RESMED ONLINE STORE (ROS)
Warranty Lookup and Service Return

Internal Use

Warranty Lookup
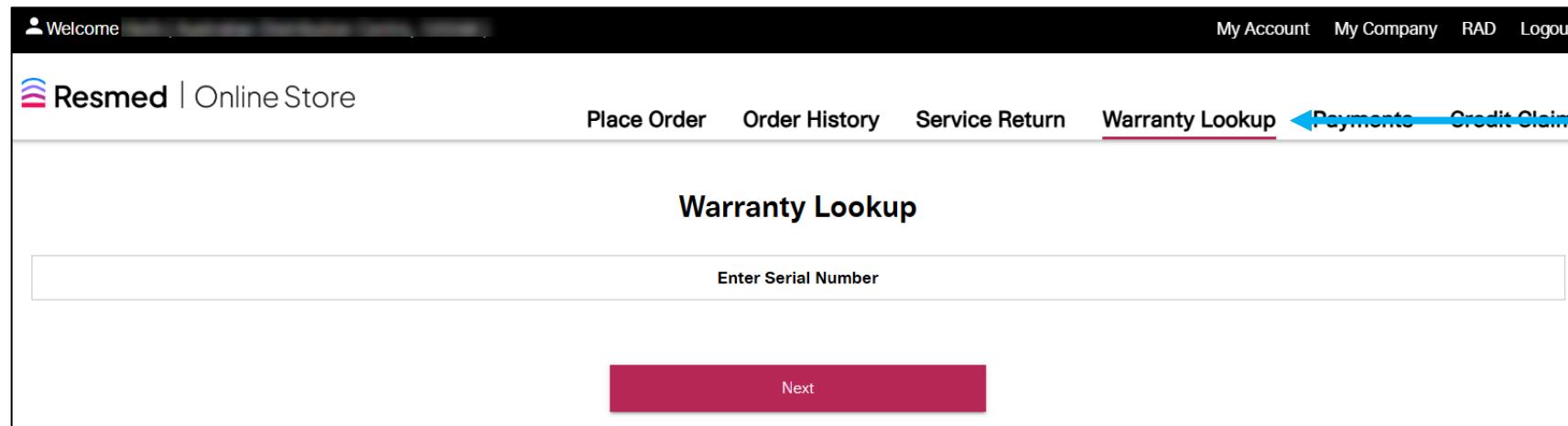
Checking the warranty status for a serialized product.

This replaces the previous Serial Number Lookup feature.

Navigate to the Warranty Lookup screen

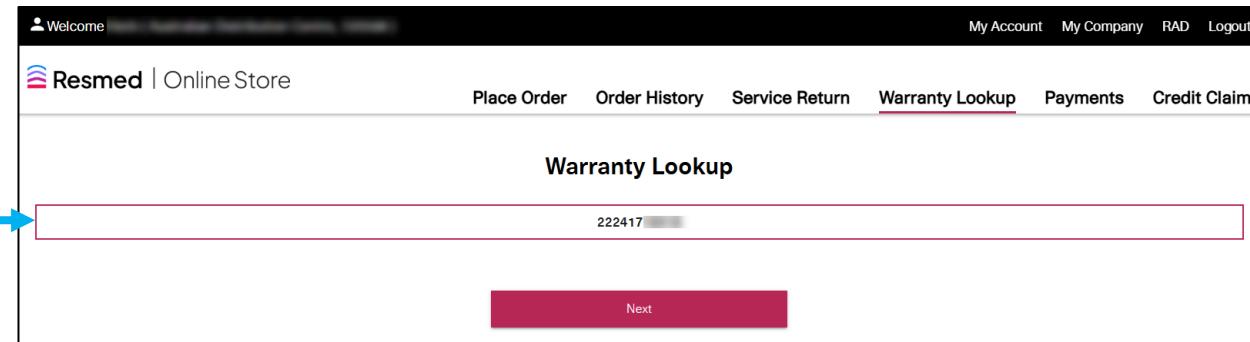To use the warranty lookup, click on *Warranty Lookup* in the main menu.

Enter device information

For a **serialised** product, enter the serial number and click *Next* to check warranty to view the warranty status.

Note: For a **non-serialized** product, please refer to the regional Resmed.com site for the warranty period.

View product warranty information

After clicking *Next,* the **Device Number** and **Purchase Date** will be displayed.

If the warranty has expired, the expiration date will be displayed. Otherwise, the serial number is under warranty.

If you wish to return your product, click *Create Service Request* to start the process.

To check the warranty status of another product, click on *New Search*.

Notes:

- The **Purchase Date** refers to the product's shipping date from Resmed.
- The **warranty end date** for devices covers a 2-year standard warranty plus an additional 3-year sleepVantage warranty extension.
- The consumer's warranty is 2-year standard warranty plus a 3-year sleepVantage warranty extension starting **from the date they purchased the product** from an authorized Resmed dealer. A proof of purchase may be required.

Service Return

Creating a Service Return.

This replaces the previous Service Centre feature.

Navigate to the Service Return screen

To create a new Service Return, navigate to *Service Return* in the main menu and click on **Create Service Return**.

Fill in product information

If the **product is not serialised** (top field), enter the product code or product name.

If the **product is serialised** (bottom field), populate the serial number in the *Enter Serial Number.*

Note: Resmed reserves the right to request proof of purchase to verify the warranty's validity.

Fill in the incident location and date

For **serialised** products, the Purchase Date field will be auto-populated from our records.

For **non-serialised** products, manually enter the Purchase Date from your records.

Then, specify the place and date the issue with the product was reported.

Please note that if you abandon the Service Return form before reaching the *Shipping Information* step, the product return information entered will not be saved.

Welcome

My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History **Service Return** Warranty Lookup Payments Credit Claim

| Return Information | Shipping Information | Summary |

AIRSENSE 11 AUTOSET ANZ TRI 4G
Serial Number:
Product Number: 39108

Please use AirView™ to check the device's health status.

Purchase Information Problem Description PO Number Attach Documents (Optional)

Purchase Date *
10-09-2024

Place of Incident *
Select...

Incident Date *

Was there any serious adverse event while using the product? ⓘ *

◯ No ◯ Yes

Start Over

Next Step

Internal Use

Report incident type

If you wish to report a **serious incident** associated with the use of a product sold by Resmed, refer to the section [Reporting a serious incident](#) for more information.

Otherwise, click "**No**" and *Next Step* to proceed.

Select the reason for the return

Select a **Problem Description** from the dropdown menus and provide relevant details.

Click *Previous Step* to back to previous page or click *Next Step* to proceed.

Provide the owner information and a PO number

Click on **Items Owned By** *to select* one of the following: Resmed / Outlet / Patient / DVA

Enter a purchase order (**PO Number**) specifically for the repair (different from the original item's purchase PO number).

This PO number is now **mandatory**.
You may use an identifier to associate this repair with the patient's repair record in your system.

Optional step: For out-of-warranty repairs, select one of the **pre-approval** options:
- Decline
- Up to AUD 200
- Up to AUD 300
- Up to AUD 400

Your PO Number and pre-approved repair amount will be reflected in the Service Return Confirmation PDF.

Welcome

My Account   My Company   RAD   Logout

≋Resmed | Online Store

Place Order   Order History   **Service Return**   Warranty Lookup   Payments   Credit Claim

Return Information   Shipping Information   Summary

AIRSENSE 11 AUTOSET ANZ TRI 4G
Serial Number:
Product Number: 39108

Please use AirView™ to check the device's health status.

Purchase Information   Problem Description   **PO Number**   Attach Documents (Optional)

Items Owned By *

Select...   ▼

To save processing time, would you like to pre-approve this repair estimate?

PO Number *

Select   ▼

Previous Step   Next Step

Add an attachment / a picture

You can add up to 5 attachments* in formats (JPG, JPEG, PNG, or PDF) to document your complaint. *Not mandatory.*

Note: It does not support video.

Select the shipping and billing address, and confirm the contact person

You can select the ship-to, bill-to account, and bill-to address using the dropdown field icons.

Another option is to type the account name or address into the dropdown field to narrow the match.

If you want to designate an alternate contact to receive the Service Return Confirmation PDF, uncheck the "**Use Default Contact Information**" checkbox and enter that person's contact information.

Review your Service Return form for submission

The review section allows you to check your Service Return form. You can edit or delete the item by clicking *Edit* or *Remove*.

When you are done, click on *Submit Return.*

Print the Service Return Confirmation

Once you submit the Service Return form, the Service Return Confirmation PDF and the StarTrack label (if the returned item is eligible) will appear on screen. You can print or download them.

A copy will also be emailed to the contact you designated.

For each returned product, you can see the **SR number**, **PO number**, **Pre-approved repair amount** and device information.

You will also see a ROS Reference Number linking the submitted SR together which available for tracking in ROS.

You can create a new return for another product by clicking on **Create a New Return**.

You can also view return histories from the past 365 days by clicking on **View Returns History**.

Service Return Confirmation PDF

contains **Return Instructions** and **StarTrack label** (if provided) to ship the product back.

Obtain the **Service Request #,** *PO #* and *Pre-approved repair amount* on the first page.

Follow detailed return instructions on the second page.
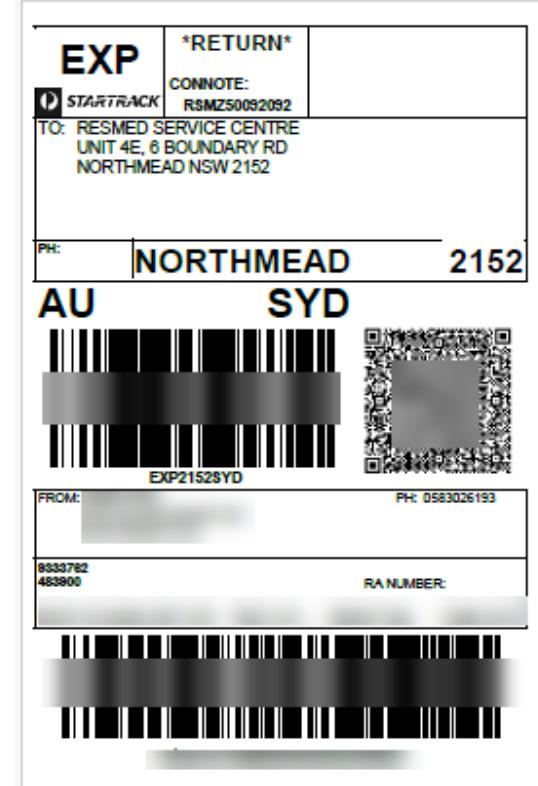
Optional: StarTrack label/ shipping label on third page.

Reporting An Adverse Event

Reporting a Serious Incident.

Reporting a serious incident - Definition

Identifying a serious incident

A Serious Incident or an Adverse Event is any undesirable experience associated with the use of a medical product in a patient, resulting in one of the following:

- Death

- Life-threatening Injury or Illness

- Hospitalization (initial or prolonged)

- Disability or Permanent Damage

- Congenital Anomaly/Birth Defect

- Required Intervention to Prevent Permanent Impairment of the Body

- Function or Permanent Damage to a Body Structure

- Other Serious Important Medical Events

Open a new Create Service Return form

Navigate to **Service Return** in the main menu and click on **Create Service Return** to create a Service Return.

Fill in product information

If the **product is serialised**, populate it in the Enter Serial Number field.

If the **product is not serialised**, enter the product code or product name.

Resmed reserves the right to request proof of purchase to verify the warranty's validity.

Fill in the incident location and date

For **serialised** products, the *Purchase Date* field will be auto-populated from our records.

For **non-serialised** products, manually enter the Purchase Date from your records.

Specify the place and date the issue with the product was reported.

Select "**Yes**" if you are reporting a serious incident or knowns as an adverse event associate with the use of product sold by Resmed.

Please note that if you abandon the Service Return form before reaching the *Shipping Information* step, the product return information entered will not be saved.

Select the type of serious incident

Select a **Problem Description** from the dropdown menu and provide relevant details.

Depending on the type of incident selected, *Previous Step* to back to previous page or click *Next Step* to proceed.

Fill in serious incident problem details

Depending on the type of incident selected, an **additional Problem Description** and **Category** drop-down will appear for selection.

Provide **additional information** or details in the open text box below.

Provide the owner information

Click **Items Owned By** to select one of the following:
Resmed / Outlet / Patient / DVA

Add an attachment / a picture

You can add up to 5 attachments in formats (JPG, JPEG, PNG or PDF) to document your complaint.

Note: It does not support video.

Select the shipping and billing address, and confirm the contact person

You can select the Ship-to, Bill-to Addresses, and Bill-to Account using the dropdown field icons.

Another option is to type the account name or address into the dropdown field to narrow the match.

If you want to designate an alternate contact to receive the Service Return Confirmation PDF, uncheck the checkbox "**Use Default Contact Information**" and enter that person's contact information.

Review your Service Return form for submission

The review section allows you to check your Service Return form. You can edit or delete the item by clicking *Edit* or *Remove*.

When you are done, click *Submit Return*.

Keep a copy of the report in your records

You will receive an email notification containing the information you provided about the product and the incident.

A Resmed customer service representative will email you the **Causality Assessment of Patient Experience (CAPE) Questionnaire** as soon as possible to gather additional details regarding the incident. After reviewing your responses, we may reach out to you again if further details are required.
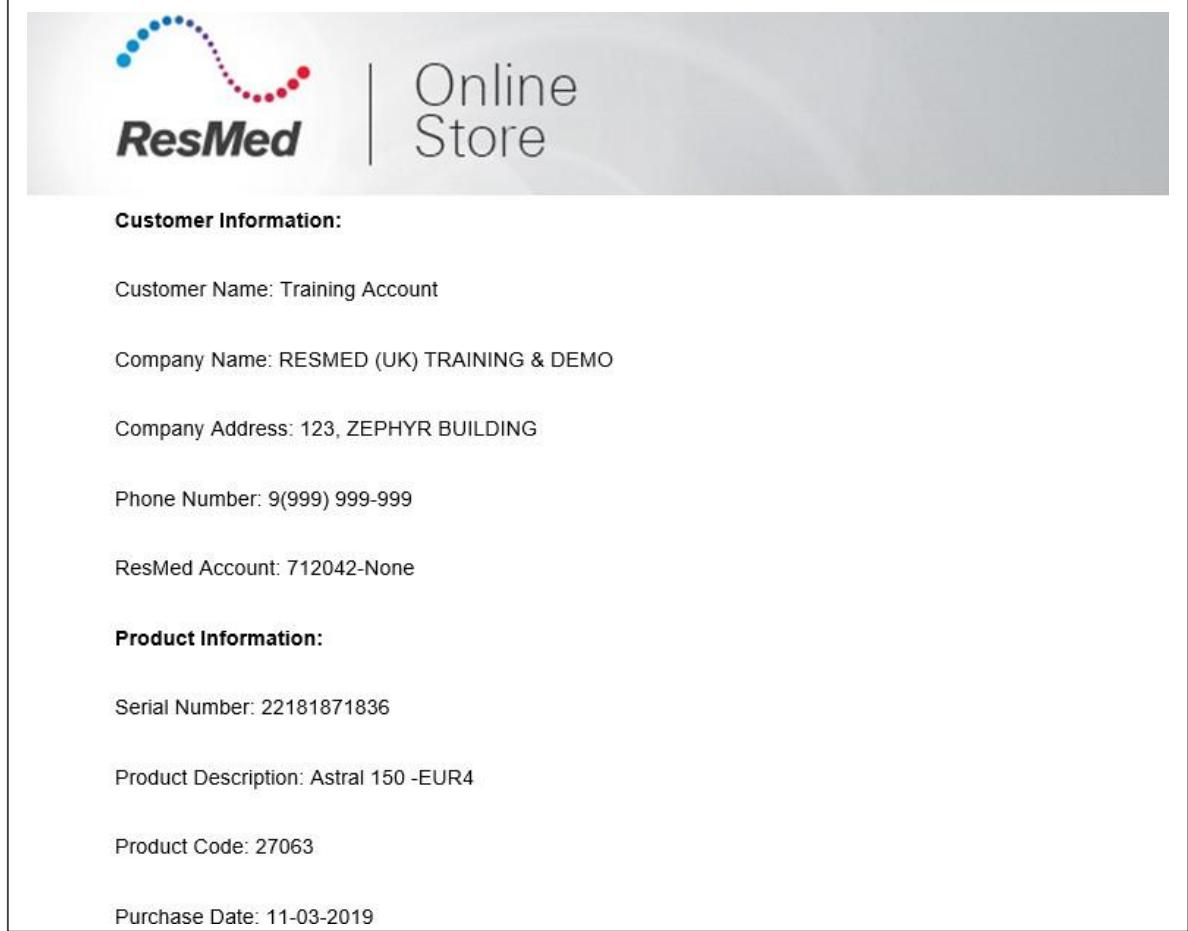
ResMed | Online Store

Customer Information:

Customer Name: Training Account

Company Name: RESMED (UK) TRAINING & DEMO

Company Address: 123, ZEPHYR BUILDING

Phone Number: 9(999) 999-999

ResMed Account: 712042-None

Product Information:

Serial Number: 22181871836

Product Description: Astral 150 -EUR4

Product Code: 27063

Purchase Date: 11-03-2019

Service Return History

Viewing a Service Return in History.

This replaces the previous Service Request History feature.

Access the list of Service Returns

To view your company's list of Service Returns, navigate to *Service Return* in the main menu and click on **Service Return History**.

View details of a specific return

Filters available to find a specific Return
After selecting the filter, enter a search value in the field box on the right of the *Equals* label.

Please Select ▲
Please Select
Return Order #
Reference #
Repl. Order #
PO #
Invoice #
Serial #
Item #
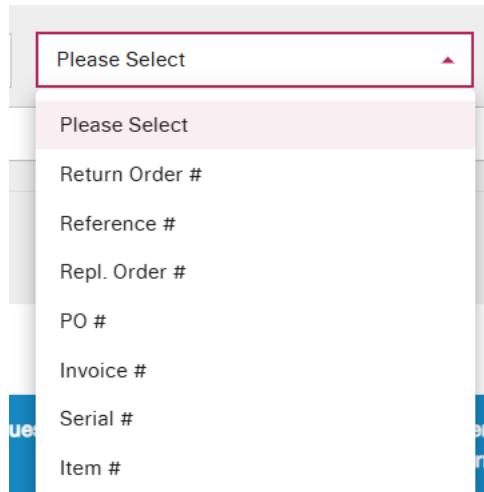
View Service Return information
To view the details for a specific return, click on the row you want to view.

👤 Welcome   My Account   My Company   RAD   Logout

≋ **Resmed** | Online Store   Place Order   Order History   **Service Return**   Warranty Lookup   Payments   Credit Claim

Enter search criteria and click Search to view return history details.

Start Date * 14-11-2025 📅   End Date * 14-12-2025 📅

Account# * 720598 ▼   Please Select ▼   Equals [   ]

Ship To   Please Select ▼

Search

⇅ EXPORT TO EXCEL

Reference #	Order Date ↓	Service Request #	Service Request Status	Serial #	Item #	Replacement/Repair Order # (or Warranty Replacement)	PO #	Invoice # (or Warranty Replacement Invoice)
ros-483900	14-12-2025	9333762	1 Open	22241716416	39108	-	SR#9333762	-
ros-483548	03-12-2025	9333096	1 Open	-	63063	-	SR#9333096	-
ros-483547	03-12-2025	9333094	1 Open	-	63063	-	SR#9333094	-
ros-	01-12-2025	9333078	1 Open	-	63063	-	SR#9333078	-

View a Service Return details

View information about the Service Return

After creating a Service Return, you will be able to view the Service Request (SR) Number and the status. Kindly refer to [Internal Service Return Status](#) for status description.

Retrieve a StarTrack label for eligible return

Next to the *Return Label*, you will find a copy of the StarTrack label. It will open the PDF in a new browser tab for printing and downloading. This label link is only accessible within 30 days of the return submission.

Retrieve a copy of the Service Return confirmation

Under the *Order Confirmation Details* tab, you will find a copy of the Service Return Confirmation PDF. You can either print it now or download it later.

Welcome | My Account | My Company | RAD | Logout

Resmed | Online Store

Place Order | Order History | Service Return | Warranty Lookup | Payments | Credit Claim

Enter search criteria and click Search to view return history details.

Start Date *

Accoun # *

Ship To

Service Request Details

Service Request # :	9333762
Ship to Location :	
Replacement/Repair Status :	
Return Label :	Shipping Label.pdf

Service Request Status :	1 Open
Bill to Location :	
Estimated Amount for Repair ⓘ :	N/A

REPLACEMENT/REPAIR ORDER DETAIL | ORDER CONFIRMATION DETAILS

Line	Item #	Item Desc	Qty	Line Status
-	39108	AIRSENSE 11 AUTOSET ANZ TRI 4G	1	1 Open

EXPORT TO EXCEL

Reference #

ros-483901

Viewing a Service Return

NSW Repair Centre (Northmead)

Open	SR is newly created and, complaint product not received.
Received	When product arrives at Service Centre.
Awaiting Quote Approval	When approval from customer is required.
Inspected and awaiting quote	When the product has been inspected and is waiting quote to be created
In repair	When product is being repaired.
In repair after quote approval	When quote has been approved by the customer and the device is waiting for repair by the Service Centre
In repair awaiting parts	When spare parts have not been received
Ready to ship	When product has been repaired and ready to be returned to customer.
Shipped	When product has left Service Centre
Cancelled	Service Request has been incorrectly entered or duplicated.
SR Closed	Customer no longer requires the product to be serviced. When the Service Request has been completed and there are no outstanding issues to be resolved. the Service Request has been completed and there are no outstanding issues to be resolved.

Australian Repair Centres (Mediquip)

Excluding Northmead

Open	SR is newly created and, complaint product not received.
Received	When product arrives at Service Centre.
SR Closed	Customer no longer requires the product to be serviced. When the Service Request has been completed and there are no outstanding issues to be resolved. the Service Request has been completed and there are no outstanding issues to be resolved.

Note: The Repair Centre where your device has been returned can be found on your con-note.

Estimate Amount for Repair & View Shipment Details for Replacements

Estimate Amount for Repair

If there are charges for the repair, this field will show the estimated amount based on the repair quotation sent from Resmed Service Centre.

Most In-Warranty repairs will show N/A.

Note: It's not the pre-approval repair amount you selected.

Track shipping for the replacement of service returns where applicable

Clicking on the **tracking #** hyperlink opens the carrier's tracking page in a new browser tab.

Clicking on the **shipment #** hyperlink opens the replacement item details.

Issue Escalation/ Provide Feedback

- Phone: 1800 991 900 (Australia) or 0800 737 633 (New Zealand)

- Email to service@resmed.com.au (service and technical support)