

Service & Credit Return Form (plus checklist)

Prior to sending devices for service, please ensure you have completed the recommended troubleshooting checklist outlined below. This can help ensure minimal hearing downtime for your client; reduced shipping, handling and servicing costs; and less likelihood of issues persisting particularly for non-hardware related faults.

Customer

Account Number: _____

Date: _____

Clinic Name: _____

Contact Person: _____

Phone: _____

VIP 48hr service (additional \$57.75)	Is a RogerDirect installed in this device?	Yes	No
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Please select:

Device within warranty	Digital wireless accessory, DWA \$194 (incl GST)
ITE re-shell \$115.50 (incl GST)	DWA battery replacement \$52 (incl GST)
ITE re-shell and repair \$310 (incl GST)	Roger receivers (\$105)
Repair BTE/RIC/ITE \$194.50 (incl GST)	Roger transmitters (\$194)

As all repairs will proceed without quoting, please provide the total repair cost to your client prior to sending the device/s to us.

- A clean and check charge \$89.50 (incl GST) will only be applied if no fault is found with the devices.
- All repairs outside of warranty, excluding clean & check, are provided with a 12 month service warranty.
- Out of warranty including damaged cShell & SlimTips will be a chargeable new order.
- Instruments more than 5 years post invoice date will only be repaired if parts are available.

Please provide us with details of the client's concern: When did this concern first arise? Is it intermittent or on-going?:

Please confirm you have actioned the following troubleshooting checklist prior to sending devices for service.
Contact aud.support@phonak.com.au if you require assistance.

Charging: (Refer to Lithium Ion Troubleshooting Guide for more assistance)

- Ensure hearing aid firmware is up to date
- Thoroughly clean the contacts of the charger and hearing aid
- Perform a stock mode reset
- Ensure charger is plugged directly into a wall socket, alternatively try a different wall socket
- Try a different cable and plug (please contact your local Territory Manager if required)
- Try a different charger (please contact your local Territory Manager if required)

Sound Quality:

- Replace wax filter/s
- Replace receiver/tubing
- Clean microphone ports
- Place in electronic dehumidifier/moisture vacuum
- Please send the client's NOAH file to your local Territory Manager or aud.support@phonak.com.au for further investigation
- Please provide details of the current acoustic coupling the client is wearing to your local Territory Manager or aud.support@phonak.com.au

Moisture/Wax:

- Ensure the client is competent in changing wax filters on a regular basis
- Is the client using a drying kit/drying capsule? (Contact your local Territory Manager if required)
- Has the client tried using moisture protection with the devices, e.g. EarGear

Have the devices been sent for service/repair?

- No - please select a remake/repair reason on page 2 Yes - please provide repair history details:

Device

Client Name: _____

Device model: _____

Left

Right

Serial number

Receiver: (must accompany device)
power level / size (0-3) / side (L/R)
SlimTube: size/side (0-3, L/R)
(if included)
Earhook colour

Charger: (must accompany device)

Custom ear piece model / Serial number

Hearing instrument not included in repair

Request: **L** **R** Customer request (CC13 / CC38 / CC39)
Add/remove/change option
(please specify your request in comments field)

Bluetooth: (Refer to Bluetooth Troubleshooting Guide for more assistance)

- Ensure client's phone is compatible with hearing aid/s, please check [here](#)
- Ensure hearing aid firmware is up to date
- Ensure client's phone operating system is up to date
- Perform a full re-pairing (please refer to the Bluetooth Troubleshooting Guide)
- Pair the hearing aids to a different phone to determine if the issue is caused by the phone or the hearing aid/s

High Battery Drain:

- Ensure hearing aid firmware is up to date
- Thoroughly clean the contacts of the charger and hearing aid
- Perform a stock mode reset
- Ensure charger is plugged directly into a wall socket, alternatively try a different wall socket
- Try a different cable and plug (please contact your local Territory Manager if required)
- Try a different charger (please contact your local Territory Manager if required)
- If only one device is experiencing high battery drain
 - Charge the device in the alternate socket to confirm if device or charger issue
 - If client is using an Android phone and running on Android 12.1 or 12L, update to Android 13

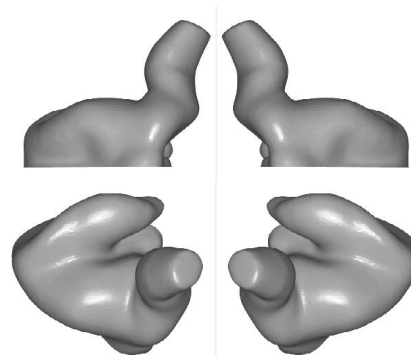
Remake / Repair reason

L	R	Residues (CC17)	L	R	Broken (CC16)	L	R	Shell	Lock	Faceplate
		Wax problem			Housing			Removable line		
		Sweat, moisture, humidity			Battery door			Wax system		
L	R	Service (CC14)			Wheel			Bent battery contacts		
		Clean & functional check			Switch/Button			Receiver wire of C-Shell		
		Lost/damaged (CC25D)			Earhook/Soundtube			Wires inside device/shell		
		Returned to customer unrepaired			Microphone cover			Electronic module/faceplate detached		
L	R	Hardware / Components not functioning (CC10)			Cord or cable cracked/frayed (accessories)			Receiver detached from Shell (ITE)		
		Toggle switch		Push button	Dead					
		Volume control wheel		Display (accessories)						
		Battery:			L	R	Shell fit (CC23)			
		Rechargeable		Non rechargeable			Too visible - protruding/cosmetics			Too small - dexterity problem
		High drain		Stuck			Tip too long (please add a 2nd reason: comfort/dexterity/insertion-removal issue)			Tip too short (please add 2nd reason: retention/comfort/dexterity issue)
							Difficult to insert			Difficult to remove
							Too loose poor retention			Too tight
							Too loose moving in the ear			
							Sound bore direction			
L	R	Connectivity (CC10)								
		FM		Wireless/Bluetooth						
					Telecoil					
		Programming problem (HI <-> Software)								
L	R	Acoustic output response (CC11)								
		Occlusion								
		Feedback: Internal (not poor fit)								
		Feedback: Venting diameter too large								
		Feedback: Due to shell fit/not airtight								
		Feedback: Due to shell fit/not airtight with moving jaw								
		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)								

Hurts where marked:

L	R	Shell	Lock
		with static jaw	
		with moving jaw	
		by inserting/removing device	

Please mark the problem area



Return for credit

L	R	Quality reason	L	R		L	R		L	R	
		Acoustic/Sound Quality			Cosmetic			Overstock/consignment			Patient medical problem
		Not functioning			Comfort & Retention			Cost related			Device medical problem
		Too many repair/remake			Exchange form factor			Patient can't adapt			Please specify:
		Not enough benefit			Order fulfilment error						