

By submitting this order to Phonak for creation of a custom product for your client, you agree that Phonak will scan and then dispose of the ear impression, that the scan and other information generated as part of the order fulfilment process is the property of Phonak and the client has been advised that their personal information (including name, date of birth, gender, device sizing and service history) will be retained for warranty claims, product recall and statistical purposes. The information will only be released or disclosed to another person or agency when specifically requested and with your client's consent. If you would like the ear impression returned, please let us know.

Phonak New Zealand Level 2, The Chester Building,  
28 The Warehouse Way, Northcote, Auckland 0627  
Fax: 09 486 1895. Email: nzorders@phonak.com

1. Order Details

\* We are unable to guarantee courier timings \*\*Routine turn time may vary \*\*\*Express fees are per shell / mould, exclude GST, and are non-refundable

Clinic Details

Invoice To \_\_\_\_\_ HAFS Order

Ship To \_\_\_\_\_ Same as Invoice

Client Details

Name \_\_\_\_\_

Order Details

Hrg. Instr. Fitter \_\_\_\_\_

Order Number \_\_\_\_\_ Enable Order # \_\_\_\_\_ Age \_\_\_\_\_

Order Date \_\_\_\_\_ Date Required non-custom only \_\_\_\_\_

Custom Product Turn Time

Express fee \*\*\*

|                     | Turn time<br>(Days in-house) | Order includes H.Aid | Mould order only |
|---------------------|------------------------------|----------------------|------------------|
| Routine (default)** | 10                           | \$ -                 | \$ -             |
| Express - 5 Days*   | 5                            | \$ 50.00             | \$ 100.00        |
| Express - 1 Day*    | 1                            | \$ 100.00            | \$ 150.00        |

15 days\*  
You decide

2. Audiogram

Audiogram required for all custom orders

Hearing Level (dB HL)

Frequency (Hz)

Air

Frequency (Hz)

Bone

Frequency (Hz)

3. Hearing Instrument & Accessory Order

<sup>1</sup> Sky models only

| Model | Qty | Colour | Model                                       | Qty | Colour |
|-------|-----|--------|---------------------------------------------|-----|--------|
|       |     |        | Tamper Proof Battery Door Lock <sup>1</sup> |     |        |
|       |     |        | Tamperproof Mini Tone Hook <sup>1</sup>     |     |        |
|       |     |        | Standard Mini Tone Hook <sup>1</sup>        |     |        |

4. Earmould or Custom Shell Order

Standard option ☐ Existing hearing instrument model (to ensure selection compatibility) \_\_\_\_\_

Earmoulds

R L

OPTIONS

Canal

Canal Lock

Semi-Skeleton

Skeleton

Half Shell Carved

Full Shell Carved

MATERIAL

Hard Acrylic - Glossy

Hard Acrylic - Partially Satin

Silicone Soft - 70 Shore

Silicone Soft - 40 Shore

Silicone Soft - 25 Shore

Earmould colour<sup>1</sup>

TUBING

Standard - Dry Wall

Thick - Dry Wall

Paediatric

SlimTube Size \_\_\_\_\_

Power SlimTube II<sup>2</sup> Size \_\_\_\_\_

R L

OPTIONS

Pull Cord<sup>3</sup>

Pull Cord Extended

Full Helix

Solid Handle

Slim Tip / CROS Tip

R L

STYLE

SlimTip

CROSTip<sup>1</sup>

MATERIAL

Acrylic Hard - Hollow Acrylic

Silicone Soft - Solid 60 Shore

R L

SDS

SlimTube

xS Receiver

xM Receiver

xP Receiver

R L

SIZE

0

1

2

3

R L

OPTIONS

Pull Cord

Pull Cord Extended

Canal/Concha Lock

Skeleton Lock

cShell (RIC only)

R L

STYLE

cShell

MATERIAL

Hard Acrylic

Titanium<sup>1,2</sup>

R L

SDS

Audeo B, Naida B, Sky B

Audeo M, P, L

Audeo I

R L

SIZE

0

1

2

3

R L

OPTIONS

Faceplate - Cocoa

Faceplate - Pink

Pull Cord

Pull Cord Extended

Canal/Concha Lock

5. Earmould & Custom Shell Remake

Phonak Hearing Instrument Details (if current instruments)

| Reason for Remake | Additional Information    | Model | Serial Number |
|-------------------|---------------------------|-------|---------------|
| Fit - Retention   | Cosmetic reason           |       |               |
| Fit - Tight       | Broken                    |       |               |
| Change Venting    | Difficulty with insertion |       |               |
| Feedback          | Other                     |       |               |

6. Venting

R L

AOV<sup>1,2</sup> Audiogram required!

No Vent

Pressure (1.2mm)

Small (1.5mm)

Medium (2mm)

Large (2.5mm)

Other R \_\_\_\_\_

L \_\_\_\_\_

<sup>1</sup> AOV. Acoustically Optimised Venting

<sup>2</sup> AOV is not recommended for children

7. Wax System

R L

cShell only

Cerustop

HF3

HF4

Other R \_\_\_\_\_

L \_\_\_\_\_

8. Other Instructions

9. Variation to order

We endeavour to craft the most discreet custom solution possible for a given ear and hearing loss. Where the requested receiver and shell style are incompatible, and a weaker receiver will deliver sufficient gain, we will change the receiver to preserve the requested shell style. **Uncheck the above box if you don't want this.** If we have to change shell style - we will call.

Style Options

Canal

Canal Lock

Slim Tip

Semi-Skeleton

Skeleton

CROSTip

Half Shell Carved

Full Shell Carved

cShell