

Phonak Guide

Receiver Replacement on Phonak Store

Receiver Replacement has never been easier! Follow the easy steps below to replace receivers for your patients or stock devices.

- Login to the Phonak Store. Click on "Device Management" in the "My Account" Dropdown menu.
- Enter a serial number of the hearing aid requiring a receiver replacement.
- If the RIC device is in warranty, select compatible receivers from the drop down menu.

The screenshot shows the 'Select Replacement Receiver' page in the Phonak Store. At the top, there is a search bar and a 'Cart (0)' button. Below the navigation menu, the page title is 'Select Replacement Receiver'. A section indicates 'This order is for: * Stock Client'. A table lists two devices in warranty:

SERIAL #	PRODUCT
2012NORYY	Phonak Audéo M50-R (sandalwood) (0500440P3) in Warranty
2012NOT00	Phonak Audéo M50-R (sandalwood) (0500440P3) in Warranty

To the right of the table, a dropdown menu titled 'PLEASE CHOOSE REPLACEMENT RECEIVER.' is open, showing options: S Receiver 4.0 DL, S Receiver 4.0 LL, S Receiver 4.0 SL, S Receiver 4.0 TL, M Receiver 4.0 DL, M Receiver 4.0 LL, M Receiver 4.0 SL, M Receiver 4.0 TL, P Receiver 4.0 DL, and P Receiver 4.0 LL.

- The receivers will be replaced at no charge to account default billing for all in-warranty RIC serial numbers.
- Submit your request and receive an immediate order confirmation.
- Your order will go straight to the shipping queue and ship to you with our standard turnaround time.

The screenshot shows the 'Select Replacement Receiver' page with the dropdown menu closed. The table of devices in warranty is the same as in the previous screenshot. The 'Submit Order' button is now visible at the bottom right of the page.

Visit the **Phonak Store** to access the Device Management RIC Receiver Replacement feature. Don't have an account? **Signing up** only takes a minute.

New to Phonak Store?

Unsure as to where to begin? Schedule a one-on-one training with an eServices specialist. Simply email your training request to eservices@phonak.com.