

Phonak Service Form

■ 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
Infinito 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)

- ☐ L ☐ R Dead | CC10AA
- ☐ L ☐ R Push button | CC10C
- ☐ L ☐ R Volume control wheel | CC10D
- ☐ L ☐ R Wrong LED behaviour | CC10V
- ☐ L ☐ R Programming prob (FSW) | CC10J
- ☐ L ☐ R FM/Roger connectivity | CC10I
- ☐ L ☐ R Telecoil connectivity | CC10L
- ☐ L ☐ R Wireless connectivity | CC10P
- ☐ L ☐ R No rechargeable battery | CC10K
- ☐ L ☐ R Rechargeable battery | CC10N
- ☐ L ☐ R Battery stuck | CC10S
- ☐ L ☐ R High battery drain | CC10U
- ☐ L ☐ R Sensor failure | CC10F

- ☐ L ☐ R Loud sound | CC10B
- ☐ L ☐ R Device became hot | CC10Q
- ☐ L ☐ R Interference | CC10Y
- ☐ L ☐ R Swollen device | CC10Z
- ☐ L ☐ R Broken shell in ear | C/CC16CC
- ☐ L ☐ R Broken wax system in ear | C/CC16CC

For these options, additional information is required:

Acoustic Output Response (CC11)

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

Broken (C16)

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

Broken (C16) (continued)

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

Service/Clean/Check (C14)

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

Residues (C17)

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

