

Phonak Service Form

Date: _____ / _____ / _____
DD MM Year

PO#: _____

Attention to _____
(at Phonak): _____

STEP 1: Account Information

Ship to Account Number:

Phone#:

Company Name:

Address:

Contact Name (Audiologist/Dispenser):

SHIP TO

Bill to Account Number:

Phone#:

Company Name:

Address:

BILL TO

STEP 2: Third Party Information

Claim Type: CNESST Nisga'a ODSP REGIE VAC,DND,RCMP,ISC(NIHB) WCB-MB WCB-NS WCB-SASK Workplace NL,WSNB, WCB PEI
 WS-BC WSIB Other: _____ Claim # (Required): _____
(Please Specify) (Please Print)

STEP 3: Patient Information

First Name:

Last Name:

STEP 4: Hearing Instrument Information

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

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

STEP 5: Roger Information

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

Yes No

Please specify which Roger:

Roger (02) Roger (03) Roger X Serial #: _____

STEP 6: 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 Display (Accessories) | CC10M
- 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 Not recharge battery | CC10K
- L R Rechargeable battery | CC10N
- L R Battery stuck | CC10S
- L R High battery drain | CC10U
- L R Loud sound | CC10B
- L R Sensor failure | CC10F
- L R Device became hot | CC10Q
- L R Interference | CC10Y
- L R Swollen device | CC10Z

Acoustic Output Response (CC11)

- L R Fades in/out | CC11B
- L R Too weak | CC11D
- L R Too weak after feedback test | CC11G
- 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
- L R Feedback due to venting diameter too large | CC11O
- L R Feedback due to shell fit | CC11P
- L R Feedback due to shell fit moving jaw | CC11Q
- L R Occlusion | CC11R

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 Re-inscribe serial number | C14G

Residues (C17)

- L R Corrosion, rust | C17A
- L R Dirty / debris | C17B
- L R Wax problem | C17C
- L R Sweat, moisture, humidity | C17D

TURN OVER FOR MORE

Phonak Service Form

Please indicate reason for service

STEP 7: Reason for Remake

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

Customer Request / Change Option (CC40)

- L R Change shell style to _____ | CC40A
- L R Change receiver to S | CC40H
- L R Change receiver to M | CC40C
- L R Change receiver to P | CC40D
- L R Change receiver to UP | CC40G
- L R Change housing colour | CC40I
- L R Change Shell colour | CC40J
- L R Change to no lacquer finish | CC40K
- L R Change faceplate colour | CC40L
- L R Lengthen cShell ext rec wire to size _____
| CC40M
- L R Shorten cShell ext rec wire to size _____
| CC40N
- L R Change vent size | CC40O
- L R Change wax syst to CeruStop | CC40P
- L R Change wax syst to wax spring | CC40R
- L R Change wax sys to Ext Rec tube | CC40S
- L R Change to ext rec tube w/spring | CC40T
- L R Change wax syst to HF3 | CC40U
- L R Change wax syst to HF4 | CC40V
- L R Change to 4mm VC | CC40W
- L R Change to 6mm VC | CC40X

Customer Request / Remove Option (CC38)

- L R Remove volume control | CC38A
- L R Remove TCoil | CC38C
- L R Remove push button *non-wireless | CC38D
- L R Remove vent | CC38E

- L R Remove wax filter | CC38F
- L R Remove raised VC cap | CC38G
- L R Remove retention lock | CC38H
- L R Remove softcoat | CC38I

Customer Request / Add Option (CC39)

- L R Add volume control | CC39A
- L R Add TCoil | CC39B
- L R Add push button | CC39D
- L R Add vent | CC39E
- L R Add raised VC cap | CC39F
- L R Add canal lock* | CC39G
- L R Add helix lock* | CC39H
- L R Add skeleton lock* | CC39I
- L R Add softcoat* | CC39J
- L R Add attachment hook | CC39K
- L R Add removal filament | CC39L
- L R Add EasyPhone | CC39N
- L R Add removal post | CC39P
Virto devices only

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

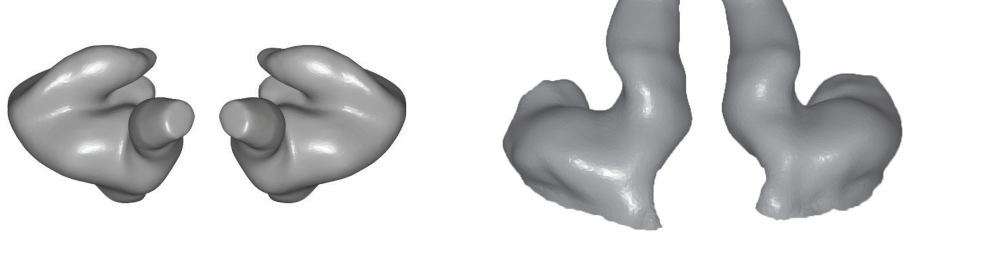
*Acrylic molds only

- L R Wax system | C16H
- L R X receiver wire cShell | C16I
- L R Retention lock | C16L
- L R Cord/Cable cracked/Frayed (acc) | C16M
- L R Receiver detached from shell | C16N
- L R Bent battery contacts | C16O
- L R Wires inside device / shell | C16P
- L R Earhook / Soundtube | C16R
- L R Microphone cover | C16S
- L R Elect module/faceplate detached | C16T

Shell Fit (C23)

- L R Too loose / Moving in the ear | C23A
- L R Too loose / Poor retention | C23S
- L R Shell too tight | C23B
- L R Shell tip too long | C23C
- L R Shell tip too short | C23E
- L R Shell protruding / cosmetic | C23D
- L R Hurts where marked with static jaw* | C23J
- L R Hurts where marked with moving jaw* | C23I
- L R Hurts when insert / remove* | C23W
- L R Lock too loose | C23N
- L R Lock too tight | C23O
- L R Lock protruding (cosmetic) | C23P
- L R Lock hurts where marked* | C23Q
- L R Sound bore direction | C23R
- L R Difficult to insert | C23T
- L R Difficult to remove | C23U
- L R Too small / dexterity issues | C23V

Please mark the problem area



Notes, Description of Problem, Items Sent with Repair:
