

# REPAIRS & WARRANTY

## PHONAK EQUIPMENT



Hearing Loop Australia proudly supplies and provides support for Phonak Roger equipment.

Phonak offers a one-year limited international warranty from the date of purchase covering manufacturing and material defects. The remedies under the warranty are limited to free repair of the device. The warranty does not affect any legal rights that you might have under the local warranty or the applicable national legislation governing sale of consumer goods.

Hearing Loop Australia provides training and support to schools and Visiting Teachers for students. We have a 1300 helpline to assist with sales, service and technical issues.

### Support FAQs & Repairs

- From time to time, Phonak has software upgrades which can solve some issues. The windows based upgrader is free and available at this link: <https://www.phonakpro.com/au/en/support/product-support/wireless-accessories/roger-upgrader.html>  
**Please contact us for instructions prior to upgrading your equipment.**
- Replacement parts are available upon request
- Repairs for damaged and out-of-warranty equipment are available. A standard repair is \$200 (ex. freight). If additional repairs are required, you will be contacted for approval prior to them being completed. Standard repair turnaround time is 20 business days. VIP repairs are available upon request
- We recommend that accessories, power chords etc..... Are not shipped for repair unless they are faulty

## Repair Request Authorisation

ORGANISATION \_\_\_\_\_  
CONTACT NAME \_\_\_\_\_  
PHONE NO \_\_\_\_\_ EMAIL \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
ACCESSORIES RETURNED \_\_\_\_\_  
DATE \_\_\_\_\_ SIGNED \_\_\_\_\_  
REPAIR CHARGE AUTHORISED (if out of warranty) Y/N

Serial No	Item	Fault

**Please post item for repair and this authorization to:**

*(Please circle the address used)*

#### Queensland, NSW

C/- Sonova Australia Pty  
12 Inglewood Place,  
Baulkham Hills NSW 2153

#### Other states

Service Department  
Hearing Loop Australia  
PO Box 310  
Vermont VIC 3133



**Please email repair authorisations to**

**[accounts@hearingloop.com.au](mailto:accounts@hearingloop.com.au)**

Credit card payment available



**[www.hearingloop.com.au](http://www.hearingloop.com.au)**

**[info@hearingloop.com.au](mailto:info@hearingloop.com.au)**

**1300 669 721**

Repairs & Warranty 101018/V1.2