

HEARING INSTRUMENT REPAIRS | SERVICES

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!**

This document contains the following important information:

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

We will always attempt to repair your instrument on site at the practice. This is to save time for you without your instruments and to save money by preventing non crucial work and assessments.

Turnaround time

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 through your preferred choice of communication on our system 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.

Annual Hearing test

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!

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, Widex & Rexton 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.)

Consultation after service / repair

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 practice rates – even in the case that your hearing instruments are under manufacturer warranty or service plan.

Rapid service exchange program

The rapid service exchange program applicable to the following suppliers

WIDEX SIGNIA REXTON

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

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).

Rapid service exchange program

The rapid service exchange program applicable to the following suppliers:

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.

Our Branches



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