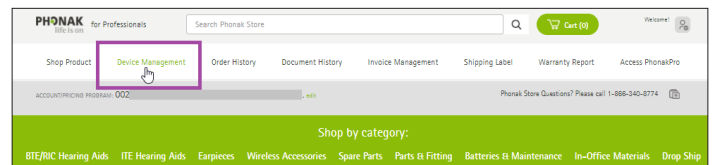


Phonak Guide

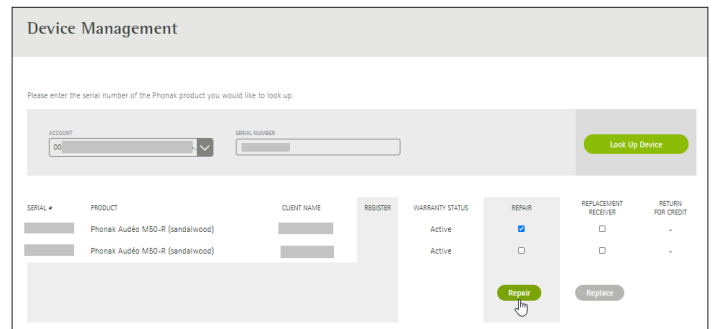
Sending a Device for Repair on Phonak Store

Skip the line on waiting to receive service order form and submit your service order on Phonak Store!

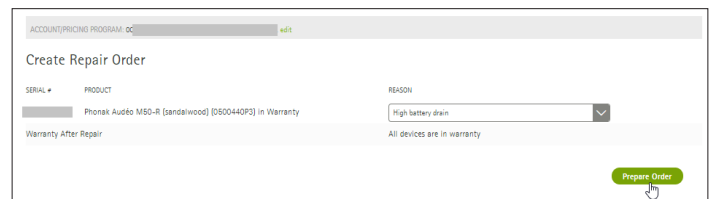
1. Click on "Device Management" in the dropdown menu under "My Account."



2. Enter a serial number of the unit to be sent in for repairs and select the repair checkbox. Click "Repair" to proceed.



3. Select "Reason" for repair, choose desired warranty for the device, and click "Prepare Order" to proceed.



4. Phonak Store will display warranty status for your device(s), an estimated age of the device with warranty after repair options, and an estimated service charge including shipping charge if the warranty on the device has expired.

ACCOUNT/PRICING PROGRAM: 00 [edit]

Create Repair Order

SERIAL #	PRODUCT	REASON
[REDACTED]	Phonak Audeo M50-R (sandalwood) (0500440P3) In Warranty	High battery drain

Warranty After Repair: All devices are in warranty

[Prepare Order](#)

Service Type

SERIAL #	PRODUCT	ESTIMATED SERVICE CHARGE INCLUDING SHIPPING CHARGE
[REDACTED]	Phonak Audeo M50-R (sandalwood) (0500440P3) In Warranty	\$0.00

5. Provide any additional information requested and any repair instructions in the notes field. Click "Submit Order."

Additional Information

Handling Please call before repairing

Service Plan: We are experiencing component delays for repairs, and cannot accept Rush requests at this time. Thank you for your patience. Please reach out to your Phonak representative with any immediate concerns.

Contact Name: [REDACTED]

Contact Number: [REDACTED]

Contact E-mail: [REDACTED]@phonak.com

Third Party Patient Number: [REDACTED]

Purchase Order Number: [REDACTED]

Notes: [Description of Problem, Items Sent with Repair]

Shipping Address

Shipping Ship repaired device directly to patient

Patient Name: [REDACTED]

Patient Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Patient Phone Number: [REDACTED]

- 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.
- 24-hour service is not guaranteed during holidays.
- Charges will apply to all serialized out of warranty items.
- Out of Warranty Check-In Service 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.
- Please return the Phonak CROS transmitter and hearing instrument for repair so that we can fully evaluate.
- Hearing aids, CROS-In Service must be included with all returns. Canal caps will be the same color as the shell. Transplant, Pink, Brown, Cocoa & Tan only.
- Remake charges will apply to out of warranty custom hearing instruments with cracks, holes, missing shell and remakes requested for fit issues.
- See Price & Reference Guide for chargeable options and charges. Model Change not available. Full of trial period. Prices subject to change without notice.
- Please return the Phonak CROS transmitter and hearing instrument for repair so that we can fully evaluate. See Price & Reference Guide for chargeable options and charges. Model Change not available if out of trial period.
- Please return the Phonak CROS transmitter and hearing instrument for repair so that we can fully evaluate. Chargeable option for hearing instrument.
- Phonak LLC 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.

[Submit Order](#)

6. Click "Download PDF" and print document. Include it in the box with the device and send it to Phonak for repair.

Repair Order Confirmation 00513 [REDACTED]

Your Repair Order was submitted with the order number: 00513 [REDACTED]

[Download PDF](#)

[Click here](#) to create a return shipping label. You can combine multiple packages.

How to send your Devices for Repair

- 1 Print your return label and documents.
- 2 Put the printout in a box with your device(s).
- 3 Mail to Phonak.

- Customers will receive an email confirmation and an attached PDF with a reference number that can be reprinted if needed.

Phonak Online Service Form

Ship To [Redacted]	Bill To [Redacted]	Payer [Redacted]
Contact Information Name: [Redacted] Phone: [Redacted] Email: [Redacted]@phonak.com Third Party Patient #: [Redacted] Purchase Order #: [Redacted]	Service Options <input type="checkbox"/> Please call before repairing <input type="checkbox"/> 24-Hour Service Option (Rush 24)	Ordernumber / Date [Redacted] / Dec 16, 2020 
Device Information		
 SerialNo [Redacted]	Product Phonak Audio M50-R (sandalwood)	Customer [Redacted]
		Service Type Not Functioning - High battery drain (CC10U)
 phonakpro.com		
Warranty On Repairs All devices are in warranty		
Comment [Redacted]		Mark Problem Area  <small>S R R1 R2 L1 L2 PAC BCU YOR FLS ORN PAP WPT TRG</small>
 <small>life is on</small>		

Visit the **Phonak Store** to access this feature. Don't have an account? **Signing up** only takes a minute.

New to Phonak Store?

Unsure as to where to begin? Schedule a one-on-one training with an eServices specialist. Simply email your training request to eservices@phonak.com.