

Sound processor warranty and replacement



Sound processor - manufacturer's warranty

Your sound processor comes with a manufacturer's warranty. Please make yourself aware of the period and conditions of the warranty by referring to the *Cochlear™ Warranty Guide* in your sound processor's document pack. You can purchase extended cover - please visit the Cochlear Ltd website (www.cochlear.com) or ask your clinician if you are interested.

Sound processor replacement

Currently, there is no public funding for replacement or upgrade of sound processors for adults. As with most medical equipment, cochlear implant components are expensive to replace. If your sound processor is damaged beyond repair, lost or stolen, then you will need to consider purchasing a new device. We therefore strongly recommend that you consider options for replacement of a processor such as general household insurance cover.

Australian Hearing – processor replacement for children

The Commonwealth Government currently has a programme which can fund the replacement of sound processors for children who are eligible for the services of Australian Hearing and have a current Hearing Services Card. Please visit www.hearing.com.au for more information.

At present, there is no need for parents to personally insure their child's sound processor. We realise, however, that some parents may like to investigate other alternatives.



Insurance policies

We recommend that you make your own enquiries regarding the level of cover required for a sound processor, as it may need to be a specific addition to your home and contents policy. The following table provides some examples of companies that offer insurance for sound processors.

Company	Phone
AAMI	13 22 44
Australian Pensioners Insurance Agency	13 50 50
CGU	13 15 32
GIO	13 10 10
MGA Insurance	(03) 9845 6700
QBE	13 37 23
RACV	13 72 28

Note: This is a guide only and does not reflect any preference held by the Cochlear Implant Clinic, nor does it attempt to represent the entire range of insurance companies who offer insurance for sound processors.

Points to note:

- Be aware that not all insurance companies will offer cover against theft, loss, fire and accidental damage. Be clear about the circumstances under which the device is **not** covered.
- Check if the device is covered when outside of the home. For example, it could get lost or damaged on the way to work.
- The Cochlear Implant Clinic can provide a letter for your insurance company outlining the costs of the components relevant to your sound processor if necessary.



Cost of components

The following table lists the current costs of Cochlear Ltd's sound processors. At present, Cochlear Ltd offers discounted prices for replacement sound processors. You might, however, like to consider covering your sound processor for the full market value. This offers you the possibility of considering a higher priced new model if you need to replace your sound processor in the future.

For more information about individual sound processors functionality, and whether they would be suitable for you, please speak with your clinician or visit www.cochlear.com.au.

Cochlear implant system	Sound processor and headset	Full cost ¹	Replacement cost ¹
Nucleus [®] 22	Freedom	\$11,500	\$8,050
Nucleus [®] 24	SPrint [™]	\$8,515	\$4,282
	ESPril [™] 3G	\$9,700	\$6,790
	Freedom	\$11,500	\$8,050
Nucleus [®] Freedom [™]	Freedom	\$11,500	\$8,050
	CP810	\$11,500	\$8,050
	Freedom Hybrid	\$12,950	\$9,065
Nucleus [®] 5	CP810	\$11,500	\$8,050
Nucleus [®] 6	CP910 & CP920	\$11,500	\$8,050
	CP910 & CP920 Hybrid	\$12,950	\$9,065

¹ Prices correct at time of printing. Contact your clinician for most up-to-date prices.

Sound processor up-grade

Adults over the age of 25 should consider private health insurance to cover the cost of upgrading their sound processor as upgrades are not funded by Australian Hearing beyond this age. However some funding is available from the National Disability Insurance Scheme (NDIS), but is limited to particular locations.

Some private health funds will only cover the cost of an upgrade sound processor once an existing processor is beyond a certain age, for example over five years old. If you wish to purchase a new sound processor, please contact the Clinic for ordering details and costs.

Disclaimer This document describes the generally accepted practice at the time of publication only. It is only a summary of clinical knowledge regarding this area. The Royal Victorian Eye and Ear Hospital makes no warranty, express or implied, that the information contained in this document is comprehensive. They accept no responsibility for any consequence arising from inappropriate application of this information.
Sound processor warranty and replacement #214 | Owner: Cochlear Implant Clinic |
Last published: 18/10/2018 | Next review: 18/10/2021

