



# Product Catalogue

Effective February 2026

A Sonova brand

**unitron**™ Love the  
experience

We believe the world would be a better place if people felt really good about the entire hearing care experience.

Today's clients have changed, but their hearing care journey has remained the same. The traditional process leaves them overwhelmed, skeptical and pressured. It's time to revolutionise the entire hearing care experience and we've done just that.

**Love the experience** is our promise to hearing care professionals (HCPs) and the people they help every day. It's our reason for being and the standard against which we will measure every move we make going forward. Simply stated, any solution or initiative must always map back to providing a hearing experience people will absolutely love.

# The total experience

## Smile

Moxi™ family on Smile platform	5
Insera™ family on Smile platform	6
Smile feature summary	7
Smile accessories	8

## Vivante

Moxi™ family on Vivante platform	10
Stride™ family on Vivante platform	11
Vivante accessories	12
Vivante feature summary	13

## Blu

Moxi™ family on Blu platform	14
Stride™ family on Blu platform	15
Insera™ family on Blu platform	16
Blu accessories	17
Blu feature summary	18

Fitting ranges	20
----------------	----

FLEX™ - FLEX:TRIAL™	21
---------------------	----

FLEX™ -FLEX:UPGRADE™	22
----------------------	----

RIC & BTE ear moulds and domes	23
--------------------------------	----

General parts	24
---------------	----

Receivers, Domes & Coupling	24
-----------------------------	----

SDS 4.0 Slim Tube BTE accessories and coupling (Vivante, Blu, Discover Next & Discover platforms)	25
---	----

SDS 3.0 Receivers, domes and coupling (Tempus platform)	25
---	----

SDS 3.0 Slim Tube BTE accessories and coupling (Tempus platform)	26
--	----

Cleaning portfolio	27
--------------------	----

Consumables	28
-------------	----

Replacement parts	29
-------------------	----

Wax management	30
----------------	----

Hearing aid batteries	30
-----------------------	----

Software	30
----------	----

Hardware	30
----------	----

Programming cables	31
--------------------	----

Policies and purchase conditions	32
----------------------------------	----



# Smile with ease



A Sonova brand

 Love the  
experience.

# Smile

## Moxi Smile family



Moxi S-R

### Smile RIC hearing instruments

Moxi S-R	Battery	HSP Code	Category	Part #
Moxi S9-R	Rechargeable	B873PHO	C2	050-6914-XX
Moxi S7-R	Rechargeable	B872PHO	C2	050-6913-XX
Moxi S5-R	Rechargeable	B871PHO	C2	050-6912-XX
Moxi S3-R	Rechargeable	B870PHO	C2	050-6911-XX

### Moxi Smile colour options



Sand (R8)

Amber (P2)

Espresso (P4)

Platinum (P6)

Pewter (P7)

Charcoal (P8)

Colours available for all Smile products, shown in Moxi S-R at actual size.  
Charger RIC S charging case is included in the above hearing instrument pricing.

Wireless xx colour code

# Smile

## Insera Smile family



Insera S-10 NW O      Insera S-R

### Smile ITE custom products

Insera S-R	Battery	HSP code	Category	Part #
Insera S9-R	Rechargeable	C362PHO	C3	063-6396-01
Insera S7-R	Rechargeable	C363PHO	C3	063-6395-01
Insera S5-R	Rechargeable	C364PHO	C3	063-6394-01
Insera S3-R	Rechargeable	C365PHO	C3	063-6393-01

Insera S-10 NW O	Battery	HSP code	Category	Part #
Insera S9-10 NW O	10	C369PHO	C3	063-6401-01
Insera S7-10 NW O	10	C368PHO	C3	063-6400-01
Insera S5-10 NW O	10	C367PHO	C3	063-6399-01
Insera S3-10 NW O	10	C366PHO	C3	063-6398-01

### Insera Smile colour options



Cocoa (22)



Beige (26)



Brown (28)



Tan (14)



Black (06)

Wireless

Colours available for all Smile Insera products, shown in Insera S-R.  
Charger ITE charging case is included in the above hearing instrument pricing for Insera S-R.

# Smile



## Smile Feature Summary



Tech level	Level 9 premium	Level 7 advanced	Level 5 standard	Level 3 essential
<b>Environmental classification</b>	<b>8 listening environments</b> Conversation in Loud Noise Conversation in a Crowd Conversation in a Small Group Music Noise Quiet Conversation in Quiet Conversation in Noise 2 streaming environments Media speech Media music	<b>6 listening environments</b> Conversation in a Small Group Music Noise Quiet Conversation in Quiet Conversation in Noise 2 streaming environments Media speech Media music	<b>4 listening environments</b> Noise Quiet Conversation in Quiet Conversation in Noise 2 streaming environments Media speech Media music	<b>2 listening environments</b> Conversation in Quiet Conversation in Noise 2 streaming environments Media speech Media music
<b>Sound optimisation and performance</b>	HyperFocus (automatic and manual program) Conversation in Loud Noise (manual program) 360 Conversation in Car (manual program) AutoFocus 360 Dynamic Noise Reduction Soft Speech Pinna Effect 2 Pinna Effect Speech Enhancement Noise Reduction	HyperFocus (manual program) Conversation in Loud Noise (manual program) AutoFocus Dynamic Noise Reduction Soft Speech Pinna Effect 2 Pinna Effect Speech Enhancement Noise Reduction	Soft Speech Pinna Effect 2 Pinna Effect Speech Enhancement Noise Reduction	Pinna Effect Speech Enhancement Noise Reduction
<b>Hardware features</b>	Tap Control Universal connectivity Rechargeable Telecoil <sup>†</sup>	Tap Control Universal connectivity Rechargeable Telecoil <sup>†</sup>	Tap Control Universal connectivity Rechargeable Telecoil <sup>†</sup>	Tap Control Universal connectivity Rechargeable Telecoil <sup>†</sup>
<b>Fine-tuning channels</b>	20	20	16	12

## Compelling technology at all levels

### Sound stabilisation

AntiShock™  
Wind Control  
Feedback Manager

### Ease and convenience

Remote Plus app  
TV Connector  
Remote Control  
PartnerMic  
RogerDirect™  
DuoLink  
Binaural Phone

### Microphone options

Adaptive Directional  
Fixed Directional  
Fixed Wide Directional  
Omni directional

### Fitting

Automatic Adaptation Manager  
Frequency Compression 2  
Tinnitus Masker  
Manual programs  
IntelliVent

### Experience Tech Tools

FLEX:TRIAL™<sup>†</sup>  
First Fit  
Log It All  
Ratings  
Coach  
Remote Adjust  
FLEX:UPGRADE™  
Success Check

### Personalisation

Clarity and Comfort buttons  
Optional app programs  
Equaliser

<sup>†</sup>Not available for Insera products. <sup>‡</sup>Not available for rechargeable products.

# Smile

## Smile accessories

Accessory	Part #
Charger RIC S	075-5888-10
ChargerGo RIC S	075-5889-10
Insera S-R Charger ITE	075-5894-10
PartnerMic	076-5050-P810
Remote Control	076-0066-T9
TV Connector	076-5049-06
IIC Remote	054-1005
Remote Plus app	-

Smile hearing instruments are compatible with Roger™ devices.  
Please contact Phonak directly to place orders and for any Roger related inquiries.

Smile products compatible with



Charger RIC S



ChargerGo RIC S



Insera S-R Charger ITE



Remote Plus app\*

The Remote Plus\* app is available on the App Store® and on Google Play. The app serves as a remote control and allows clients to submit in the moment ratings about their listening experience. No streamer required.



Download on the  
App Store



GET IT ON  
Google Play



TV Connector



Remote Control



PartnerMic



IIC Remote

Accessories not shown at actual size.

\* For the use of the Remote Plus app, Unitron hearing aids with Bluetooth® connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer. App Store badge is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

LET'S HAVE A TOAST TO  
hearing what  
matters most



Welcome to the  
**Vivante**<sup>TM</sup>  
experience

Learn more.



# Vivante

## Moxi Vivante family



Moxi V-RS Moxi V-RT Moxi V-R Moxi V-312

### Vivante RIC hearing instruments

<b>Moxi V-RS</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi V9-RS Left	Rechargeable	B788PHO	C2	050-6548-XX
Moxi V9-RS Right	Rechargeable	B788PHO	C2	050-6549-XX
Moxi V7-RS Left	Rechargeable	B787PHO	C2	050-6546-XX
Moxi V7-RS Right	Rechargeable	B787PHO	C2	050-6547-XX
Moxi V5-RS Left	Rechargeable	B786PHO	C2	050-6544-XX
Moxi V5-RS Right	Rechargeable	B786PHO	C2	050-6545-XX
Moxi V3-RS Left	Rechargeable	B785PHO	C2	050-6542-XX
Moxi V3-RS Right	Rechargeable	B785PHO	C2	050-6543-XX

<b>Moxi V-RT</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi V9-RT	Rechargeable	B782PHO	C2	050-6521-XX
Moxi V7-RT	Rechargeable	B781PHO	C2	050-6520-XX
Moxi V5-RT	Rechargeable	B780PHO	C2	050-6519-XX
Moxi V3-RT	Rechargeable	B779PHO	C2	050-6518-XX

<b>Moxi V-R</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi V9-R	Rechargeable	B778PHO	C2	050-6514-XX
Moxi V7-R	Rechargeable	B777PHO	C2	050-6513-XX
Moxi V5-R	Rechargeable	B776PHO	C2	050-6512-XX
Moxi V3-R	Rechargeable	B775PHO	C2	050-6511-XX
Moxi V1-R	Rechargeable	B843PHO	C2	050-6510-XX

<b>Moxi V-312</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi V9-312	312	B815PHO	C2	050-6824-XX
Moxi V7-312	312	B814PHO	C2	050-6823-XX
Moxi V5-312	312	B813PHO	C2	050-6822-XX
Moxi V3-312	312	B812PHO	C2	050-6821-XX
Moxi V1-312	312	B842PHO	C2	050-6820-XX

## Moxi Vivante colour options



Sand (R8)\*^

Amber (P2)\*^

Espresso (P4)

Platinum (P6)\*^

Pewter (P7)\*^

Charcoal (P8)\*

Colours available for all Vivante products, shown in Moxi V-R at actual size.

\* Moxi V-RS only available in Platinum (P6), Charcoal (P8) and Sand (R8)

^ Moxi V1-312 & Moxi V1-R only available in Amber (P2), Platinum (P6), Pewter (P7) & Sand (R8).

Moxi V-RT, Moxi V-R & Moxi V-RS charging cases are included in the above hearing instrument pricing.

Wireless

xx colour code

# Vivante

## Stride Vivante family



Stride V-M      Stride V-PR      Stride V-SP      Stride V-UP

### Vivante BTE hearing instruments

<b>Stride V-M</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Stride V9-M	312	B861PHO	C2	050-6864-XX
Stride V7-M	312	B860PHO	C2	050-6863-XX
Stride V5-M	312	B859PHO	C2	050-6862-XX
Stride V3-M	312	B858PHO	FTC - C2	050-6861-XX

<b>Stride V-PR</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Stride V9-PR	Rechargeable	B819PHO	C2	050-6830-XX
Stride V7-PR	Rechargeable	B818PHO	C2	050-6829-XX
Stride V5-PR	Rechargeable	B817PHO	C2	050-6828-XX
Stride V3-PR	Rechargeable	B816PHO	C2	050-6827-XX

<b>Stride V-SP</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Stride V9-SP	13	B865PHO	C1	050-6871-XX
Stride V7-SP	13	B864PHO	C1	050-6870-XX
Stride V5-SP	13	B863PHO	C1	050-6869-XX
Stride V3-SP	13	B862PHO	FTC - C1	050-6868-XX

<b>Stride V-UP</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Stride V9-UP	675	B823PHO	C1	050-6836-XX
Stride V7-UP	675	B822PHO	C1	050-6835-XX
Stride V5-UP	675	B821PHO	C1	050-6834-XX
Stride V3-UP	675	B820PHO	FTC - C1	050-6833-XX

## Stride Vivante colour options



Platinum (P6)      Pewter (P7)      Charcoal (P8)      Sand (R8)      Amber (P2)      Espresso (P4)

Colours available for all Vivante products, shown in Stride V-PR.  
Stride V-PR charging case is included in the above hearing instrument pricing.

Wireless  
xx colour code

# Vivante

## Vivante accessories

Accessory	Part #
Moxi V-R/RT charger	075-5874-10
Moxi RS charger	075-5866-10
Charger Combi BTE 2	075-5884-10
Charger Stride P R	075-5843-10
Power pack (compatible with Charger Combi BTE 2 )	071-5009
TV Connector	076-5049-06
Remote Control	076-0066-T9
PartnerMic	076-5050-P810
Remote Plus app	-

Vivante hearing instruments are compatible with Roger™ devices.  
Please contact Phonak directly to place orders and for any Roger related inquiries.

Vivante products compatible with



Moxi RS charger



Moxi V-R/RT charger



Charger Combi BTE 2



Charger Stride P R



Power pack



TV Connector



Remote Control



PartnerMic



Remote Plus app\*

The Remote Plus\* app is available on the App Store® and on Google Play. The app serves as a remote control and allows clients to submit in the moment ratings about their listening experience. No streamer required.



Download on the  
App Store



GET IT ON  
Google Play

Accessories not shown at actual size.

\* For the use of the Remote Plus app, Unitron hearing aids with Bluetooth® connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer. App Store badge is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

# Vivante



## Vivante Feature Summary



Tech level	Level 9 premium	Level 7 advanced	Level 5 standard	Level 3 essential	Level 1 lower essential <sup>^</sup>
<b>Environmental classification</b>	<b>8 listening environments</b> Conversation in loud noise Conversation in a crowd Conversation in a small group Music Noise Quiet Conversation in quiet Conversation in noise 2 streaming environments Media speech Media music	<b>6 listening environments</b> Conversation in a small group Music Noise Quiet Conversation in quiet Conversation in noise 2 streaming environments Media speech Media music	<b>4 listening environments</b> Noise Quiet Conversation in quiet Conversation in noise 2 streaming environments Media speech Media music	<b>2 listening environments</b> Conversation in quiet Conversation in noise 2 streaming environments Media speech Media music	AutoMic 2 streaming environments Media speech Media music
<b>Sound optimisation and performance</b>	HyperFocus (automatic and manual program) Conversation in loud noise (automatic and manual program) 360 conversation in car (manual program) AutoFocus 360 Dynamic noise reduction Soft speech lift Pinna Effect 2 Pinna Effect Speech enhancement Noise reduction	HyperFocus (manual program) Conversation in loud noise (manual program) AutoFocus Dynamic noise reduction Soft speech lift Pinna Effect 2 Pinna Effect Speech enhancement Noise reduction	Soft speech lift Pinna Effect 2 Pinna Effect Speech enhancement Noise reduction	Pinna Effect Speech enhancement Noise reduction	Pinna Effect Speech enhancement Noise reduction
<b>Hardware features</b>	Made For All direct connectivity Rechargeable* Telecoil* Tap control*	Made For All direct connectivity Rechargeable* Telecoil* Tap control*	Made For All direct connectivity Rechargeable* Telecoil* Tap control*	Made For All direct connectivity Rechargeable* Telecoil* Tap control*	Made For All direct connectivity Rechargeable* Telecoil* Tap control*
<b>Fine-tuning channels</b>	20	20	16	12	12

## Compelling technology in all levels

### Sound stabilisation

AntiShock 2  
Wind control  
Feedback manager  
Natural Sound Balance

### Ease and convenience

Remote Plus app  
TV Connector  
Remote Control  
PartnerMic

### RogerDirect

DuoLink  
Binaural Phone\*

### Microphone options

Adaptive directional  
Fixed directional  
Fixed wide directional  
Omni directional

### Fitting

Automatic Adaptation Manager  
Frequency compression 2  
Tinnitus masker  
Manual programs  
IntelliVent

### Experience Tech Tools

FLEX:TRIAL  
First Fit  
Log It All  
Ratings  
Coach  
Remote Adjust  
FLEX:UPGRADE  
Success Check

### Personalisation

Clarity and comfort buttons\*\*  
Optional app programs\*\*  
Equaliser

\* Compatibility may be limited by product style.

\*\* Not available for lower essential level products.

<sup>^</sup> Only Moxi V-R and Moxi V-312 are available at Level 1 - lower essential technology level.

## Moxi Blu family



Moxi B-RT Moxi B-312 Moxi B-R

### Blu RIC hearing instruments

<b>Moxi B-R</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi B9-R	Rechargeable	B727PHO	C2	050-6410-XX
Moxi B7-R	Rechargeable	B726PHO	C2	050-6409-XX
Moxi B5-R	Rechargeable	B725PHO	C2	050-6408-XX
Moxi B3-R	Rechargeable	B724PHO	C2	050-6407-XX

<b>Moxi B-RT</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi B9-RT	Rechargeable	B731PHO	C2	050-6416-XX
Moxi B7-RT	Rechargeable	B730PHO	C2	050-6415-XX
Moxi B5-RT	Rechargeable	B729PHO	C2	050-6414-XX
Moxi B3-RT	Rechargeable	B728PHO	C2	050-6413-XX

<b>Moxi B-312</b>	<b>Battery</b>	<b>HSP Code</b>	<b>Category</b>	<b>Part #</b>
Moxi B9-312	312	B735PHO	C2	050-6404-XX
Moxi B7-312	312	B734PHO	C2	050-6403-XX
Moxi B5-312	312	B733PHO	C2	050-6402-XX
Moxi B3-312	312	B732PHO	C2	050-6401-XX
Moxi B1-312*	312	B774PHO	C2	050-6461-XX

## Moxi Blu colour options



Colours available for Blu products, shown in Moxi Blu R. Moxi Blu R shown at actual size.  
Moxi B-RT and Moxi B-R charging cases are included in the above hearing instrument pricing.

Wireless  
xx colour code

\* Available only in 4 colours

## Stride Blu family



Stride B-UP Stride B-PR

### Blu BTE hearing instruments

Stride B-PR	Battery	HSP Code	Category	Part #
Stride B9-PR	Rechargeable	B744PHO	C2	050-6439-XX
Stride B7-PR	Rechargeable	B743PHO	C2	050-6438-XX
Stride B5-PR	Rechargeable	B742PHO	C2	050-6437-XX
Stride B3-PR	Rechargeable	B741PHO	C2	050-6436-XX

Stride B-UP	Battery	HSP Code	Category	Part #
Stride B9-UP	675	B748PHO	C1	050-6444-XX
Stride B7-UP	675	B747PHO	C1	050-6443-XX
Stride B5-UP	675	B746PHO	C1	050-6442-XX
Stride B3-UP	675	B745PHO	FTC - C1	050-6441-XX

### Stride Blu colour options



Colours available for all Blu products, shown in Stride B-PR.  
Stride B-PR charging case is included in the above hearing instrument pricing.

Wireless  
xx colour code

# Insera Blu family



Insera B-10 NW O   Insera B-312 NW O   Insera B-312

## Blu ITE custom products

<b>Insera B-312</b>	<b>Battery</b>	<b>HSP code</b>	<b>Category</b>	<b>Part #</b>
Insera B9-312	312	C339PHO	C3	063-6315-01
Insera B7-312	312	C338PHO	C3	063-6312-01
Insera B5-312	312	C337PHO	C3	063-6309-01
Insera B3-312	312	C336PHO	FTC-C3	063-6306-01

<b>Insera B-10 NW O</b>	<b>Battery</b>	<b>HSP code</b>	<b>Category</b>	<b>Part #</b>
Insera B9-10 NW O	10	C347PHO	C3	063-6313-01
Insera B7-10 NW O	10	C346PHO	C3	063-6310-01
Insera B5-10 NW O	10	C345PHO	C3	063-6307-01
Insera B3-10 NW O	10	C344PHO	C3	063-6304-01

<b>Insera B-312 NW O</b>	<b>Battery</b>	<b>HSP code</b>	<b>Category</b>	<b>Part #</b>
Insera B9-312 NW O	312	C343PHO	C3	063-6314-01
Insera B7-312 NW O	312	C342PHO	C3	063-6311-01
Insera B5-312 NW O	312	C341PHO	C3	063-6308-01
Insera B3-312 NW O	312	C340PHO	FTC-C3	063-6305-01

## Insera Blu colour options



Cocoa (22)

Beige (26)

Brown (28)

Tan (14)

Black\* (06)

Wireless

\*Black face plate available for Insera B-312 and Insera B-10 NW O IIC only. Black shell available for Insera B-312 only.

## Blu accessories

Accessory	Part #
Charger Moxi R 3	075-5879-10
Charger Combi BTE 2	075-5884-10
Power pack (compatible with Moxi R 3 & Charger Combi BTE 2)	071-5009
Charger Stride P R	075-5843-10
TV Connector	076-5049-06
Remote Control	076-0066-T9
PartnerMic	076-5050-P810
IIC Remote	054-1005
Remote Plus app	-

Blu hearing instruments are compatible with Roger™ devices.  
Please contact Phonak directly to place orders and for any Roger related inquiries.

Blu products compatible with



TV Connector



Charger Moxi R 3



Power pack



Charger Combi BTE 2



Charger Stride P R



Remote Control



PartnerMic



IIC remote



Remote Plus app\*

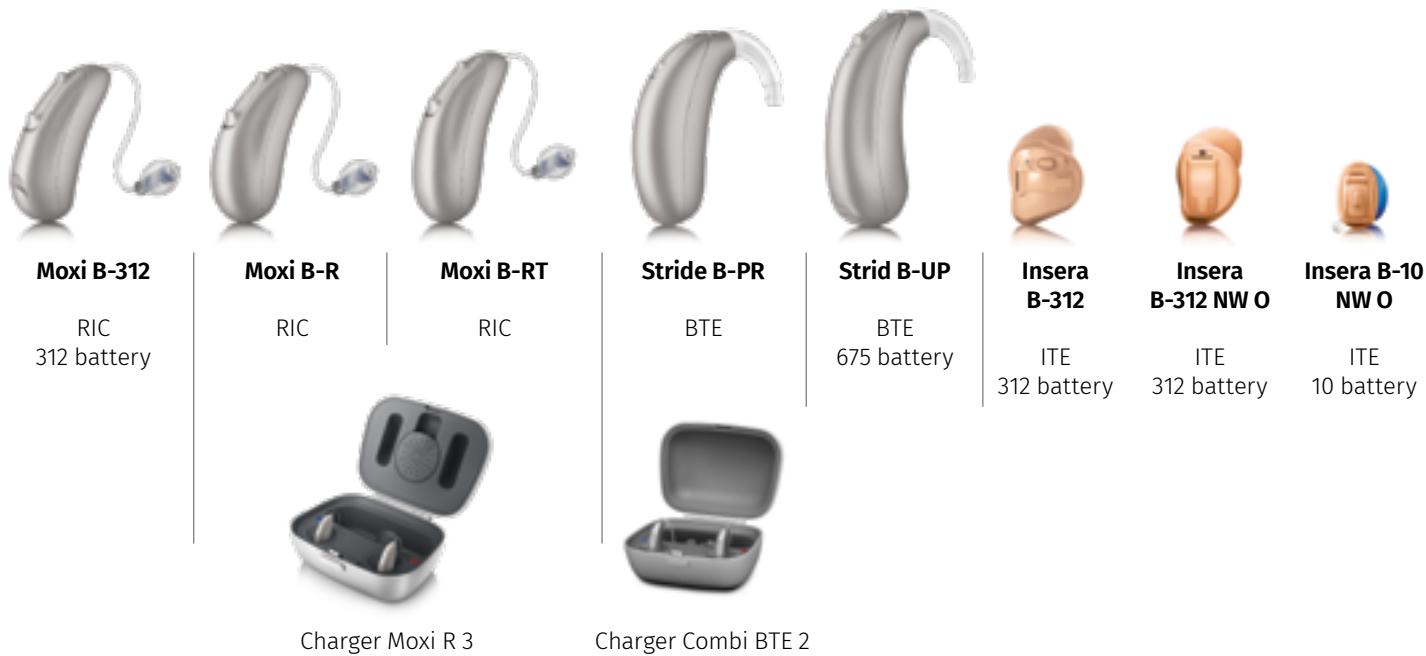


The Remote Plus\* app is available on the App Store® and on Google Play. The app serves as a remote control and allows clients to submit in the moment ratings about their listening experience. No streamer required.

Accessories not shown at actual size.

\*For the use of the Remote Plus app, Unitron hearing aids with Bluetooth® connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer. App Store badge is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

## BLU FEATURE SUMMARY



Remote  
Control

PartnerMic

TV Connector



Remote Plus app\*

The Remote Plus\* app is available on the App Store® and on Google Play. The app serves as a remote control and allows clients to submit in the moment ratings about their listening experience. No streamer required.

Blu products compatible with



Hearing instruments not shown at actual size.

\*For the use of the Remote Plus app, Unitron hearing aids with Bluetooth® connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer. App Store badge is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

Tech level	Blu 9 - premium	Blu 7 - advanced	Blu 5 - standard	Blu 3 - essential	Level 1 - lower essential^
Outcome	Helps improve listening in all types of environments with additional emphasis on speech to know where it's coming from in crowds and background noise.	Helps improve listening in environments with background noise when speech is coming from the front and sides.	Capable of handling simple listening environments to help you to know where sounds are coming from in quiet environments.	Capable of handling simple listening environments.	Basic performance with up to four manual programs.
Environmental classification	7 listening environments Noise Conversation in noise Music Quiet Conversation in a small group Conversation in a crowd Conversation in quiet 2 streaming environments Media speech Media music	6 listening environments Conversation in noise Music Quiet Conversation in a small group Conversation in a crowd Conversation in quiet 2 streaming environments Media speech Media music	4 listening environments Quiet Conversation in a small group Conversation in a crowd Conversation in quiet	2 listening environments Conversation in a crowd Conversation in quiet 2 streaming environments Media speech Media music	AutoMic listening program 2 streaming environments Media speech Media music
Sound optimisation and performance	AutoFocus 360 Dynamic noise reduction Soft speech lift Spatial Awareness Pinna Effect Speech enhancement Noise reduction	AutoFocus Dynamic noise reduction Soft speech lift Spatial Awareness Pinna Effect Speech enhancement Noise reduction	Soft speech lift Spatial Awareness Pinna Effect Speech enhancement Noise reduction	Pinna Effect Speech enhancement Noise reduction	Pinna Effect Speech enhancement Noise reduction
Hardware features	Tap control* Made For All direct connectivity* Rechargeable* Telecoil*	Tap control* Made For All direct connectivity* Rechargeable* Telecoil*	Tap control* Made For All direct connectivity* Rechargeable* Telecoil*	Tap control* Made For All direct connectivity* Rechargeable* Telecoil*	Tap control* Made For All direct connectivity* Rechargeable* Telecoil*
Fine-tuning channels	20	20	16	12	12

## Available in all technology levels

### Ease and convenience

Remote Plus app\*  
TV Connector\*  
Remote Control\*  
PartnerMic\*  
RogerDirect\*  
DuoLink\*  
Binaural Phone\*

### Sound stabilisation

AntiShock 2  
Wind control  
Feedback manager  
Natural Sound Balance

### Microphone options

Adaptive directional\*  
Fixed directional\*  
Fixed wide directional\*  
Omni directional

### Fitting

Unique first fit approach  
Automatic Adaptation Manager  
Frequency compression 2  
Tinnitus masker  
Manual programs  
IntelliVent  
Ultra power pre-sets\*

### Experience innovations

#### Performance tracking

FLEX:TRIAL\*  
Log It All  
Ratings\*

#### Continuous Care

Coach\*  
Remote Adjust\*  
FLEX:UPGRADE

### Personalisation

Equaliser\*  
Clarity and comfort buttons\*  
Optional app programs\*

<sup>^</sup> Only Moxi B-312 is available at level 1

\* Compatibility may be limited by product style.

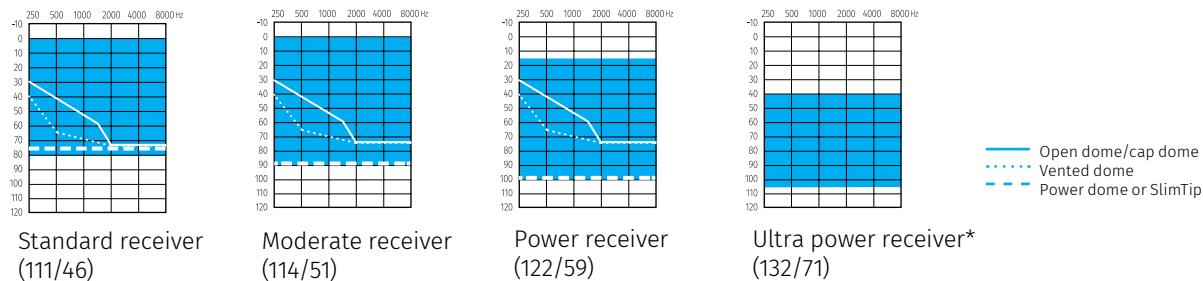
# Fitting ranges

RIC products (Smile, Vivante & Blu platform only)

## Moxi (Smile)



Moxi S-R

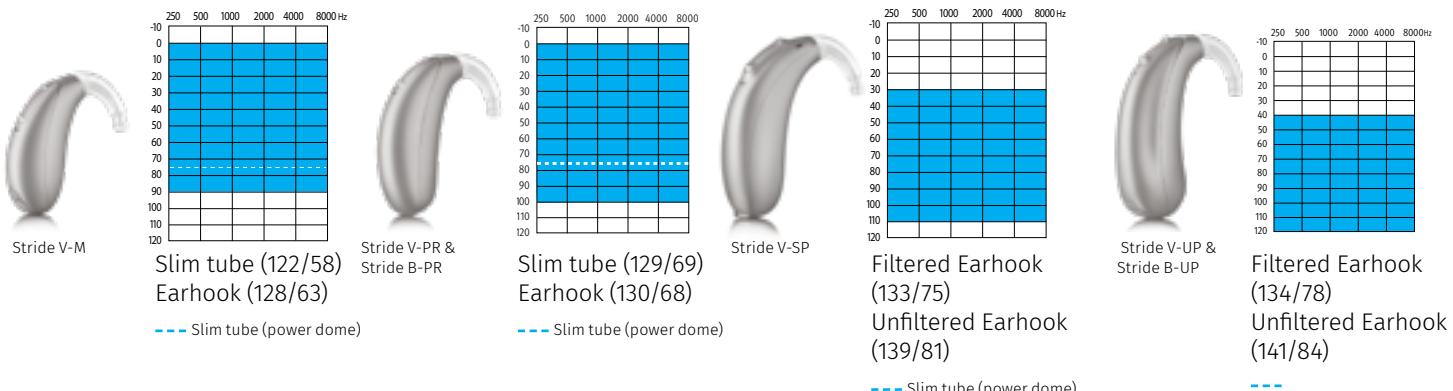


## Moxi



BTE products (Vivante and Blu platform only)

## Stride



ITE products (Smile and Blu platform only)

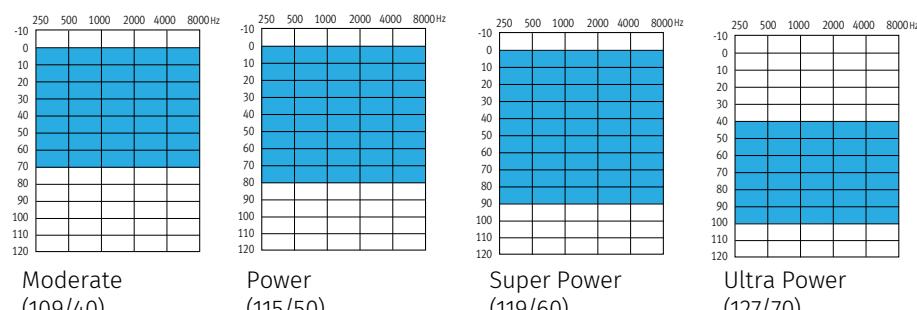
## Insera



Insera S-10 NW O      Insera S-R NW O



Insera B-10 NW O      Insera B-312 NW O      Insera B-312



Insera S-R and Insera B-312 are available in all 4 powers (M, P, SP & UP).  
Insera S-10 NW O, Insera B-312 NW O and Insera B-10 NW O are available in 3 powers (M, P & SP).

# FLEX™

## Open platform demonstration instruments



### FLEX:TRIAL™

[Smile](#)

	<b>Part #</b>	<b>Colour</b>
Moxi S-R	050-6915-P6	Platinum

[Vivante](#)

	<b>Part #</b>	<b>Colour</b>
Moxi V-R	050-6515-P6	Platinum
Moxi V-RT	050-6522-P6	Platinum
Moxi V-312	050-6825-P6	Platinum
Moxi V-RS Left	050-6550-P6	Platinum
Moxi V-RS Right	050-6551-P6	Platinum
Stride V-M	050-6865-P6	Platinum
Stride V-PR	050-6831-P6	Platinum
Stride V-SP	050-6872-P6	Platinum
Stride V-UP	050-6837-P6	Platinum

[Blu](#)

	<b>Part #</b>	<b>Colour</b>
Moxi B-R	050-6411-P7	Pewter
Moxi B-RT	050-6417-P7	Pewter
Moxi B-312	050-6405-P7	Pewter
Stride B-PR	050-6440-P7	Pewter
Stride B-UP	050-6445-P7	Pewter

Complimentary charger with every rechargeable FLEX:TRIAL device order

# FLEX:UPGRADE™

FLEX:UPGRADE empowers you and your clients to easily upgrade their hearing solution to a higher technology level as needs evolve. There's no need to purchase new hearing instruments, and clients only pay the difference between their new and current technology levels.



## Keep clients coming back

How do you address client needs and concerns today, while extending your relationship and care well into the future? FLEX:UPGRADE can help you overcome clients' initial cost sensitivities by starting them with a technology level they feel is comfortable and affordable. As they experience the benefits of improved hearing and their needs evolve, you can offer them a free trial of a higher technology level at any time.

### **A continuous care feature that ensures clients always get the most from their hearing experience, way beyond their first fit:**

- Upgradeable technology made possible by Unitron's open platform
- A unique offering only from Unitron
- No need to swap hearing instruments; upgrade is performed in TrueFit fitting software
- Clients have the opportunity to try a higher technology level with no obligation or upfront cost



### **You experience ...**

- New possibilities for incremental revenue
- Increased closing rate thanks to a "safety net" offering
- A compelling differentiator for your clinic



### **Clients experience ...**

- Reassurance they can start with an affordable technology level and increase at a later date
- Peace of mind that their future needs can be met if their hearing changes significantly
- The opportunity to leverage third party insurance to pay for hearing instruments at the base technology level while they pay for an upgrade to their desired level

# RIC & BTE ear moulds and domes

## SDS 6.0 (Smile)

**cShell**

(standard, moderate, power and ultra power receivers)

**SlimTip**

(standard, moderate and power receivers)

**Cap dome**

(standard, moderate and power receivers)

**Open dome**

(standard, moderate and power receivers)

**Vented dome**

(standard, moderate and power receivers)

**Power dome**

(standard, moderate and power receivers)

## SDS 5.0 and 4.0 (Vivante, Blu, Discover Next & Discover)

**cShell\***

(standard, moderate, power and ultra power receivers)

**SlimTip**

(standard, moderate and power receivers)

\* CShell option is not compatible with Moxi V-RS.

**Cap dome**

(standard, moderate and power receivers)

**Open dome**

(standard, moderate and power receivers)

**Vented dome**

(standard, moderate and power receivers)

**Power dome**

(standard, moderate and power receivers)

## Ear moulds (BTEs only)

**Semi-skeleton****Full shell****Half shell****Canal lock****Canal****Hollow sleeve****Solid sleeve**

# General parts



## Receivers, Domes & Coupling

Complimentary coupling with Smile, Vivante and Blu orders

	Part #	Pack Qty
RIC Fit'nGo Kit 6.0 Unitron	054-6072	
RIC Fit'nGo Kit 5.0 Unitron	054-1236	
<b>Domes</b>		
Open Domes		
S	054-0785	10
M	054-0786	10
L	054-0787	10
Vented Domes		
S	054-0809	10
M	054-0810	10
L	054-0811	10
Power Domes		
S	054-0820	10
M	054-0821	10
L	054-0822	10
Cap Domes		
One size	054-0788	10
<b>Receivers</b>		
Standard 6.0 Receivers		
00 L / R	054-1190 / 054-1191	1
0 L / R	054-1192 / 054-1193	1
1 L / R	054-1194 / 054-1195	1
2 L / R	054-1196 / 054-1197	1
3 L / R	054-1198 / 054-1199	1
Moderate 6.0 Receivers		
00 L / R	054-1081 / 054-1082	1
0 L / R	054-1083 / 054-1084	1
1 L / R	054-1085 / 054-1086	1
2 L / R	054-1087 / 054-1088	1
3 L / R	054-1090 / 054-1091	1
Power 6.0 Receivers		
00 L / R	054-1092 / 054-1093	1
0 L / R	054-1094 / 054-1095	1
1 L / R	054-1096 / 054-1097	1
2 L / R	054-1098 / 054-1099	1
3 L / R	054-1101 / 054-1102	1

Not returnable for credit or exchange

Standard 5.0 Receivers		
0 L / R	054-1202 / 054-1203	1
1 L / R	054-1204 / 054-1205	1
2 L / R	054-1206 / 054-1207	1
3 L / R	054-1208 / 054-1209	1
Moderate 5.0 Receivers		
0 L / R	054-1210 / 054-1211	1
1 L / R	054-1212 / 054-1213	1
2 L / R	054-1214 / 054-1215	1
3 L / R	054-1216 / 054-1217	1
Power 5.0 Receivers		
0 L / R	054-1218 / 054-1219	1
1 L / R	054-1220 / 054-1221	1
2 L / R	054-1222 / 054-1223	1
3 L / R	054-1224 / 054-1225	1
S Receiver Retention (compatible with 6.0, 5.0 and 4.0 Receivers)	004-8596-001	10
M Receiver Retention (compatible with 6.0, 5.0 and 4.0 Receivers)	004-8597-001	10
P Receiver Retention (compatible with 6.0, 5.0 and 4.0 Receivers)	004-8623-001	10

### SDS 4.0 Slim Tube BTE accessories and coupling

(Vivante, Blu, Discover Next & Discover platforms)

Complimentary coupling with Vivante and Blu orders

Slim Tubes	Part #	Pack Qty
Slim Tube Fit'nGo Kit 4.0	054-5927	
00 L / R Slim Tube	054-0884 / 054-0885	5
0 L / R Slim Tube	054-0794 / 054-0795	5
1 L / R Slim Tube	054-0796 / 054-0798	5
2 L / R Slim Tube	054-0799 / 054-0823	5
3 L / R Slim Tube	054-0824 / 054-0825	5

### SDS 3.0 Receivers, Domes and Coupling

(Tempus platform)

Tempus RIC & BTE Domes	Part #	Pack Qty
Open Domes		
S	054-1987	10
M	054-1988	10
L	054-1989	10
Closed Domes		
S	054-1990	10
M	054-1991	10
L	054-1992	10
Power Domes		
S	054-1993	10
M	054-1994	10
L	054-1995	10

Not returnable for credit or exchange

Standard 3.0 Receiver		
0 L/R	054-0102/ 054-0103	1
1 L/R	054-0104 / 054-0105	1
2 L/R	054-0106/ 054-0107	1
3 L/R	054-0108/ 054-0109	1
Power 3.0 Receiver		
0 L/R	054-0235 / 054-0236	1
1 L/R	054-0237 / 054-0238	1
2 L/R	054-0239 / 054-0240	1
3 L/R	054-0241/ 054-0242	1
Retention line-Standard Receiver	004-0628-001	10
Retention line-Power Receiver	004-1032-001	10

### SDS 3.0 Slim Tube BTE accessories and coupling (Tempus platform)

Tubes	Part #	Pack Qty
Blister Pack Slim Tube HE 0-L /R	054-0543/39	5
Blister Pack Slim Tube HE 1-L /R	054-0544/40	5
Blister Pack Slim Tube HE 2-L/R	054-0545/41	5
Blister Pack Slim Tube HE 3-L/R	054-0546/42	5
Power Slim Tubes (T Max)		
00 L/R	054-0660 / 054-0665	5
0 L/R	054-0659 / 054-0664	5
1 L/R	054-0658 / 054-0663	5
2 L/R	054-0657 / 054-0662	5
3 L/R	054-0656 / 054-0661	5

\* GST will be added to invoice  
Not returnable for credit or exchange

# Cleaning portfolio

Cleaning range	Description	Part #
PerfectDry Lux	Designed for the maintenance and storage of all kinds of hearing aids. Its modern and sleek design combined with the best technology makes it convenient to use and can dehumidify in only 45 minutes	098-5475-0012
Cleaning Spray (30ml)	This cleaning spray is used for the maintenance of hearing aids and earmoulds	098-5476-00000G3
Drying Capsules (x4)	These drying capsules are used for dehumidifying hearing aids and earmoulds	098-5477-00000G3
Drying Kit (4 capsule+1 cup)	The drying kit is packaged in a case containing a cup and 4 desiccant capsules. Duration of each capsule: approx. 1 month	098-5478-00000G3
Easy Line Hygienic Bag	Easy Line branded storage bag	098-5479
Air Blower	Air blower tool can be used to remove any moisture from the hearing aid earmould, tubing and vents	098-5480

# Consumables

Tools	Part #	Pack Qty
Stethoclip (BTE Grey)	021-0306	
Stethoclip (ITE attachment - Beige)	021-0447	
Heine Otoscope (mini 3000)	054-0286	
Heine Otoscope Replacment Bulb	026-5647	
Heine Otoscope Tips (2.5mm)	019-0223	50
Heine Otoscope Tips (4.0mm)	019-0224	50
Heine Ear Light	026-1150	
Heine Ear Light Replacment Bulb	026-5649	
Pin Removal Tool	002-0404-1	10
Receiver handling tool for SlimTips	026-1620	
Measurement tool for receiver length	026-0697	
Slim Tip Removal Tool 3.0	054-0402	
Receiver handling tool for sleeve moulds	026-0402	
Removal Lines	004-2818-21	
Magnet Reed Switch Activator Kit	065-5117	
Cleaning Pins	054-0344	25
Ear moulds	Part #	Pack Qty
Ear mould	062-0001-01	
Ear mould Silicone	062-0018-01	
SlimTip 6.0 Acrylic	062-0063-01	
SlimTip 6.0 Silicone	062-0064-01	
cShell 6.0 Acrylic	062-0056-01	
SlimTip 4.0 Acrylic	062-0006-01	
cShell 4.0 Acrylic	062-0008-01	
SlimTip 4.0 Silicone	062-0007-01	
Slim Tip 3.0 Acrylic	062-0012-01	
cShell 3.0 Acrylic	062-0014-01	
Slim Tip 3.0 Silicone	062-0017-01	
Tubing	Part #	Pack Qty
Sound tube, 13 medium tube	004-8227-21	25
Sound tube, 13 thick wall tube	004-8228-21	25
Sound tube, 13 dry wall tube	004-8229-21	10
Sound tube, 13 dry thick wall tube	005-5134	50
TRS-13 Clear Thick w/Tube Lock	021-5277	25
TRS-13 Clear Thick Dri Tube w/Tube Lock	004-6376	10
Ear impression essentials	Part #	Pack Qty
Impression Syringe	026-5654	
Otoform - Impression Material with Hardener (750 grams)	095-0003	
Otoform - A+B Two Component Impression Material	095-0005	
Kot-N-Blox - Cotton Impression Stops - Medium (White)	095-5026	50
Kot-N-Blox - Cotton Impression Stops - Small (Blue)	095-5025	50
Impression boxes	017-5253	50

\* GST will be added to invoice  
Not returnable for credit or exchange

# Replacement parts

## Tone hooks

	Part #	Pack Qty
Hook HE 11 680 (Vivante, Blu, Discover Next & Discover)	042-0098-131	10
Hook HE 11 (Vivante, Blu, Discover Next & Discover)	004-1667-131	10
Unfiltered Tone Hook HE 10 (Tempus)	004-1471-001	10
Filtered Tone Hook HE 10 680 (Tempus)	004-8028-001	10
Filtered Mini Tone Hook HE 10 680 (Tempus)	004-8041-001	10
Unfiltered Mini Tone Hook HE 10 (Tempus)	004-1472-001	10
Filtered Tone Hook HE 7 680 (T Max)	004-1207-001	10

## Microphone protection

	Part #	Pack Qty
Kit mic prot left-right ITE-R pink	054-6068-26	100
Kit mic prot left-right ITE-R slate gray	054-6068-6B	100
Kit removal tool mic prot ITE-R	054-6069	5
MicGuard (IIC only)	054-0082-13	8
Max BTE (Beige)	004-6305-011	10
Max BTE (Grey)	004-6305-051	10
Removal Tool	004-0401-001	10

## Battery doors - RIC and BTE

	Part #	Pack Qty
<b>Blu</b>		
Moxi B 312	004-7784-XX1	10
Stride B-UP	042-7039-XX1	10

## Discover Next & Discover

DX Moxi Fit & D Moxi Fit	004-7506-XX1	10
DX Stride M	004-7722-XX1	10

## Tempus

T Moxi All	004-7358-XX1	10
T Moxi All R	042-7025-XX1	1 pc
T Moxi Fit R	042-5024-XX1	1 pc
Moxi Fit	004-6958-xx1	10
Moxi Dura, Stride P Dura	042-5002-xx1	10
Stride M	004-7083-xx1	10
Stride P	042-5019-XX1	10
Max SP	004-6689-xx1	10
Max Air Inlet Cover	004-1281-001	10

## Battery doors - custom

	Part #	Pack Qty
<b>Insera</b>		
Insera 312 - left	004-4132-XX1	10
Insera 312 - right	004-4133-XX1	10
Insera 13 - left	004-4134-XX1	10
Insera 13 - right	004-4135-XX1	10

## Stride & Insera

Custom size 10, Push Button - left	042-0093-xx1	10
Custom size 10, Push Button - right	042-0094-xx1	10
Custom size 10 - left	004-2683-xx1	10
Custom size 10 - right	004-2684-xx1	10

\* GST will be added to invoice  
 Not returnable for credit or exchange  
 xx colour code

[Table of Contents](#)

E: [orders.au@unitron.com](mailto:orders.au@unitron.com) • W: [unitron.com/au](http://unitron.com/au) • P: 1800 212 313

## Stride

Custom size 312 - left	004-2442-xx1	10
Custom size 312 - right	004-2443-xx1	10
Custom size 13 - left	004-0830-xx1	10
Custom size 13 - right	004-0831-xx1	10

## Wax management

	Part #	Pack Qty
CeruStop	098-0282	8
Wax Brush (3 in 1)	054-5071	10
HF3 left	098-0293	
HF3 right	098-0292	
HF4 left	098-0374	
HF4 right	098-0373	
Wax springs	098-0552	10

## Hearing aid batteries

PowerOne batteries	Part #	Pack Qty
Power One Mercury Free 10 / 13 / 312 / 675	070 -0293 / 94 / 95 / 96	1 Carton
Power One customised label^ 10 / 312 / 13 / 675	070-0070 / 71 / 72 / 73	1 Carton

One carton contains 300 cells. Batteries are not returnable for credit or exchange.

<sup>^</sup> Labels are made to order and will be supplied for customer to attach. Orders are placed at the end of each calendar month and take 7 business days to print.

Supplied on clear background.

## Software

	Part #
Unitron TrueFit™ fitting software (contact Unitron for software link)	
NOAH 4 (software compatible with Windows Vista, Windows 7, Windows 8 and Windows 10)	058-5152
NOAH 4 Software - Users License Pack	058-5151
Once NOAH software has been installed and registered it cannot be returned for credit.	

## Hardware

	Part #
Noahlink Wireless 2	058-0318
HI-PRO™ 2 interface	058-0110

# Programming cables

	<b>Part #</b>
Programming cable 10 0.5m/R	058-0338
Programming cable 10 0.5m/L	058-0339
Programming cable 10 2.0m/R	058-0340
Programming cable 10 2.0m/L	058-0341
Programming cable 312 0.5m/R	058-0330
Programming cable 312 0.5m/L	058-0331
Programming cable 312 2.0m/R	058-0332
Programming cable 312 2.0m/L	058-0333
Programming cable 13 0.5m/R	058-0334
Programming cable 13 0.5m/L	058-0335
Programming cable 13 2.0m/R	058-0336
Programming cable 13 2.0m/L	058-0337
4 Pin BTE/RIC Cable (BTE & Moxi styles) 50cm left or right	058-0255
Mini USB cable 1.3m	075-3004
Hi-Pro Cable Connection (VPK-1)	058-0023
Universal Power Supply	075-0100-14

\* GST will be added to invoice  
Not returnable for credit or exchange

# Policies and purchase conditions

## Price

The prices in this product catalogue are subject to change at the discretion of Unitron with or without notice to you. Hearing instruments are exempt from GST in Australia. The GST applicable for all other products are listed in the product catalogue. If GST is payable, it will be added to your Tax Invoice.

A Tax Invoice will be emailed to the designated account email address.

## Orders

**Any order not accompanied by a current order form may experience delays in processing.**

Orders can be ordered via eStore or emailed to [orders.au@unitron.com.au](mailto:orders.au@unitron.com.au) using a current Unitron order form.

Product order forms can be requested via the above email address, by calling 1800 212 313 or by visiting the [Unitron Australia website](#).

Unitron takes all reasonable endeavours to meet your requested time frame for the delivery of orders once the order form is processed. The delivery time may be impacted if you do not complete the mandatory fields on the order form including but not limited to the 'Required By' section. Unitron will endeavour to deliver your orders to you by the times stipulated below. Note, these times exclude transit time.

Internal turn-around times*			
Despatch (business days)			
Order	Standard	VIP	Comments for customers
<b>BTE/RIC</b> New orders (with no earmoulds)	2	n/a	Standard turnaround times for orders received prior to 2pm EST on a business day <sup>^</sup>
<b>Earmoulds and Custom Devices</b> New BTE/RIC orders with earmoulds New orders Remakes	10* 10* 10*	2 2 2	Turnaround times for orders received: Standard: Prior to 10am EST on a business day
<b>Repairs</b> Custom Devices BTE/RIC	5 5	2 2	VIP: Repairs Prior to 12pm EST on a business day
<b>Other</b> HI consumables Accessories Batteries Customer labelled batteries	2 2 2 on request	n/a n/a n/a n/a	Standard stock items Standard stock items Standard stock items Standard stock items

\*General observations. If these turnaround times cannot be met, you will be contacted by Unitron Customer Care

Unitron offers a 48hr express service for all repairs and new earmould and custom device orders (IIC orders and non-standard colours may require longer processing time). This service will carry a fee and must be requested at time of order (\$57.75 incl GST per order).

<sup>^</sup>If 'Required By' date is stipulated on your order form, your order will be dispatched to meet this date and as such, may not be released within the times stipulated in the table above.

## **Warranty**

### **Hearing Instrument Warranty**

Hearing instruments purchased from Unitron are supplied with a local 3 year manufacturers' warranty or 1 year international manufacturers' warranty, covering manufacturing and material defects, commencing on the date of the original Tax Invoice. This warranty does not cover damage caused by improper handling, wax or moisture damage. Repairs made by unauthorised parties are not covered and will void the warranty.

receivers purchased with, and at the time of hearing instrument order come with a 3 year manufacturers' warranty. Receivers purchased singularly, outside of hearing instrument warranty come with a 1 year manufacturers' warranty.

An additional one year warranty (up to a maximum of 4 year warranty) is available to purchase within 90 days of the hearing instrument purchase for the charges indicated below.

**Free-To-Client: \$89.50 per device (plus GST)**

**Top Up: \$168 per device (plus GST)**

Ear moulds and any customised ear tips and / or shells on custom hearing instruments are supplied with a 90 day warranty, such that any ear mould / shell remakes with the same specifications, required within the first 3 months of invoice, will be made at no charge. Any remake that involves an alteration of the original order specification will incur a charge and is not covered by the warranty.

### **Accessory Warranty**

Remote Controls and Accessories are supplied with a 12 month limited manufacturers' warranty, covering manufacturing and material defects. Additional warranties are not available for accessories. \*Proof of purchase must be provided with claim.

Charging cases are supplied with a 3 year manufacturer's warranty.

## **Loss and damage**

Unitron hearing instruments can be supplied with a one-time only loss and damage coverage for 12 months from the date of original invoice for fees indicated below. No substitutions accepted. A 'Loss or Damage Claim Form' with attached Statutory Declaration, must be completed to claim a replacement and submitted to Unitron. One claim can be made per invoiced instrument that is damaged or lost within the first 12 months of the date of the original Tax Invoice. Subsequent loss or damage of the replacement instrument does not attract any coverage. The warranty duration of the originally supplied instrument is maintained (i.e. no new warranty is applied to the replacement device).

---

<b>Loss and damage replacement fee for Top-Up products</b>	<b>577.50</b>
--	---------------

---

## **Return for credit**

**Free-to-Client hearing instruments** are accepted for exchange only within the 60 day exchange period from the date of invoice.

**Free-to-client hearing instruments are not accepted for credit.**

**All Top-Up hearing instruments** are accepted for return for credit within 90 days from the date of original invoice.

Batteries and Unitron Dry Aid Kits are not returnable for credit or exchange.

All products exchanged or returned must be returned to Unitron in their original, undamaged packaging and accompanied with a completed Credit Return Request Form. Damaged or unusable packaging may incur a fee.

## **Payment terms**

Payment terms are 30 days from the date of statement. Acceptable forms of payment include Direct Deposit (preferred), Visa and MasterCard.

## Delivery

All orders, including accessories, under \$150 will incur a \$15 (plus GST) shipping fee.

Where possible multiple daily orders to same location will be shipped together.

Bulk orders may take longer to arrive and, at our discretion, may incur a delivery charge which will be at your expense.

An authorised signatory must sign for the products upon delivery. The products will only be delivered to your registered business address.

## Service and repair charges

Cost and inclusions for repairs:

- (i) Clean & Check: Includes full clean, inside and out and a full check of the device performance. A clean and check charge is only applied if no fault is found with the devices.
- (ii) RIC & BTE repairs: Includes replacement of full electronic parts. An additional 12 months warranty is applied post repair.
- (iii) ITE Repairs: Includes repair of electronics. An additional 12 months warranty is applied post repair.
- (iv) ITE re-shell: Excludes repair of electronics. An additional 3 months remake warranty is applied post repair.

## Hearing instrument repairs

Within the hearing instrument warranty period

No charge

(unless the damage is caused by improper handling, wax or moisture)

Any unauthorised repairs made to the products will automatically void the warranty. A change in vent size, style, material, colour and/or customer damage to a remake order will be deemed a new order and applicable charges will apply. The GST payable will be added to the Tax Invoice.

Outside of the warranty period but less than 5 years old the following charges apply:

Clean and Check	\$89.50 (incl GST)
RIC/BTE/ITE repairs	\$194.50 (incl GST)
ITE re-shell	\$115.50 (incl GST)
ITE re-shell and repair	\$310 (incl GST)

## Remakes

Custom shells – under a 90 day warranty

No charge

Custom shells – outside of warranty (classed as new order)

\$100 (incl GST)

SlimTips – outside of warranty (classed as new order)

\$37 (incl GST)

Earmould re-tubing

\$15.50 (incl GST)

## Digital Wireless Accessories (DWA) repairs

Accessories (including remote controls)	\$194.50 (incl GST)
Battery replacements	\$52 (incl GST)

Please note:

- (a) All hearing instruments must be deemed serviceable or they will be considered Damaged Beyond Repair;
- (b) There is no guarantee that obsolete hearing instruments over 5 years old can be repaired, re-shelled or remade;
- (c) Repairs on custom instruments do not include custom shell; and
- (d) Replaced parts under any repair will receive 1 year warranty on those parts.

All repairs outside of warranty will automatically proceed without quoting and charged the fixed service price as selected on the Unitron Service form.

## **FLEX:TRIAL™ instruments**

All FLEX:TRIAL instruments include a 12 month warranty on the instrument and a complimentary clean and check available at anytime.

Please note:

- Every FLEX:TRIAL instrument receives a complimentary coupling option (receiver or tube/dome)
- No additional warranty available for purchase
- FLEX:TRIAL orders are dispatched within standard BTE shipping lead times
- No exchange or return for credit
- No loss and damage policy
- No repair service outside of warranty period
- Firmware update will be completed on FLEX:TRIAL instruments if necessary

## **FLEX:UPGRADE™ instruments**

FLEX:UPGRADE is available on all BTEs, RICs and custom products (excluding Tandem and Legacy instruments).

Please note:

- Upgraded instruments cannot be returned for credit
- Once confirmed, upgrades cannot be reversed
- An additional 12 month warranty will be applied to the device if an upgrade is confirmed more than 90 days and less than 3 years from the original invoice date

## **Sale of instruments**

Unitron is not open to the public. Any requests for purchase or repair from a consumer will be redirected to an authorised health care professional. The Customer commits that all end user Hearing Instrument purchasers can obtain an in-person fitting with pre-audiological and post-audiological services provided by your company, unless such in-person fitting is not required per the product's instructions for use.

## **Privacy**

By creating an account with Unitron you accept that Unitron will store your information. We recognise that your privacy and security are of the utmost importance and Unitron is committed to securing your personal information safely. If you have any questions/concerns about our [Privacy Policy](mailto:privacy@sonova.com) please contact us at [privacy@sonova.com](mailto:privacy@sonova.com).



Unitron is a hearing solution company that believes people should feel really good about the entire hearing care experience, start to finish. Our ingenious products, technologies, services and programs offer a level of personalisation you can't get anywhere else. Get ready to Love the experience.

1800 212 313  
[unitron.com/au](http://unitron.com/au)

© 2026 Unitron. All rights reserved.  
028-5591-02

**SONOVA**  
HEAR THE WORLD