



## **AMBCO Electronics**

**(714) 259-7930 (Office)**

**(714) 259-1688 (Fax)**

### **MY AUDIOMETER NEEDS RECALIBRATION AND/OR REPAIRS – WHAT DO I DO?**

- 1) Find a box that will fit your unit and accessories. Please ensure that your unit and accessories are packaged with packing material, so as to possibly prevent any damage during the shipping process. Also, it is important to ensure your audiometer.
- 2) Next, fill out the following form and send it along with your audiometer and accessories. **Remember, the audiometer and headset is required to perform a recalibration.**  
**NOTE** – Rentals are available if you cannot be without an audiometer. Normally, AMBCO has a turn-around time of **10-14** business days or less “in shop,” so the majority of the time that the unit will not be available to you will be due to shipping.
- 3) If you need us to call you with an estimate before repairing the unit, please specify this information on the following form. AMBCO will automatically replace all broken parts and repair any “out of specification” problems, unless instructed otherwise.
- 4) When sending the unit, remember that how you send it to us is how we will send it back to you, as in Overnight = Overnight or Ground=Ground. Remember, AMBCO charges for return shipping fees and the calibration itself, so please include a P.O. # if applicable.

**Fill out and return the following page along with your unit.  
Thank you!**

# Servicing Initiation

**Ship to:**           **AMBCO ELECTRONICS**  
**ATTN: REPAIRS**  
**15052 REDHILL AVE., SUITE D**  
**TUSTIN, CA 92780**

**Please fill out the following form and include with your package:**

**Your Company Name** \_\_\_\_\_

**Shipping Address** \_\_\_\_\_

**Billing Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Phone #** \_\_\_\_\_ **Ext#** \_\_\_\_\_ **Fax #** \_\_\_\_\_

**Contact Name** \_\_\_\_\_

**Email** \_\_\_\_\_

**PO #**(Must have if your company uses them): \_\_\_\_\_

**AUDIOMETER: MAKE** \_\_\_\_\_

**MODEL** \_\_\_\_\_

**SERIAL #** \_\_\_\_\_

**Please remember that the audiometer AND HEADSET are required to perform a recalibration. The patient response button and power adapter should also be sent to us so they can be checked along with the unit.**

Use the following lines for any problems, questions, or special instructions.  
(If necessary, the back side of this page may be utilized as well)

**Notes** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**For AMBCO's Internal Use ONLY: (Do Not Fill Out this section)**

**Date Received:** \_\_\_\_\_ **Carrier:** \_\_\_\_\_ **Method:** \_\_\_\_\_ **Model:** \_\_\_\_\_ **SR#:** \_\_\_\_\_

**Items Received:** ( )Audiometer ( )Headset ( )P/R ( )A/C ( )Bag ( )\_\_\_\_\_