



ResMed product returns, service and repairs guide

The health and safety of our customers and employees will always be a top priority. As the Coronavirus (COVID-19) situation continues to evolve, please follow the guidelines below to ensure our products are handled in the safest way possible when being sent back to our ResMed Authorised Service Centres for servicing or repairs. We appreciate your cooperation in taking the necessary precautions during this time.

1. Be proactive and maintain good personal hygiene by thoroughly washing your hands before and after the handling of devices.
2. Disinfect the exterior of the device (including display, externally accessible ports, side cover and power supply unit) with a disposable cloth and mild detergent or alcohol disinfectant as stated in the Clinical guide.
3. If a customer returns the device with a carry bag, please place the device (once disinfected) back in the bag. You can then pack the bag in a box for shipping.

Note: we do not require humidifier tubs, masks and air tubing to be returned with the device. To minimise any risk of possible exposure to COVID-19, we advise you to:

- a. Dispose of them if these items are damaged.
- b. Kindly ask the customer to take the products home with them before sending the device in for service if the items are in working condition.

Our ResMed Authorised Service Centres can test devices without the items mentioned above.

4. If the device shows any visual signs of infestation or contamination, we recommend placing the device in a sealed plastic bag before shipping. This will avoid cross-contamination with other devices.
5. Ensure that a Service Request (SR) is raised accordingly via the ResMed Online Store (ROS) portal, and fill out all the necessary information. Alternatively, for those without access to ROS, download the [Service Request Form here](#).

Note: please flag any known or potentially contaminated devices in your SR to let receiving staff know.

6. Clearly label the shipping box and include the SR number for reference.