

shipping instructions

The original case and carton in which you received your hearing aid were carefully designed to insure safe transit. Use these two units when returning your hearing aid for service.

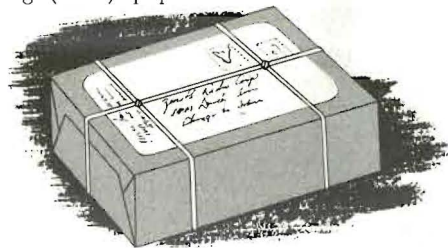
Place amplifier, receiver and cord in the instrument case. Make certain the earphone is positioned in the space provided above the amplifier. In the case of the 50-X and 75-X, the earphone is to be fitted in the cut-out in the cardboard platform. Set tissue paper or similar packing on top of these items so that the contents are held firmly in position when the cover of the case is closed.

Wrap several pieces of paper around case, and then place it in the cardboard shipping carton.

shipping instructions (cont'd)

Fill out completely the Repair-Order Form shown on the reverse side of this sheet. If it is necessary to supplement this with a letter of additional information, be sure your name and address appear on this letter as well as on Repair-Order Form.

Wrap the carton securely in brown wrapping (kraft) paper.



shipping instructions (cont'd)

Take gummed label-envelope which was supplied with your instrument, and print your name and address plainly in the space provided. Then address the label (please print) to Zenith Radio Corporation, or its subsidiaries. Canadian residents should send instruments only to Zenith Radio Corporation, Ltd., of Canada; U.S. residents, to nearest Zenith Corporation in the United States.

Place service instructions in the "envelope" section of the form and seal gummed flap. Then moisten the gummed surface and paste the entire label on top of the previously wrapped shipping carton. Tie cords firmly around carton in both directions.

Affix stamp for first class postage on flap of envelope, and then mail the entire package by **INSURED PARCEL POST**.

TESTS

you should make

**before returning
your hearing aid
for service**

**SERVICE INSTRUCTIONS
and REPAIR ORDER FORM**

Return this sheet with instrument for repair

be sure to make these

Simple TESTS

before returning
your instrument
for service

IF THE INSTRUMENT IS *dead* ...

TEST BATTERIES

If you do not have a battery tester, substitute fresh batteries. Be sure batteries are inserted properly.

TRY NEW EARPHONE CORD

A worn-out cord is frequently the only reason why an instrument fails to operate. It is always advisable to keep a spare cord on hand for just such emergencies. Be sure you are using the correct type of cord.

CLEAN EARMOLD, PLASTIC TUBE AND RUBBER TIP

Your hearing aid will appear dead if the earmold is plugged with earwax — clean with warm soapsuds and a pipe cleaner. Also, the tip of the earmold may be blocked by a turn in the ear canal. For service, take earmold to dealer from whom purchased.

"TEL-MIKE" SWITCH

Be sure "TEL-MIKE" Switch is at "Mike" position for normal operation and at "TEL" position when using Phone Magnet. Always check this as the switch may have been flipped accidentally.

If your hearing aid does not operate after you have followed the above instructions, fill in the reverse side of this form and return it to us with the instrument.

IF THE AID operates *unsatisfactorily*

CUTS OFF AND ON

Roll cord gently between thumb and forefinger. A crackling noise indicates a broken wire. Be sure all plugs are properly connected. Try reversing cord plugs at either end. Also inspect plug pins—clean with cloth dampened with ammonia or polish with fiberglas brush.

WHISTLES OR HOWLS

If earphone rotates too freely on earmold or plastic tube, place more than one vinylite washer on stem of earphone. If whistle persists, replace earmold with one that fits snugly. Whistles may also occur if the amplifier is worn too close to the earphone.

SCRATCHY, FRYING SOUND Clean battery terminals with pencil eraser, or scrape away corrosion with a knife edge. Also clean corrosion from springs in amplifier.

EXCESSIVE BACKGROUND NOISE Return instrument for service, being sure to answer the questions on the reverse side which refer to tone and volume control settings.

POOR TONE OR LOW VOLUME Be sure you are using the correct Zenith Earphone with your aid. (See "How to Use" Book.) Earphones provided with vacuum-tube aids should never be used with transistor aids.

IF THE AID DELIVERS *insufficient volume*

TEST BATTERIES

If you do not have a battery tester, replace batteries with fresh ones. In the event the difficulty is not caused by the batteries, return aid for service.

COMPONENTS MAY BE DAMAGED

If aid has been dropped, or if it has been left in bright sunlight, on a radiator or in a locked car on a hot day, power output may be reduced. Return aid for service.

WHEN
RETURNING
YOUR
INSTRUMENT
FOR SERVICE

Use the form on the reverse side to furnish the information needed by our technicians. DO NOT RETURN BATTERIES, GARMENTS OR EARMOLDS.

when you return your hearing aid

Please include your earphone (or bone conduction receiver) and earphone cord. This will enable us to check the overall performance of the hearing aid. Please check below the items you are sending:

- ☐ Hearing Aid
- ☐ Air Conduction Earphone
- ☐ Receiver Cord
- ☐ Bone Conduction Receiver
- ☐ External Microphone

The Condition of the Instrument Is As Follows:

(Please Check)

- ☐ Too Strong
- ☐ Dead—no sound
- ☐ Weak—not enough volume
- ☐ Noisy
- ☐ Muffled Tone
- ☐ Cuts Off and On
- ☐ Too Loud
- ☐ Poor tone—not clear
- ☐ I can't hear high-pitched sounds
- ☐ I can't hear low-pitched sounds
- ☐ I can hear but can't understand

Aid Produces

- ☐ Whistling sounds
- ☐ Crackling sounds
- ☐ Excessive background noise
- ☐ "Put-put" sounds
- ☐ Ringing, bell-like sounds

please check answers to the questions below:

- (1) Circle position of the Tone Control giving best results: F H M L
 - (2) Circle position of Volume Control you turn to when using fresh batteries: 1 2 3 4 5 6 7
 - (3) How many hours do you use the hearing aid daily? _____
 - (4) Do you hear more clearly upon pulling the earmold slightly from your ear?
Yes _____ No _____
 - (5) Are you troubled by sudden loud sounds? Not at all () Very seldom ()
Frequently ()
 - (6) Check term which best describes your hearing loss. Mild _____ Moderate _____ Severe _____
- State briefly any other information you think helpful:

TO INSURE PROMPT HANDLING, REFER TO YOUR WARRANTY AND CHECK THE CORRESPONDING REPAIR PLAN BELOW

() IN WARRANTY (REPAIR)

My instrument is in warranty (less than one year has elapsed since date of original purchase, or less than one year has expired since it was last reconditioned by Zenith.) Please replace defective parts subject to terms of warranty.

() OUT OF WARRANTY (RECONDITION, WITH RENEWAL OF ONE-YEAR WARRANTY)

My one-year warranty has expired, but less than five years have elapsed since date of original purchase. I understand my instrument will be reconditioned, with renewal of one-year warranty and returned to me C.O.D. with a charge the minimum and maximum of which appears in my warranty. Exact charge between minimum and maximum depends upon prevailing labor and material costs to Zenith. At present (August, 1955) the reconditioning charge for all Zenith Hearing Aids is set at \$15.00, except for models "75" and "Miniature 75", which is established at \$12.50.

() OUT OF WARRANTY (PARTS & LABOR ONLY)

My one-year warranty has expired and I do not wish to renew it. Make only the repairs necessary to place my aid in good

working condition. I agree to accept C.O.D. charges for these repairs based on your prevailing rates for labor and material. . . .

() FIVE-YEAR SERVICE PLAN EXPIRED

Because more than five years have elapsed since I purchased my Zenith Hearing Aid, I am no longer eligible to receive service on my instrument under the Five-Year Service Plan. Therefore, I hereby authorize you to make only the repairs necessary to place my aid in good working condition. I agree to accept C.O.D. charges for these repairs based on your prevailing rates for labor and material.

CHECK () here if you desire estimate before repair.

NOTE: Earphone cords, battery cables and batteries are not covered by the one-year warranty; replacements will be supplied at retail price. Also, your guarantee does not cover damage resulting from misuse, negligence, accident or damage from battery fluids. See warranty for other exclusions. *Subject to change without notice.

Do not return any Batteries, Garments, Earmolds or bone conduction headbands unless specifically requested by the Hearing Aid Service Department of one of the four Zenith Corporations.

important

Please fill in all information requested. Follow packing instructions on reverse side, then mail this form together with your hearing aid to the nearest Zenith company listed below.

TO: HEARING AID SERVICE DEPARTMENT

ZENITH RADIO CORPORATION
5801 Dickens Avenue
Chicago 39, Illinois

ZENITH RADIO CORPORATION of New York
527 West 34th Street
New York 1, New York

ZENITH RADIO CORPORATION of California
724 South Spring Street
Los Angeles 14, California

ZENITH RADIO CORPORATION of Canada, Ltd.
1165 Tecumseh Rd., East
Windsor, Ontario, Canada

*CANADIAN RESIDENTS: Send instruments only to Zenith Radio Corporation of Canada, Ltd.
UNITED STATES RESIDENTS: Send instrument only to nearest U. S. Zenith Corporation.*

NAME _____ (PLEASE PRINT)

NO. and STREET _____

CITY _____ ZONE _____ STATE _____

Show date of purchase here _____

SERIAL NO. _____