GOVERNMENT AGENCIES – HEARING INSTRUMENT REPAIR FORM

Life sounds brilliant.

TEL: (800) 955-4327 FAX: (732) 562-6653 EMAIL: va.customercare@sivantos.com

Account # _____ **Date:** MM/DD/YY

Bill To Address:

Contact:

Tel:

Ship To Address:

Warranty 6-month – no charge

Email:

P.O. No. _____

Shipping: No charge UPS 2nd Day

Last 4 S.S.# _____

Client Information Last Name, First Name, Middle Initial

L	R		
☐	☐	Impression Enclosed	☐ Accessories Enclosed (please describe) _____
	☐	**24-Hour Service Requested (no charge)**	_____

Remake

☐ Use new impression
☐ Use on-file scan

Serial Numbers

Left serial number: _____
Model[1]: _____
Right serial number _____
Model[1]: _____

easyTek™ [2,3]	Serial #
Remote Control [3,4]	Serial #
Charger/eCharger (include powercord) [3,4]	Serial #
VoiceLink™ [2,3,4]	Serial #
ConnexxAir (include dongle) [2,3,4]	Serial #
Transmitter / CROS Pure® Transmitter [3,4]	Serial #
StreamLine TV	Serial #
StreamLine Mic	Serial #
– Other	Serial #

Shell

L	R		Signia Use Only L	Signia Use Only R
☐	☐	Loose/feedback		
☐	☐	Tight		
☐	☐	Sticks out		
☐	☐	Canal too short		
☐	☐	Canal too long		
☐	☐	Vent too small		
☐	☐	Vent too large		
☐	☐	Shell repair		

Add Options

L	R		Signia Use Only L	Signia Use Only R
☐	☐	Removal String		
☐	☐	Push button		
☐	☐	Volume control		
☐	☐	Canal lock		
☐	☐	Helix lock		
☐	☐	D mic		
☐	☐	Raised VC cap		
☐	☐	Soft coating		
☐	☐	Add AutoPhone		
☐	☐	Add Tcoil (requires manual activation) **Please choose:** ☐ Add memory button ☐ Existing remote		
☐	☐	Ext. receiver tube		
☐	☐	Other (options)		
Wax Protection:				
☐	☐	Waxspring		
☐	☐	HF4 Pro		

Technical

L	R		Signia Use Only L	Signia Use Only R
☐	☐	Dead		
☐	☐	Weak/not up to spec.		
☐	☐	Intermittent/Fades		
☐	☐	Distorted/Noisy/Static		
☐	☐	Internal feedback		
☐	☐	Volume control		
☐	☐	Switch/push button		
☐	☐	Telecoil (T-Coil)		
☐	☐	AutoPhone™/TwinPhone		
☐	☐	Battery drain		
☐	☐	Battery contacts		
☐	☐	Battery door		
☐	☐	Wax build up		
☐	☐	Tubing (mic./rec.)		
☐	☐	Programming problem		
☐	☐	BTE case		
☐	☐	BTE earhook		
▭		Charging difficulty[3] / Charger faulty		
▭		Wireless communication problem[3]		
▭		Remote control faulty[3]		

Special Instructions

Change Request

New Matrix	Signia Use Only L	Signia Use Only R

	Gain	Output
L		
R		

Reason for request: _____

New Shell Model	L	R

☐ IIC ☐ HS
☐ CIC ☐ ITE w/312 battery
☐ ITC ☐ ITE

New Circuit Type	L	R

L _____
R _____

Components

RIC Receivers
L _____
R _____

LifeTubes
L _____
R _____

LifeTips
L _____
R _____

Domes / Sleeves
_____
_____

S-tubes
L _____
R _____

Thin Tubes
L _____
R _____

Diagnostic Codes – FOR SIGNIA USE ONLY

Left: _____
_____

Right: _____
_____

1 When sending Cellion and Pure Charge&Go instrument in for service, ensure the device is turned off. The instruments can then be shipped via air or ground transportation.
2 Lithium ION batteries such as those included with easyTek, ConnexxAir, VoiceLink, and miniPocket™ with lithium metal battery products are subject to IATA shipping regulations. Please utilize ground transportation when shipping these products.
3 For adequate trouble-shooting and repair of wireless communication problems, all components of entire system must be returned.
4 All accessories if deemed faulty will be exchanged.

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