

Phonak Service Form

Step 1: Customer Information

Ship To Account Number: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Bill To Account Number: _____

Address: _____

City: _____ State: _____ Zip: _____

Patient Name: _____

Patient is under 21 years of age (Check box if yes) Complete Step 3 

Third Party Patient Number: _____

Purchase Order Number: _____

Contact Name: _____

Phone Number: _____

Phone number required for shipping directly to patient or school. We're unable to ship to a P.O. Box. Additional charge for shipping directly to the patient. If the patient's settings cannot be restored we will ship back to the sender.

Shipping & Handling Options*

Next Morning (\$32.99)

Next Afternoon (\$21.99)

2 Business Days (\$20.99)

3-5 Business Days (\$19.99)

* Based on location and courier

Step 4: Service Plan Options Prices subject to change without notice

24-Hour Service Option [Rush24] 24-hour service is not guaranteed during holidays; additional fee applies

Must select below if out of warranty repair All serialized out of warranty items included will be repaired with a 6 month warranty by default. Charges will apply. Out of Warranty cShell & SlimTip will be a chargeable new order. Instruments more than 5 years post invoice date will only be repaired if parts are available. Shipping and handling applies to all chargeable repair orders.

DEVICES LESS THAN 5 YEARS POST INVOICE DATE: 6 MONTH WARRANTY

- Hearing Instruments/Phonak CROS¹/
Roger/FM
- Wireless Accessories
- RemoteMic/TVLink
- ITE Remake²
(In addition to a service plan, for same model
and patient only)

DEVICES LESS THAN 5 YEARS POST INVOICE DATE: 12 MONTH WARRANTY

- Hearing Instruments/Phonak CROS¹/
Roger/FM
- Wireless Accessories
- RemoteMic/TVLink
- ITE Remake²
(In addition to a service plan, for same model
and patient only)

DEVICES MORE THAN 5 YEARS POST INVOICE DATE: UP TO 6 MONTH WARRANTY (or until end of service date)

- Hearing Instruments/Phonak CROS¹/
Roger/FM
- Wireless Accessories
- RemoteMic/TVLink
- ITE Remake²
(In addition to a service plan, for same model
and patient only)

Step 5: Reason for Service

CUSTOMER REQUEST (CC40 / CC38 / CC39)

- Add/remove/change option³
(please specify your request in comments field)
- Change color to: _____

RESIDUES (CC17)

- Wax problem
- Sweat, moisture, humidity

SERVICE (CC14)

- Clean & functional check

HARDWARE / COMPONENTS NOT FUNCTIONING (CC10)

- Toggle switch
- Push button
- Volume control
- Dead
- Display (accessories)

Battery:

- Rechargeable / Not charging
- High drain
- Stuck
- Android 12 – High battery drain – send both
devices (settings will not be restored, complete
Step 3 for RogerDirect if applicable) (CC10UU)

CONNECTIVITY (CC10)

- FM / Roger
- Wireless / Bluetooth
- CROS
- Programming problem
(HI ↔ Software)
- Telecoil

ACOUSTIC RESPONSE (CC11)

- Occlusion
- Feedback: Internal (not poor fit)
- Feedback: Venting diameter
too large
- Feedback: Due to shell fit /
Not airtight
- Feedback: With jaw movement
- Noisy: Crackling / Popcorn
- Noisy: Static / hissing
- Acoustic response too weak
- Acoustic response too weak after
feedback test
- Intermittent
- Sound fades in/out
- Distorted
- Poor acoustic performances
(e.g. venting too large)

TAMPER-PROOFING (BTE ONLY)

- Tamper-proof battery door
- Roger integrated receivers
- Mini ear hook
- Tamper-proof ear hook

BROKEN (CC16)

- Housing
- Battery door
- Volume wheel
- Push button
- Earhook / Soundtube
- Microphone cover
- Cord or cable cracked / frayed
(accessories)
- Shell Canal Lock Faceplate
- Removal line
- Wax system
- Battery contacts
- Receiver wire of cShell
- Wires inside device / shell
- Electronic module / faceplate detached
- Receiver detached from Shell (ITE)

Step 2: Device Information

Device Model/Serial Number: _____

Receiver (must accompany device) size/side (0-3, L/R): _____

SlimTube (if included) size/side included (00-3, L/R): _____

Ear hook color: _____

Custom Ear Piece Model/Serial Number: _____

Hearing instrument is not included in this repair

Step 3: RogerDirect™ Installation Information

Is RogerDirect installed in the Paradise/Marvel device? Yes No

If yes, please select the install method:

Roger X (02) – Pediatric

Roger iN Microphone or Roger X (03) – Home/Work/University

1 Please return the Phonak CROS transmitter and hearing instrument for repair for a full evaluation.

2 Remake charges will apply to out of warranty custom hearing instruments with cracks, holes, missing shell and remakes requested for fit issues. Model Change not available if out of trial period.

3 See Price and Reference Guide for chargeable options.

Step 6: Remake Information

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

SHELL FIT (CC23)

- Too big – protruding / cosmetics
- Canal too long
- Canal too short
- Too loose / poor retention
- Too loose / moving in the ear
- Too small – dexterity problem
- Difficult to insert
- Difficult to remove
- Too tight
- Sound bore direction

HURTS WHERE MARKED

- Shell
- Lock
- With static jaw
- With moving jaw
- By inserting / removing device

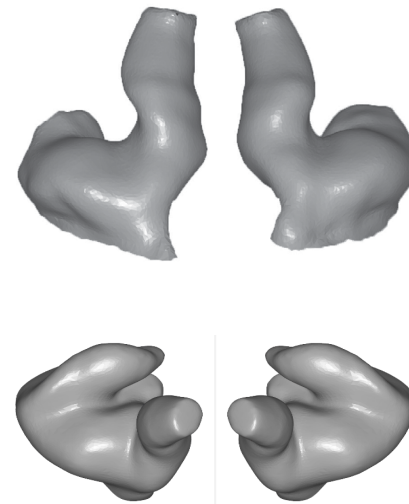
CUSTOM SHELL MODIFICATION (CC38)

For best fit, please send complete impression including second bend

- (IV) Increase Vent
- (DV) Decrease Vent
- (FE) Feedback
- (BR) Broken
- (OB) Occluded (Barrel sound)
- (TF) Tight Fit
(Mark and include full new impression, see image)
- (LF) Loose Fit
(Mark and include full new impression, see image)
- (AC) Add Canal Lock⁴
(Include full impression. N/A IIC.)
- (HL) Add Helix Lock⁴
(Include full impression. N/A IIC.)
- (SL) Add Skeleton Lock⁴
(Include full impression. N/A IIC.)
- (SC) Add Soft Coat⁴
- Add Lacquer
- Add Wax Option _____
- No Laquer (Beige, Cocoa and Clear only)

Canal lock will be the same color as the shell:
Transparent, Pink, Brown, Cocoa and Tan only.

PLEASE MARK THE PROBLEM AREA



Notes, Description of Problem, Items Sent with Repair:

Please call before repairing

Submit your Service Order on Phonak Store: myPhonakStore.com

⁴ Chargeable option for hearing instrument.

Sonova USA Inc. is not responsible and assumes no liability for any non-Phonak manufactured device or accessory sent by you to Phonak. Please ensure that you only include Phonak devices and accessories herein.

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