _____

(Please Specify)

Claim # (Required): _____

STEP 2: Patient Information

First Name:

Last Name:

STEP 3: Hearing Instrument Information

Model: _____ Serial # L: _____ Serial # R: _____

Other Serial #: _____ Comparison Device Included - Serial #: _____

STEP 4: Roger Information

Is RogerDirect installed in the
Infinio Ultra/Lumity/Paradise/Marvel™ device?

Yes No

Please specify Roger X serial numbers (not applicable if receiver was
installed via Roger 3 microphone as it has unlimited receivers):

Roger X Roger X Serial Number(s): _____

STEP 5: Reason for Service

Please indicate reason for service:

Not Functioning (CC10)

- R Dead | CC10AA
- R Push button | CC10C
- R Volume control wheel | CC10D
- R Wrong LED behaviour | CC10V
- R Programming prob (FSW) | CC10J
- R FM/Roger connectivity | CC10I
- R Telecoil connectivity | CC10L
- R Wireless connectivity | CC10P
- R No rechargeable battery | CC10N
- R Rechargeable battery | CC10N
- R Battery stuck | CC10S
- R High battery drain | CC10U
- R Sensor failure | CC10F

- R Loud sound | CC10B
- R Device became hot | CC10O
- R Interference | CC10Y
- R Swollen device | CC10Z
- R Broken shell in ear | CC16CC
- R Broken wax system in ear | CC16CC

For these options, additional information is required:

Acoustic Output Response (CC11)

- R Fades in or out | CC11B
- R Too weak | CC11D
- R Distorted | CC11I
- R Intermittent | CC11J
- R Noisy - Crackling/Popcorn | CC11L
- R Noisy - Static/Hissing | CC11M
- R Internal feedback (not poor fit) | CC11N

Broken (C16)

- R Battery door | C16A
- R Housing | C16B
- R Shell | C16C
- R Faceplate | C16D
- R Removal line | C16E
- R Switch/Button | C16F
- R Volume control wheel | C16G
- R Wax system | C16H
- R Wax receiver wire cShell | C16I
- R Retention lock | C16L

Broken (C16) (continued)

- R Cord/Cable cracked/Frayed (acc) | C16M
- R Receiver detached from cShell | C16N
- R Bent battery contacts | C16O
- R Wires inside device or shell | C16P
- R Earhook/Soundtube | C16R
- R Elect module/Faceplate detached | C16T

Service/Clean/Check (C14)

- R Clean & functional check | C14A
- R Annual service | C14C
- R Customer request/Replace whole device | C14D
- R Change housing colour | CC40I

Residues (C17)

- R Corrosion/Rust | C17A
- R Dirty/Debris | C17B
- R Wax problem | C17C
- R Sweat/Moisture/Humidity | C17D

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STEP 6: Reason for Remake

Please indicate reason for remake:

Cosmetic Remake:

Customer Request/Change Option (CC40)

Change shell style to _____ | CC40A
 Change shell colour | CC40J
 Change faceplate colour | CC40L

Customer Request/Remove Option (CC38)

Remove retention lock | CC38H
 Remove other: _____

Shell Fit (C23)

Shell protruding | C23D
 Lock protruding | C23P

Functional Remake:

Customer Request/Change Option (CC40/CC11/C23)

Change receiver to M | CC40C
 Change receiver to P | CC40D
 Change receiver to SP | CC40(x)
 Change receiver to UP | CC40G
 Change to no lacquer finish | CC40K
 Lengthen cShell ext rec wire to size _____ | CC40M
 Shorten cShell ext rec wire to size _____ | CC40N
 Change vent size | CC40O
 Change wax syst to _____
 Feedback due to venting diameter too large | CC110
 Feedback due to shell fit | CC11P
 Feedback due to shell fit moving jaw | CC11Q
 Occlusion | CC11R
 Lock hurts where marked* | CC23Q

Customer Request/Change Option (CC40/CC11/C23) (continued)

Sound bore direction | C23R
 Difficult to insert | C23T
 Difficult to remove | C23U
 Too small/Dexterity issues | C23V

Customer Request/Remove Option (CC38)

Remove vent | CC38E

Customer Request/Add Option (CC39)

Add canal lock* | CC39G
 Add helix lock* | CC39H
 Add skeleton lock* | CC39I
 Add attachment hook | CC39K
 Add removal filament | CC39L
 Add other _____

Shell Fit (C23)

Too loose/Moving in the ear | CC23A
 Too loose/Poor retention | CC23S
 Shell too tight | CC23B
 Shell tip too long | CC23C
 Shell tip too short | CC23E
 Hurts where marked with static jaw* | CC23J
 Hurts where marked with moving jaw* | CC23L
 Hurts when insert or remove* | CC23W
 Lock too loose | CC23N
 Lock too tight | CC23O

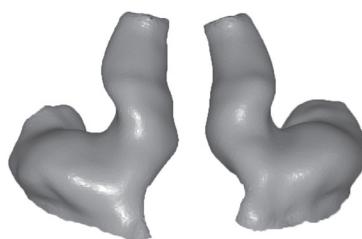
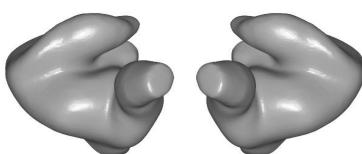
Hearing aids, cShells and SlimTips must be included with all remakes.

*Acrylic molds only

STEP 7: Please indicate problem area

Notes, Description of problem, Items sent with repair:

Please mark the problem area:



Dangerous Goods Policy:

When sending any charger with a built in battery or the Power Pack back to Phonak, it must be shipped by ground with the proper UN3480 DG label. Contact Customer Service to obtain a label or more information.