Phonak Service Form

PHONAK life is on

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,WS NB, WCB PEI
❍ WS-BC ❍ WSIB ❍ Other: _____ *(Please Specify)*

Claim # (Required): _____ *(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: Flat Rate Service Fees for Out of Warranty Repairs (Private Pay Only)

Product Class (under 5 years old)	6 Month Warranty (std.)	12 Month Warranty
Hearing Instrument	☐ $290.00	☐ $310.00
Phonak CROS	☐ $290.00	☐ $310.00
Excessive Damage (in addition to repair charges)	☐ $200.00	☐ $200.00
Remote Control	☐ $131.00	☐ $158.00
Roger Microphone / Receiver / Transmitter	☐ $177.00	☐ $209.00
Shell Remake	☐ $261.00	☐ N/A
SlimTip, cShell and CROS Tip	☐ $68.00*	☐ N/A

Hearing aids are not repairable after 5 years *90 day warranty

Please indicate reason for service

STEP 7: 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 recharg battery | CC10K
☐L ☐R Rechargeable battery | CC10N
☐L ☐R Battery stuck | CC10S
☐L ☐R High battery drain | CC10U

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

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TURN OVER FOR MORE

Phonak Service Form

PHONAK
life is on

Please indicate reason for service

STEP 8: 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 | C39F
- ☐L ☐R Add canal lock* | C39G
- ☐L ☐R Add helix lock* | C39H
- ☐L ☐R Add skeleton lock* | C39I
- ☐L ☐R Add softcoat* | C39J
- ☐L ☐R Add attachment hook | C39K
- ☐L ☐R Add removal filament | C39L
- ☐L ☐R Add EasyPhone | C39N
- ☐L ☐R Add removal post | C39P
  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

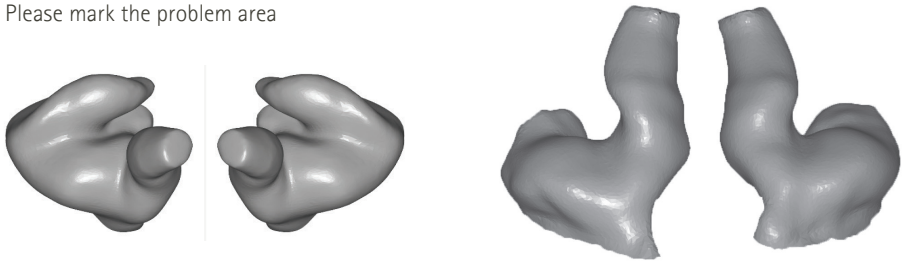
*Acrylic molds only

- ☐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* | C23L
- ☐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:

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Sonova Canada | 80 Courtneypark Drive West Unit 1, Mississauga, ON L5W 0B3 | Phone 800-677-1167 | Fax 800-814-5799