

# GOVERNMENT SERVICES REPAIR OR REMAKE FORM



Life sounds brilliant.

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

Account #  Date:

Bill To Address:  Contact:  Ship To Address:   
 Tel:

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<sup>1</sup>:   
 Right serial number:  Model<sup>1</sup>:

easyTek™ <sup>2,3</sup>	Serial #	<input type="text"/>
miniPocket™ <sup>2,4</sup>	Serial #	<input type="text"/>
Smart Remote <sup>3,4</sup>	Serial #	<input type="text"/>
Charger (include powercord) <sup>3,4</sup>	Serial #	<input type="text"/>
VoiceLink™ <sup>2,3,4</sup>	Serial #	<input type="text"/>
ConnexxAir (include dongle) <sup>2,3,4</sup>	Serial #	<input type="text"/>
Transmitter / CROS Pure® Transmitter <sup>3,4</sup>	Serial #	<input type="text"/>
StreamLine TV	Serial #	<input type="text"/>
StreamLine Mic	Serial #	<input type="text"/>
- Other	Serial #	<input type="text"/>

Shell

L	R		Signia Use Only	
			L	R
<input type="checkbox"/>	<input type="checkbox"/>	Loose/feedback		
<input type="checkbox"/>	<input type="checkbox"/>	Tight		
<input type="checkbox"/>	<input type="checkbox"/>	Sticks out		
<input type="checkbox"/>	<input type="checkbox"/>	Canal too short		
<input type="checkbox"/>	<input type="checkbox"/>	Canal too long		
<input type="checkbox"/>	<input type="checkbox"/>	Vent too small		
<input type="checkbox"/>	<input type="checkbox"/>	Vent too large		
<input type="checkbox"/>	<input type="checkbox"/>	Shell repair		

Add Options

L	R		Signia Use Only	
			L	R
<input type="checkbox"/>	<input type="checkbox"/>	Removal String		
<input type="checkbox"/>	<input type="checkbox"/>	Push button		
<input type="checkbox"/>	<input type="checkbox"/>	Volume control		
<input type="checkbox"/>	<input type="checkbox"/>	Canal lock		
<input type="checkbox"/>	<input type="checkbox"/>	Helix lock		
<input type="checkbox"/>	<input type="checkbox"/>	D mic		
<input type="checkbox"/>	<input type="checkbox"/>	Raised VC cap		
<input type="checkbox"/>	<input type="checkbox"/>	Soft coating		
<input type="checkbox"/>	<input type="checkbox"/>	Add AutoPhone		
<input type="checkbox"/>	<input type="checkbox"/>	Add Tcoil (requires manual activation) Please choose: <input type="checkbox"/> Add memory button <input type="checkbox"/> Existing remote		
<input type="checkbox"/>	<input type="checkbox"/>	Ext. receiver tube		
<input type="checkbox"/>	<input type="checkbox"/>	Other (options)		
Wax Protection:				
<input type="checkbox"/>	<input type="checkbox"/>	Waxspring		
<input type="checkbox"/>	<input type="checkbox"/>	QuickGuard		

Technical

L	R		Signia Use Only	
			L	R
<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™/TwinPhone		
<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>3</sup> / Charger faulty		
<input type="checkbox"/>	<input type="checkbox"/>	Wireless communication problem <sup>3</sup>		
<input type="checkbox"/>	<input type="checkbox"/>	Remote control faulty <sup>3</sup>		

Special Instructions

Change Request

New Matrix	Signia Use Only	
	L	R
Gain	<input type="text"/>	<input type="text"/>
Output	<input type="text"/>	<input type="text"/>
L	<input type="text"/>	<input type="text"/>
R	<input type="text"/>	<input type="text"/>
Reason for request: <input type="text"/>		
New Shell Model	L	R
<input type="checkbox"/> IIC <input type="checkbox"/> HS	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> CIC <input type="checkbox"/> ITE w/312 battery	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> ITC <input type="checkbox"/> ITE	<input type="text"/>	<input type="text"/>
New Circuit Type	L	R
L	<input type="text"/>	<input type="text"/>
R	<input type="text"/>	<input type="text"/>

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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