

# Remote Care Repair Form

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Account #  Date  P.O. No.

HCP Contact Name

HCP Email & Phone # REQUIRED

Patient ID

Drop ship address  Patient   
 Provider

Shipping  Ground  Overnight Shipping \$19.95

Expedite  24-Hour Service

Cannot ship to PO Box / NO PAPERWORK will go to the patient on delivery

### Serial Numbers

Left Serial Numbers of Included Items:   
 Model<sup>1</sup>:

Right Serial Numbers of Included Items:   
 Model<sup>1</sup>:

Charger/eCharger (include powercord)<sup>2,3</sup> Serial #

StreamLine™ TV Serial #

StreamLine™ Mic<sup>1</sup> Serial #

miniPocket™<sup>1</sup> Serial #

- Other Serial #

### Select Warranty Type

In Warranty  6-Month warranty  12-Month\*  Call me with estimate

\*Only available for hearing aids under 5 years old from date of invoice

### Change Request

Receiver strength	Styletto X	Pure Charge&Go AX	Pure Charge&Go T AX	Pure 312 AX
S/45	<input type="checkbox"/> <input type="checkbox"/>	S/46 <input type="checkbox"/> <input type="checkbox"/>	S/46 <input type="checkbox"/> <input type="checkbox"/>	S/46 <input type="checkbox"/> <input type="checkbox"/>
M/60	<input type="checkbox"/> <input type="checkbox"/>	M/60 <input type="checkbox"/> <input type="checkbox"/>	M/60 <input type="checkbox"/> <input type="checkbox"/>	M/60 <input type="checkbox"/> <input type="checkbox"/>
P/70	<input type="checkbox"/> <input type="checkbox"/>	P/65 <input type="checkbox"/> <input type="checkbox"/>	P/65 <input type="checkbox"/> <input type="checkbox"/>	P/65 <input type="checkbox"/> <input type="checkbox"/>

  

Receiver length	Styletto X	Pure Charge&Go AX	Pure Charge&Go T AX	Pure 312 AX
0	<input type="checkbox"/> <input type="checkbox"/>	0 <input type="checkbox"/> <input type="checkbox"/>	0 <input type="checkbox"/> <input type="checkbox"/>	0 <input type="checkbox"/> <input type="checkbox"/>
1	<input type="checkbox"/> <input type="checkbox"/>	1 <input type="checkbox"/> <input type="checkbox"/>	1 <input type="checkbox"/> <input type="checkbox"/>	1 <input type="checkbox"/> <input type="checkbox"/>
2	<input type="checkbox"/> <input type="checkbox"/>	2 <input type="checkbox"/> <input type="checkbox"/>	2 <input type="checkbox"/> <input type="checkbox"/>	2 <input type="checkbox"/> <input type="checkbox"/>
3	<input type="checkbox"/> <input type="checkbox"/>	3 <input type="checkbox"/> <input type="checkbox"/>	3 <input type="checkbox"/> <input type="checkbox"/>	3 <input type="checkbox"/> <input type="checkbox"/>
4*	<input type="checkbox"/> <input type="checkbox"/>	4* <input type="checkbox"/> <input type="checkbox"/>	4* <input type="checkbox"/> <input type="checkbox"/>	4* <input type="checkbox"/> <input type="checkbox"/>

\*Length 4 is available for the M receiver in X and the S/M/P receiver in AX

### Active / Active Pro / Silk X Colors

(Shells are Red and Blue. Select Faceplate color)

	Active Pro Kit	Active Pro (Single Units)	Silk™ X Click CIC
		R L	R L
Mocha (fp)			<input type="checkbox"/> <input type="checkbox"/>
Black (fp)	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Silver Hero/Black	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
Rose Gold/ Snow White	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

### Diagnostic Codes – FOR INTERNAL USE ONLY

Left:  Right:

### Internal Use Only

New Matrix  R  L

Gain  Output

R  L

Reason for request:

### Technical

R L	Internal Use Only	
	R	L
<input type="checkbox"/> <input type="checkbox"/> Dead		
<input type="checkbox"/> <input type="checkbox"/> Weak/not up to spec.		
<input type="checkbox"/> <input type="checkbox"/> Intermittent/Fades		
<input type="checkbox"/> <input type="checkbox"/> Distorted/Noisy/Static		
<input type="checkbox"/> <input type="checkbox"/> Internal feedback		
<input type="checkbox"/> <input type="checkbox"/> Volume control		
<input type="checkbox"/> <input type="checkbox"/> Switch/push button		
<input type="checkbox"/> <input type="checkbox"/> Telecoil (T-Coil)		
<input type="checkbox"/> <input type="checkbox"/> AutoPhone™		
<input type="checkbox"/> <input type="checkbox"/> Battery drain		
<input type="checkbox"/> <input type="checkbox"/> Battery contacts		
<input type="checkbox"/> <input type="checkbox"/> Battery door		
<input type="checkbox"/> <input type="checkbox"/> Wax build up		
<input type="checkbox"/> <input type="checkbox"/> Tubing (mic./rec.)		
<input type="checkbox"/> <input type="checkbox"/> Programming problem		
<input type="checkbox"/> <input type="checkbox"/> BTE case		
<input type="checkbox"/> <input type="checkbox"/> BTE earhook		
<input type="checkbox"/> <input type="checkbox"/> Charging difficulty <sup>2</sup> / Charger faulty		
<input type="checkbox"/> <input type="checkbox"/> Wireless communication problem <sup>2</sup>		
<input type="checkbox"/> <input type="checkbox"/> Remote control faulty <sup>2</sup>		

### Colors

	Styletto X	Pure Charge&Go AX	Pure Charge&Go T AX	Pure 312 AX
	R L	R L	R L	R L
Beige		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Silver		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Pearl White		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Sandy Brown		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Dark Champagne		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Deep Brown		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Graphite		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Fine Gold		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Black	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Rose Gold	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Cosmic Blue/Rose Gold	<input type="checkbox"/> <input type="checkbox"/>			
Snow White/Rose Gold	<input type="checkbox"/> <input type="checkbox"/>			
Dark Granite/Silver	<input type="checkbox"/> <input type="checkbox"/>			
White	<input type="checkbox"/> <input type="checkbox"/>			

### Remote Control

Remote Control Address

(if different than factory default)

### Additional Work Done

	R	L
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>1</sup>Lithium ION batteries such as those included with miniPocket, StreamLine Mic, and Styletto X with lithium metal battery products are subject to IATA shipping regulations. Please utilize ground transportation when shipping these products.

<sup>2</sup>For adequate trouble-shooting and repair of wireless communication problems, all components of entire system must be returned.

<sup>3</sup>All accessories if deemed faulty will be exchanged.

### Special Instructions