

Service and Support Materials Overview

Service	Component
Warranty Coverage for Hearing Aid	<ul style="list-style-type: none"> • Two year Repair/ One year Remake with one time Loss and Damage on advanced technologies • Optional extended repair warranty coverage for 3rd, 4th and 5th years • One year Repair/Remake with one time Loss and Damage on economy technologies • A warranty card is provided with the purchase
Custom Product Remakes	<ul style="list-style-type: none"> • 24 hour in-house turnaround on remakes
24-hour Turnaround on Repairs	<ul style="list-style-type: none"> • 24-hour in-house turnaround on repairs • Special Starkey Pediatrics repair forms to designate priority • Priority FedEx account available for guaranteed delivery by 10:30 AM • Dedicated repair technicians
Earmolds	<ul style="list-style-type: none"> • One year unlimited remakes for children 17 and under
Batteries	<ul style="list-style-type: none"> • One month free supply of Starkey Pediatrics Label batteries per hearing aid
Expedited Service on New Orders	<ul style="list-style-type: none"> • Starkey Pediatrics hearing aids and earmold orders all receive expedited service
Dedicated Starkey Pediatrics Customer Service Staff	<ul style="list-style-type: none"> • Support for orders, service status, and pediatric fittings • Starkey Pediatrics 877.325.4848
Pediatric Care Kit	<ul style="list-style-type: none"> • Includes: Hearing Aid Dehumidifier, Earmold Air Blower, Earmold Spray, Oto-Ease, Battery Tester, Listening and Children's Hearing Handbook.

Contact Information

Service	
Starkey Sales:	800.328.8602
Starkey Support, Audiology:	800.328.8602



A global hearing technology company headquartered in Eden Prairie, Minnesota, U.S.A.

Starkey Laboratories, Inc.
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Eden Prairie, MN 55344-3476
800.328.8602

StarkeyPro.com

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Starkey Pediatrics Reference Guide

Our Starkey Pediatrics program offers the most comprehensive services and support materials available for you and your patients.

EARMOLD CHOICES

Reference the *Pediatrics Earmold Order Form* for details.

- Earmolds are available in a variety of materials, styles, and colors, including swirls.
- Starkey offers earmold tubing in several colors.



EARMOLD REMAKES

- Starkey Pediatrics offers one year of free earmold remakes for children 17 and under.

STARKEY PEDIATRICS BATTERIES

- A one-month supply of Starkey Pediatrics batteries come free with every new Starkey Pediatrics hearing aid.



WARRANTY

- Starkey Pediatrics warranties include Two year Repair/One year Remake and one-time Loss and Damage replacement for the life of the warranty on advanced technologies.
- A warranty with One year Repair/Remake with one time Loss and Damage is offered on economy products.
- Option of extending your repair warranty for up to five years for all your pediatric patients.

CUSTOM REMAKES AND ALL-MAKE REPAIRS

- Starkey provides 24-hour, in-house turn-around time on all remakes and repairs.
- Starkey also repairs all styles of hearing aids from other manufacturers.
- Dedicated customer service staff is available to take your calls regarding service issues.

[SUPPORT MATERIALS]

HEARING AID CARE KIT

- All Care Kits include:
 - Hearing Aid Dehumidifier
 - Earmold Air Blower
 - Earmold Spray
 - Oto-Ease
 - Battery Tester
 - Listening Tube
- Children's Hearing Handbook

CHILDREN'S HEARING HANDBOOK

- Provides a neutral, thorough, yet easy-to-understand guide for all aspects of hearing loss for parents, educators, audiologists and speech/language pathologists.



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