

# Phonak Service Form

**PHONAK**  
life is on

## 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 <input type="checkbox"/> (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 CROS<sup>1</sup>/  
Roger/FM
- ☐ Wireless Accessories
- ☐ RemoteMic/TVLink
- ☐ ITE Remake<sup>2</sup>  
(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 CROS<sup>1</sup>/  
Roger/FM
- ☐ Wireless Accessories
- ☐ RemoteMic/TVLink
- ☐ ITE Remake<sup>2</sup>  
(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 CROS<sup>1</sup>/  
Roger/FM
- ☐ Wireless Accessories
- ☐ RemoteMic/TVLink
- ☐ ITE Remake<sup>2</sup>  
(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 option<sup>3</sup>  
(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)

## Step 2: Device Information

Device Model/Serial Number:
<input type="checkbox"/> Receiver (must accompany device) size/side (0-3, L/R):
<input type="checkbox"/> SlimTube (if included) size/side included (00-3, L/R):
<input type="checkbox"/> Ear hook color:
Custom Ear Piece Model/Serial Number:
<input type="checkbox"/> 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.

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## 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

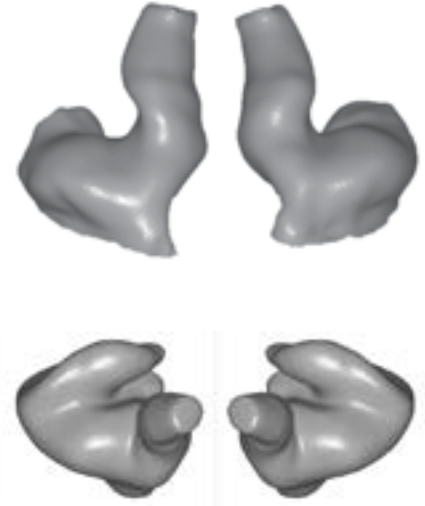
### CUSTOM SHELL MODIFICATION (CC38)

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 Lock<sup>4</sup>  
(Include full impression. N/A IIC.)
- ☐ ☐ (HL) Add Helix Lock<sup>4</sup>  
(Include full impression. N/A IIC.)
- ☐ ☐ (SL) Add Skeleton Lock<sup>4</sup>  
(Include full impression. N/A IIC.)
- ☐ ☐ (SC) Add Soft Coat<sup>4</sup>
- ☐ ☐ 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

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Submit your Service Order on Phonak Store: [shop.phonakpro.com](https://shop.phonakpro.com)

<sup>4</sup> 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.

S B R1 R2 L1 L2  
PNK BLU YLW FLS GRN PRP WHT TRQ