

# Hearing Aid or Remote Microphone Repair Form



Deaf Education New Zealand

Assistive Technology Service: [assistive.technology@kotakureo.school.nz](mailto:assistive.technology@kotakureo.school.nz)

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: e.g. SENCO


## Equipment Details

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.

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Ko Taku Reo Deaf Education New Zealand will fund the repair of paediatric hearing equipment (hearing aids and remote microphone systems) issued by the New Zealand Ministry of Health and the New Zealand Ministry of Education. Eligibility criteria applies and can be found on our website <https://www.kotakureo.school.nz/parents-and-whanau/services/hearing-aid-servicing>

## Where do I send this equipment for repair?

### Family, whanau and caregivers of students; Hearing Aids

Ko Taku Reo asks that whenever possible equipment requiring repair is taken to the Audiology Clinic that your child attends – unless your clinic has advised that they are not able to receive repairs. The Audiology clinic will be able to process the equipment and dispatch it directly to the manufacturer for repair. Taking the repair to your clinic ensures that they are kept aware of issues that may be regularly occurring.

If for any reason getting to your audiology clinic is not possible or practical, please complete this form and send the equipment directly to the address listed at the bottom of this page. Please ensure that you package the equipment well to prevent further damage, and always ensure that the parcel has tracking details to help prevent losses.

### Family whanau and caregiver of students; 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.

Families and schools are not authorised to send equipment directly to the manufacturer without first contacting Ko Taku Reo's Assistive Technology Service either by email or by phoning **0800 3324 235**.

## 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 [assistive.technology@kotakureo.school.nz](mailto:assistive.technology@kotakureo.school.nz). You can then dispatch the equipment directly to the Manufacturer, ensure to include a copy of the completed Ko Taku Reo Repair Form.

\*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.

### Ko Taku Reo Deaf Education New Zealand

#### Assistive Technology Service

38 Truro Street

Sumner, Christchurch 8081

0800 332 4235