

# Hearing device repair | servicing: Everything you need to know

Thank you for entrusting us with your hearing device and thank you for reading this to understand the process followed when your device is handed in for assessment. Your hearing instruments are in good hands because we have your best interest at heart - always!

We will always attempt to repair your instrument on site at the practice. Should the support staff not be able to, the audiologist will look at your instrument and assess it before it is sent in. This is to save time for you without your instruments and to save money by preventing non crucial work and assessments.

**Read the next page for more information on**

- Tips when having your instruments serviced
- What to include with your instruments
- Why do you need to see the audiologist when the instruments are back?
- What to bring when seeing the audiologist
- Service or repair cost explained
- Rapid service exchange program (*Signia / Widex / Rexton*)

# Service information

- Please remove all batteries from instruments (where applicable)
- Do not include chargers / streamers or accessories (unless they are faulty)
- When collecting your instruments, bring your charger (if applicable) to the appointment if possible
- Please give a detailed description of any problems or faults

## Why do you need to see the audiologist when the instruments are back from service?

- Your instruments might have to be reprogrammed (the suppliers take every precaution to keep your settings on your instruments, but it does unfortunately happen that settings do get erased by the laboratory and needs to be restored or reprogrammed).
- Hearing Instruments might have been exchanged, with new serial numbers and might need to be programmed or paired with the applications on your phone (if applicable to you).
- Firmware upgrades might need to be made on your hearing aids/ app / phone to keep the system running optimally.
- An annual hearing test and hearing aid adjustments are required to ensure that hearing aid settings and hearing abilities are always matched and set optimally for your best hearing result.

These consultations with the audiologist are charged for at medical aid rates – even in the case that your hearing instruments are under manufacturer warranty or service plan.

## Service / repair cost

The manufacturer warranty covers repairs and services on the hardware and your hearing instrument's repair should be free of charge. Please also note that in some cases the instrument is under warranty but the speaker unit or receiver unit might have a shorter warranty. The clinical services by your audiologist is not included in this manufacturer warranty.

Instruments out of warranty will always be quoted on as soon as we receive the quotation from the supplier. Please keep an eye on your SMS's for the amount and please reply to the SMS to accept or reject the quotation. **A standard quote rejection fee of R500 is applicable if the repair quote is not accepted.**

**Signia and Widex instruments are quoted on before it is sent to the company since it operates with a standard service exchange policy with standard rates by the supplier. (Read more on the rapid service exchange model where applicable.)**

Turnaround time for repairs vary and range from 4-10 days depending on availability of parts, the duration of the quote process and the workload of the lab at the current time. You will be notified by SMS when your device is received back from repair. **Rest assured that we make it our priority to receive your instruments back as soon as possible.** You should also receive SMS updates on the progress of your device repair / service!

An annual hearing test is strongly recommended to ensure optimal functionality of your devices. The lifespan of hearing instruments are around 3-5 years. Should you be interested in upgrading you can ask us about the latest advances in technology and let us see if you qualify for a hearing instrument upgrade!

Thank you for allowing us to be a part of your hearing journey!



# Rapid service exchange program

## The rapid service exchange program applicable to the following suppliers



### Information from WSAudiology (supplier of Signia / Widex / Rexton instruments)

The service exchange program is our standard repair process for all instruments over 30 days old. This BTE repair program has been used since 2005 and have had great success in the past 14 years.

With this program we can offer a same day service on our BTE, and RIC products should a quote not be requested. This means we will provide a service exchange on a BTE/RIC instrument and ship it back to you within 2 days of receiving it from your practice.

### There are several benefits for the patient:

- The patient will be without their hearing instrument for a shorter time and receives a value for money repair.
- The quality of the repair is also improved as there is no soldering on the amplifier, and the service exchange instrument has a new housing, moisture resistant coating (nano coating), wiring, screws, and tone hook (if applicable).

The service exchange program is our repair program. **This is an international standard within our company and offers the patient and practice peace of mind and a quick service.** These are not brand-new instruments but instruments that have been completely refurbished at our overseas factory. It is essentially a swap out with instruments in good as new condition (and as such deemed to be in superior condition to the instruments sent in for repair).

When an instrument is purchased with a 3-year service plan, this service plan covers a purchase for 3 years from our date of invoicing. Any qualifying repairs done within this period are done via the service exchange program. This is the way we choose to honor our warranty and service exchange commitments as this is the method deemed most time and cost efficient and is most comprehensive.



# Diens inligting

- Verwyder asseblief alle batterye van apparate (waar van toepassing).
- Moenie laaiers of bykomstighede insluit nie (tensy dit foutief is).
- Wanneer u die apparate afhaal, bring u laaier saam na die afspraak, indien moontlik en van toepassing
- Gee asb 'n volledige beskrywing van wat presies met die apparaat fout is.

## Hoekom moet jy die oudioloog sien wanneer die apparate terug is van diens?

- Die apparaat moet moontlik herprogrammeer word (die verskaffers neem alle voorsorgmaatreëls om jou instellings op jou instrumente te hou, maar dit gebeur ongelukkig soms dat instellings wel deur die laboratorium uitgevee word en dan geherprogrammeer moet word).
- Gehoortoestelle kan moontlik omgeruil word en dit mag nodig wees dat dit weer met die toepassings op jou foon geprogrammeer word (indien van toepassing op jou).
- Sagtewareopgraderings sal dalk op jou gehoorapparate / toepassing / foon gedoen moet word om die stelsel optimaal te laat werk.
- 'n Jaarlikse gehoortoets en gehoorapparaatverstellings word vereis om te verseker dat gehoorapparaatinstellings en gehoorvermoëns altyd ooreenstem en optimaal ingestel is vir die beste gehoorresultaat en luisterervaring.

Hierdie konsultasies met die oudioloog word gehef teen mediese fonds tariewe – selfs in die geval dat jou gehoortoestel onder vervaardigerswaarborg of diensplan is.

## Diens / Herstel koste

Die vervaardigerswaarborg dek herstelwerk en dienste aan die hardeware en herstel van jou gehoortoestel behoort gratis te wees. Neem asseblief kennis dat die apparaat in sommige gevalle onder waarborg is, maar die luidspreker of ontvanger kan dalk 'n korter waarborg hê. Die kliniese dienste deur jou oudioloog is nie by hierdie vervaardigerwaarborg ingesluit nie.

Vir apparate buite waarborg sal ons 'n kwotasie vir herstelwerk verskaf sodra ons dit van die verskaffer ontvang. Wees asb op die uitkyk vir die koste van die herstel wat per SMS gestuur sal word - Jy kan dan antwoord op die SMS om die kwotasie te aanvaar al dan nie. **Daar is 'n standaardfooi van R500 wat betaalbaar is indien die kwotasie nie aanvaar word nie.**

**Daar word vooraf op herstelwerk aan Signia- en Widex-apparate gekwoteer (voordat dit na die maatskappy gestuur word), aangesien dit met 'n standaard diensuitruilmodel werk met standaard tariewe deur die verskaffer (lees meer oor die vinnige diensuitruilmodel waar van toepassing).**

Herstelle en dienste neem ongeveer 4 -10 dae afhangende van die beskikbaarheid van onderdele, die duur van die kwotasieproses en die werkslading van die laboratorium. Jy sal per SMS in kennis gestel word wanneer jou toestel terugontvang is. **Wees verseker dat ons dit ons prioriteit maak om jou aparate so gou moontlik terug te ontvang.** Jy behoort ook SMS-opdaterings te ontvang oor die vordering van herstelwerk op jou toestel!

'n Jaarlikse gehoortoets word sterk aanbeveel om optimale funksionaliteit van jou toestelle te verseker. Die lewensduur van gehoorapparate is ongeveer 3-5 jaar. Indien jy belangstel om op te gradeer, kan jy ons vra oor die nuutste vooruitgang in tegnologie en ons sal kyk of jy kwalifiseer vir 'n opgradering van jou gehoortoetsel.

Dankie dat jy ons kies om deel te wees van jou pad met gehoorapparate!

