

# Hearing Aid or Remote Microphone Repair Form



Deaf Education New Zealand

Assistive Technology Coordinator (Hearing)  
 Emma Holden  
 E: emma.holden@kotakureo.school.nz  
 P: 0800 332 4235  
 38 Truro Street, Sumner, Christchurch 8081

Date:		Senders Name	
Senders Email and Contact number			

Hearing Equipment Wearers Details		Male <input type="radio"/>	Female <input type="radio"/>
Hearing Aid Wearer's Audiology Clinic			
Hearing Aid Wearer's First Name		Hearing Aid Wearer's Surname	
Hearing Aid Wearer's DOB		Hearing Aid Wearer's NHI#	
Hearing Air Wearer's Home Address			

**Address where equipment is to be returned to:**  
 Please be sure to name someone to accept responsibility of receiving the repaired equipment back: eg: SENCO


Equipment Details					
Make		Model		Serial No.	
Make		Model		Serial No.	
Make		Model		Serial No.	
Make		Model		Serial No.	
Make		Model		Serial No.	

**Fault Description**  
 Please make note of any additional accessories / cables or earmould/s that have been included to ensure that they are returned.


Ko Taku Reo will refund the repair of, and batteries / accessories required by, hearing arid and remote microphone systems issued by the Ministry of Education and the Ministry of Health\* this is funded by Ko Taku Reo's operating grant and is free of charge to children and young adults who met the eligibility criteria.

### **Where do I send this equipment for repair?**

For Family, Whanau, and Caregivers of Student's; Hearing Aids For any hearing equipment that require repair, we ask that whenever possible, the equipment is taken to the Audiology Clinic that your Child attends. This ensures that they are kept aware of issues that may regularly be occurring. Frequent repairs may trigger the need for a review appointment with the Audiologist. The Clinic will be able to process the equipment and dispatch it directly to the Manufacturer for repair.

If for any reason getting to your Audiologist is not possible or practical, please complete this form and send the equipment directly to the address listed at the bottom of this page for processing. Please ensure that you package the equipment well and always get a tracking number on the parcel to help prevent losses.

### **For Family, Whanau, and Caregivers of Student's; Remote Microphone Systems**

This equipment is owned by your Child's Enrolled School. It is insured by the school and is on their asset register. Please ask that the school completes the repair form and dispatches it to the address listed at the bottom of this page. Please ensure that the equipment is packaged well and always get a tracking number on the parcel to help prevent losses.

Alternatively, if you have regular contact with a Ko Taku Reo Staff Member or Ministry of Education AODC, they may be able to have the equipment processed for repair for you.

If either of these options will not be possible for any reason, you are welcome to complete this form and send the equipment directly to the address listed at the bottom of this page for processing. Please ensure that you package the equipment well and always get a tracking number on the parcel to help prevent losses.

### **Whanau, Caregivers and Enrolled Schools are not authorised to send equipment requiring repair directly to the Manufacturer without prior consultation with Ko Taku Reo's Assistive Technology Coordinator**

### **For Audiologists, Audiological Clinical Staff, MOE AODC's and Ko Taku Reo Deaf Education NZ Staff**

If you have been asked to process a piece of equipment for repair on behalf of the Wearer's Whanau or enrolled School, please follow one of the processes as below.

If you have been given training and access to the Ko Taku Reo Repair Portal, please process the repair via the Portal to create a Purchase Order. Include a copy of this purchase order with the equipment when dispatching to the Manufacturer for repair. Do not include any other forms.

If you have not yet been given training or access to the Ko Taku Reo Repair Portal, or cannot access the portal for any reason, please fill out this repair form as much as possible then scan and email the form through to [emma.holden@kotakureo.school.nz](mailto:emma.holden@kotakureo.school.nz). You can then dispatch the equipment directly to the Manufacturer ensuring to include a copy of the completed Ko Taku Reo repair form. Ensure that you have the Manufacturer's address correct, that you package the equipment well and have a tracking number on the parcel to help prevent losses.

If for any reason you do not feel comfortable with accepting the responsibility of sending this equipment directly to the Manufacturer, then please complete the repair form as much as you can then courier to the address listed below.

\* Note that all Cochlear, MedEl, BHM and Bruckhoff Hannover equipment must be sent to the address below for processing, never going to the Manufacturer directly.

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