

# CUSTOM PRODUCT REPAIR AND REMAKE FORM

GO PAPERLESS! ONLINE ORDERING IS EASY WITH eSTORE, STARKEY'S ONLINE ORDERING SYSTEM AVAILABLE ON STARKEYPRO.COM

## STEP 1 - ORDER

**BILL TO:** ACCOUNT NUMBER:   
ADDRESS:   
  
CONTACT: PHONE:   
EMAIL:

**SHIP TO:** ACCOUNT NUMBER:   
ADDRESS:   
  
CONTACT: PHONE:   
EMAIL:

### SERVICE PLAN

- 6 MONTHS (DEFAULT)  12 MONTHS

HEARING AID \$124.99 \$149.99

### ADDITIONAL OPTIONS

- CUSTOM REPLATE: \$69.99  CUSTOM RECASE: \$89.99 (ALL MAKE REPAIRS ONLY)  
 CUSTOM REMAKE: \$149.99

### SERVICE OPTIONS (CHARGES ARE PER HEARING DEVICE)

- SAME-DAY SERVICE \$49.99  ONE-DAY SERVICE \$29.99

P.O. NO. DATE  
  
STATE/SPECIAL PROGRAM BENEFIT STATE

### WARRANTY DATE:

WILL BE VERIFIED UPON RECEIPT, CHARGES WILL APPLY IF OUT OF WARRANTY. PLEASE CALL CUSTOMER SERVICE OR CHECK STARKEYPRO.COM FOR WARRANTY DATES. PRICES SUBJECT TO CHANGE. INTERNATIONAL PRICES MAY DIFFER.

## STEP 2 - DEVICE INFORMATION

**FIRST NAME**   
SERIAL NUMBER: INCLUDE MAKE & MODEL IF NOT A STARKEY DEVICE  
**LEFT**

**LAST NAME**   
SERIAL NUMBER: INCLUDE MAKE & MODEL IF NOT A STARKEY DEVICE  
**RIGHT**

### COMPLETE SECTION BELOW IF REPLACEMENT IS REQUIRED

RECEIVER GAIN CABLE LENGTH OR ABSOLUTE POWER RECEIVER SERIAL NO.  
  
 IMPRESSION ENCLOSED  USE SCAN ON FILE

RECEIVER GAIN CABLE LENGTH OR ABSOLUTE POWER RECEIVER SERIAL NO.  
  
 IMPRESSION ENCLOSED  USE SCAN ON FILE

### USER INFORMATION

**LEFT** MCL \_\_\_\_\_ UCL \_\_\_\_\_ 250KHz \_\_\_\_\_ 500KHz \_\_\_\_\_ 1KHz \_\_\_\_\_ 2KHz \_\_\_\_\_ 3KHz \_\_\_\_\_ 4KHz \_\_\_\_\_  
**RIGHT** MCL \_\_\_\_\_ UCL \_\_\_\_\_ 250KHz \_\_\_\_\_ 500KHz \_\_\_\_\_ 1KHz \_\_\_\_\_ 2KHz \_\_\_\_\_ 3KHz \_\_\_\_\_ 4KHz \_\_\_\_\_

## STEP 3 - PRODUCT (CHECK ALL THAT APPLY)

### REMAKE OR SHELL MODIFICATION

- ADD CANAL LOCK (NEED NEW IMPRESSIONS)  HURTS (INDICATE ON SHELL AND IMPRESSION)  
 SOFTSEAL  TOO TIGHT IN EAR (MARK ON DIAGRAM)  
 DECREASE VENT  LENGTHEN CANAL (MARK ON DIAGRAM)  
 INCREASE VENT  SHORTEN CANAL (MARK ON DIAGRAM)  
 PROTRUDES (RECESS FACEPLATE)  SLIPPING OUT (NEED NEW IMPRESSIONS)  
 FEEDBACK (NEED NEW IMPRESSIONS)  OTHER (EXPLAIN IN SPECIAL INSTRUCTIONS)

### PLEASE MARK PROBLEM AREA ON DEVICE OR IMPRESSION

PATIENT COMMENTS:

(NOTE: PLEASE SEND NEW IMPRESSIONS FOR BEST RESULTS)

Start Hearing and the Start Hearing logo are trademarks of Starkey Laboratories, Inc. Starkey is a registered trademark of Starkey Laboratories, Inc. ©2021 Starkey Laboratories, Inc. All Rights Reserved. 86220-000 6/21 FORM3379-00-EE-SH

### CUSTOM PRODUCTS - REASON FOR REPAIR

- DEAD  TINNY  
 NOISY  HIGH FREQ. DISTORTION  
 WEAK  LOW FREQ. DISTORTION  
 FEEDBACK  BACKGROUND NOISE  
 EXCESSIVE BATTERY DRAIN  FADES/INTERMITTENT  
 OCCLUDED  DECREASE GAIN  
 INCREASE GAIN  VOLUME CONTROL  
 OTHER (EXPLAIN IN SPECIAL INSTRUCTIONS)  CRACKED SHELL

REFERENCE NO.

### SPECIAL INSTRUCTIONS

American Hearing Benefits → **START HEARING**  
HAS CHANGED TO

DO NOT WRITE HERE  
FACTORY USE ONLY