

ACCOUNT & BILLING INFORMATION	
PO#: <small>PO# Required with all out of warranty repairs</small>	Date:
Bill To#: C50008642	Location#:
Costco	
Contact:	Phone:

IMPORTANT	
<input type="checkbox"/>	PLEASE NOTE: Shipment of all Lithium-ion batteries such as those included with BiCore C R-Li, M-Core Li and StyleLine are subject to IATA shipping regulations. Rexton requests that our business partners and their customers utilize ground transportation when shipping these products.
PLEASE take extra precautions when handling this aid.	

REASON FOR SERVICE	
REPAIR:	SHELL (NEW IMPRESSION REQUIRED*)
Dead	Feedback
Weak/Not up to Specification	Taper Canal
Intermittent	Too Tight (Specify)
Fades	Sticks Out
Distorted	Canal Too Long
Noisy/Static	Vent Too Small
Internal Feedback	Vent Too Large
Volume Control	Too Loose
Switch/Push Button	Canal Too Short*
T-Coil	Canal Angle
Battery Drain	Canal/Helix Lock*
Battery Contacts	Helix Too Tight
Battery Door	Helix Too Loose
Wax Build-Up	Works Out
Faceplate Broken	Faceplate Too Large
Tubing (mic/rec.)	Anti-Tragus Rubs
BTE Ear Hook	Tragus Rubs
BTE Housing	PROGRAMMING:
Wireless Communication	Unable to Program
Bluetooth Connectivity	Wrong Model/Option
CHARGERS:	
Charging Difficulty/Charger faulty	
REMOTE CONTROLS:	
Not Charging	
Not Programming	
Not Connecting to Hearing Aids	

FACTORY USE ONLY			
LEFT		RIGHT	
Diagnostic Code	Action Code	Diagnostic Code	Action Code

MEMBER INFORMATION	
Last Name:	First Name:
Left Hearing Aid Serial #:	Right Hearing Aid Serial #:
Left RIC Receiver: Power: Length:	Right RIC Receiver: Power: Length:
75 dB Receiver Serial #	
Accessory Serial #	
<input type="checkbox"/> Remote	<input type="checkbox"/> Charger <input type="checkbox"/> TV Transmitter
NOTE: Rechargeable batteries should ONLY be sent in with a charger repair. Rexton is not responsible for the loss of rechargeable batteries when they are sent in with a BTE repair.	

SELECT WARRANTY	
<input type="checkbox"/> In Warranty	<input type="checkbox"/> 12-Month Warranty <input type="checkbox"/> Over 5 Years
NOTE: Instruments 5 years or older will be repaired at the discretion of Rexton with a 6 month warranty. Hearing instruments over 5 years old will not be remade or replaced. Copy of USR required for all out of warranty repairs.	

CHANGE REQUEST	
NEW MATRIX: (OUTPUT/GAIN)	NEW SHELL MODEL*:
Left: ____ / ____	<input type="checkbox"/> CIC <input type="checkbox"/> Half Shell
Right: ____ / ____	<input type="checkbox"/> IIC <input type="checkbox"/> Canal
Under Powered: <input type="checkbox"/> L <input type="checkbox"/> R	<input type="checkbox"/> Full Shell
Over Powered: <input type="checkbox"/> L <input type="checkbox"/> R	*New Impression May Be Required
OPTIONS:	OPTIONS:
Directional Mic. <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	T-Coil <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete
Extended Tube <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	Wireless <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete
VC <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	XPhone <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete
Raised VC <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	QuickGuard ¹ <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete
Removal String <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	Wax Spring ¹ <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete
Situation Switch <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	¹ Not available for HP BiCore C R-Li
Switchless T-Coil <input type="checkbox"/> L <input type="checkbox"/> R <input type="checkbox"/> Add <input type="checkbox"/> Delete	

PLEASE MARK ANY AREA OF CONCERN	
COMMENTS:	
Canal Length Short <input type="checkbox"/> Medium <input type="checkbox"/> Long <input type="checkbox"/> As Marked <input type="checkbox"/>	
Ear Texture Soft <input type="checkbox"/> Medium <input type="checkbox"/> Rigid <input type="checkbox"/>	NOTE: Please print clearly!

ADDITIONAL INFORMATION	