

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 eShell & 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

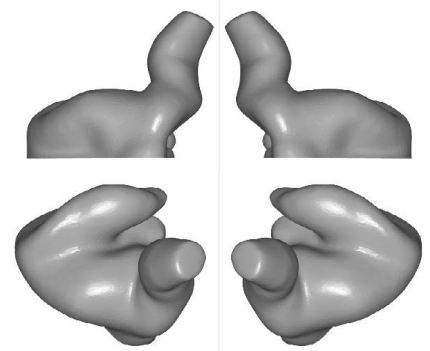
High Battery Drain:

- 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

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



Return for credit

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