



# **RESMED ONLINE STORE (ROS)**

## **Warranty Lookup and Service Return**



# Warranty Lookup

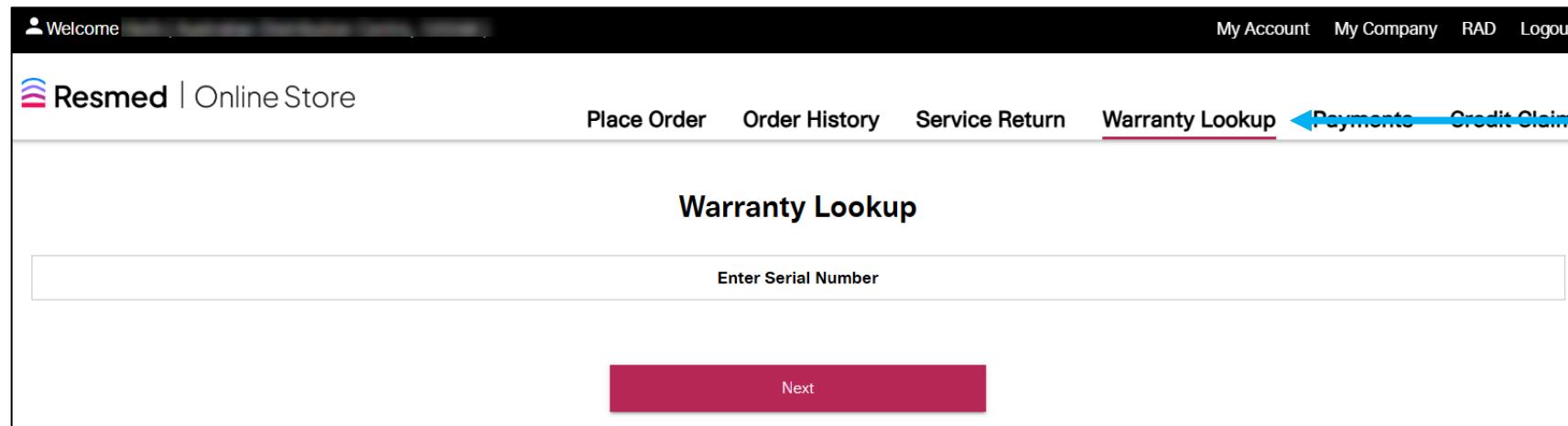
Checking the warranty status for a serialized product.

# Checking the warranty status of a product - Step 1 of 3



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.

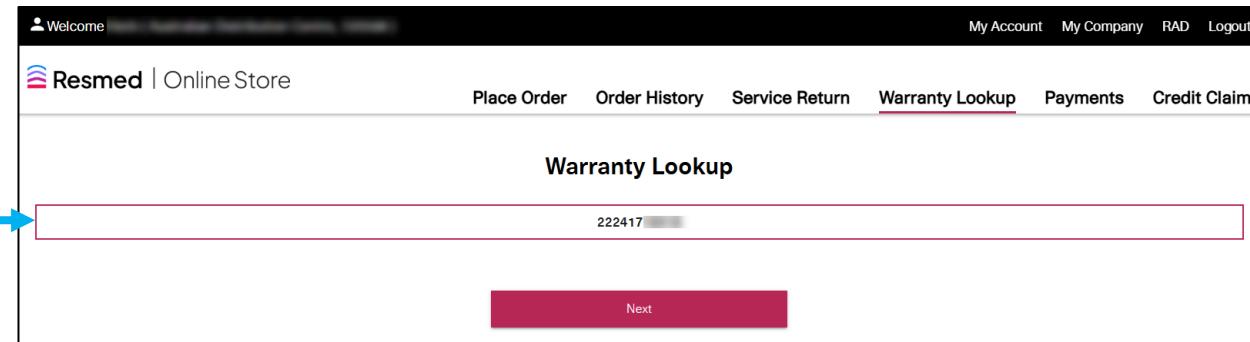
# Checking the warranty status of a product - Step 2 of 3



## 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.



# Checking the warranty status of a product - Step 3 of 3



## 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.

The screenshot displays the Resmed Online Store's Warranty Lookup feature. The top half shows a successful warranty check for a product with serial number 922, purchased on 30-03-2025, with a warranty expiration date of 29-03-2030. The bottom half shows a failed warranty check for a product with serial number 986, purchased on 10-04-2020, with an expiration date of 09-04-2025.



# Service Return

Creating a Service Return.

# Creating a Service Return - Step 1 of 11



This replaces the previous **Service Centre** feature.

Navigate to the Service Return screen

The screenshot shows the Resmed Online Store navigation bar. The top bar includes links for 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. Below this, the main menu has items: 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', 'Payments' (which is underlined), and 'Credit Claim'. The 'Service Return' menu is expanded, showing 'Create Service Return' and 'Service Return History'. A blue arrow points to the 'Create Service Return' link.

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

# Creating a Service Return - Step 2 of 11



## 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.

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

**Create a New Return**

Enter Product Number or Name

If your product has a serial number, please enter it below.

Enter Serial Number

Next

# Creating a Service Return - Step 3 of 11



## 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 [REDACTED] 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 Please use AirView™ to check the device's health status.

Serial Number: [REDACTED] Product Number: 39108

Purchase Information Problem Description PO Number Attach Documents (Optional)

Purchase Date\* 10-09-2024  Place of Incident\*  Incident Date\*

Was there any serious adverse event while using the product?  No  Yes

# Creating a Service Return - Step 4 of 11



## 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.



>Welcome

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: [REDACTED]  
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

# Creating a Service Return - Step 5 of 11



## 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.



Welcome [REDACTED] 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: [REDACTED]  
Product Number: 39108

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

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

Problem Description \* Category \*

Pressure No Pressure

Problem Details \*

Previous Step Next Step

# Creating a Service Return - Step 6 of 11

## 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

The screenshot shows the Resmed Online Store Service Return interface. At the top, there are navigation links: My Account, My Company, RAD, and Logout. Below that, the Resmed Online Store logo is on the left, and the Service Return tab is underlined, indicating the current step. The main form has tabs for Return Information, Shipping Information, and Summary. The Return Information tab is active. It displays a device detail for an AIRSENSE 11 AUTOSET ANZ TRI 4G, showing the Serial Number and Product Number. Below this, there are sections for Purchase Information, Problem Description, and PO Number. The PO Number section is highlighted with a red box and an arrow, and it is marked as mandatory with a red asterisk. A dropdown menu for 'Items Owned By' is also highlighted with a red box and an arrow, and it is marked as mandatory with a red asterisk. A question 'To save processing time, would you like to pre-approve this repair estimate?' is present, with a dropdown menu below it. At the bottom of the form are 'Previous Step' and 'Next Step' buttons.

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

# Creating a Service Return - Step 7 of 11



## 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.

The screenshot shows the Resmed Online Store Service Return page. At the top, there are navigation links: Welcome, My Account, My Company, RAD, and Logout. Below that, a breadcrumb navigation shows: Resmed | Online Store > Service Return > Summary. The main content area is titled "AIRSENSE 11 AUTOSET ANZ TRI 4G" and displays the Serial Number and Product Number. Below this, there are tabs for Purchase Information, Problem Description, and PO Number, followed by an "Attach Documents (Optional)" tab which is currently selected. A large dashed area is provided for attaching files, with instructions: "Max 5 images or PDF files of 8MB each." and "Drag and Drop here or Browse Files". To the right, there is an "Important" note: "Photographs should be limited to damaged equipment only and should not include any patient information (eg: name, address, identification card number, any online identifiers). Please remove any personal or other identifying information prior to submission." At the bottom, there are "Previous Step" and "Skip >>" buttons.

# Creating a Service Return - Step 8 of 11



## 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.



The screenshot shows the Resmed Online Store Service Return page. The top navigation bar includes 'My Account', 'My Company', 'RAD', and 'Logout'. The main content area has a breadcrumb navigation: 'Return Information' → 'Shipping Information' → 'Summary'. The 'Service Return' tab is active. The 'Shipping Information' section contains three dropdown fields for 'Ship-to Address', 'Bill-to Account', and 'Billing Address', each with a small dropdown arrow icon. Below these fields is a checkbox labeled 'Use default contact information' with a checked box. Further down are fields for 'First Name\*', 'Last Name\*', 'Email Address\*', 'Phone Number\*', 'Ext', and 'Fax'. A 'Next Step' button is located at the bottom right of the form area.

# Creating a Service Return - Step 9 of 11



## Review your Service Return form for submission

• Welcome [REDACTED]

Resmed | Online Store

My Account My Company RAD Logout

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

Return Information Shipping Information Summary

Contact Information: [REDACTED] Ship-to Address: [REDACTED] Bill-to Account: [REDACTED] Billing Address: [REDACTED]

Items included in this return:

AIRSENSE 11 AUTOSET ANZ TRI 4G	Purchase Date 10-09-2024	Place of Incident Failed during patient use	Incident Date 01-12-2025
Serial Number: [REDACTED] Product Number: 39108	Problem Description Pressure	Category No Pressure	Code
	Problem Details No pressure after 10min of run time.	PO HP12141754	
		Items Owned By Outlet	

[Remove](#) | [Edit](#)

[Back To Shipping Information](#)

**Submit Return**

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*.

# Creating a Service Return - Step 10 of 11



## Print the Service Return Confirmation

Welcome

My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History Service Return Warranty Lookup Payments Credit Claim

Thank you for submitting your order. Your Ref# is ROS-483901

Your confirmation details including shipping label, will be made available below, as well as provided via email.

Please do not submit a duplicate request.

[View Returns History](#) [Create a New Return](#)

Resmed Service Return Confirmation - SR#...

1 / 5 | - 90% + | ⏪ ⏴ | ⏴ ⏵ | ⏵ ⏴ | ⏴ ⏵

Resmed

Date of Request: 14-12-2025

9333764

Service Return Confirmation

DELIVER TO

RESMED SERVICE CENTRE

UNIT 4E, 6 BOUNDARY RD, NORTHMEAD, NSW, 2152

FROM

Contact Name: [REDACTED]

9333764

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 is 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**.

# Creating a Service Return - Step 11 of 11



## Service Return Confirmation PDF

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

 Resmed

Date of Request: 14-12-2025

**Service Return Confirmation**

9333762

**DELIVER TO**  
RESMED SERVICE CENTRE  
UNIT 4E, 6 BOUNDARY RD,  
NORTHMEAD, NSW, 2152

**FROM**  
[REDACTED]  
Contact Name: [REDACTED]  
Phone #: [REDACTED]  
Item Owned By: Outlet  
Email: [REDACTED]

**Products Returned**

Replacement Sales Order #	Return Material Authorization (RMA) #	Service Request #	Serial #	Product #	Product Desc.	PO #	Pre-Approval Amount
-	-	9333762	[REDACTED]	39108	AIRSENSE 11 AUTOSET ANZ TRI 4G	HP 121 418 45	0

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

**Return Instructions**

- Book your collection**
  - Contact the courier on 13 23 45 to book your collection.
  - Note:** For non-serialised items (excluding adverse events), there is no need to return the item.
- Product return**
  - Adverse event returns:**
    - Masks and accessories: return only the items listed.
    - Devices (excluding AirMini): return the device and humidifier tub, packed separately.
    - AirMini: return all components, including the device, mask, and accessories.
  - Non-adverse event returns:**
    - Masks and accessories: There is no need to return non-serialised items.
    - Device: return both the device and the humidifier tub, packed separately.
- Labelling requirements**
  - Clearly label your SR Number: 9333762 on the outside of the package and include the printed ResMed Service Return Confirmation inside the package.
- Driver collection**
  - The driver copy of the Return Summary Report must be provided to the StarTrack driver when the consignment is collected.

**Additional Information by Product Category**

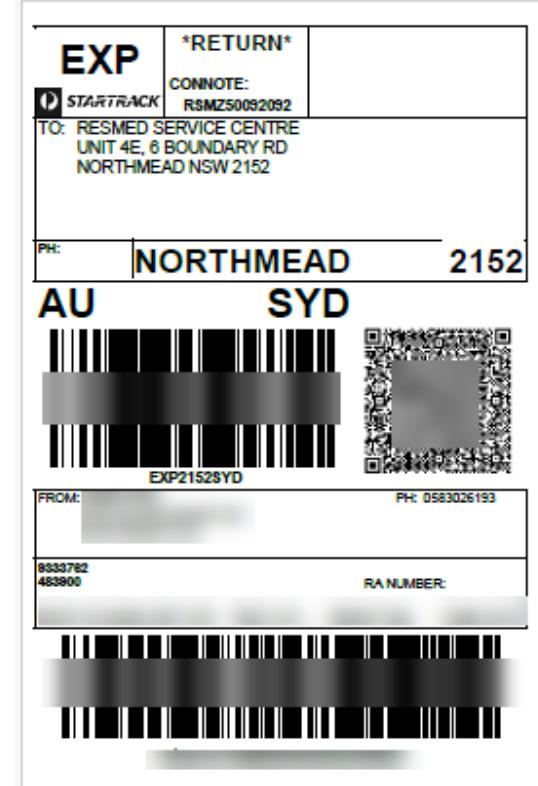
**Serialised Items**  
(e.g. AirSense 11, AirMini)  
• These will be assessed at our Service Centre.  
• If under warranty and repairable, your device will be returned as soon as possible.  
• If out of warranty, we will contact you with a repair quotation.

**Non-Serialised Items**  
(e.g. mask, heated tube, humidifier tub)  
• These will not be returned.  
• A replacement will be dispatched within 3-5 business days.

**Questions?**  
We acknowledge your service request as detailed above. If these details differ in any way from your requirements, please don't hesitate to contact us.

**Kind regards,**  
ResMed Customer Care Team  
[service@resmed.com.au](mailto:service@resmed.com.au)  
(02) 8884-2700

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

# Reporting a serious incident - Step 1 of 10



## Open a new Create Service Return form

The screenshot shows the Resmed Online Store interface. At the top, there is a black navigation bar with the following items: a user icon labeled 'Welcome', a blurred 'Customer Support' link, 'My Account', 'My Company', 'RAD', and 'Logout'. Below this is a white header bar with the Resmed logo ('Resmed | Online Store') and a horizontal menu with the following items: 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', 'Payments' (which is underlined in red), and 'Credit Claim'. A blue arrow points from the text 'Create Service Return' in the 'Service Return' menu item to the 'Create Service Return' link in the dropdown menu. The 'Service Return' menu also contains a 'Service Return History' link.

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

# Reporting a serious incident - Step 2 of 10



## 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.

Welcome [REDACTED] 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

### Create a New Return

Enter Product Number or Name

If your product has a serial number, please enter it below.

Enter Serial Number

Next

# Reporting a serious incident - Step 3 of 10



## 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.

Welcome [REDACTED] My Account My Company RAD Logout

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

Return Information Shipping Information Summary

**AIRFIT F20 SML SYS - ANZ**  
Product Number: 63430

**Purchase Information** Problem Description Repair Estimate & Warranty Attach Documents (Optional)

Purchase Date \* Place of Incident \* Incident Date \*

01-12-2025 Failed during patient use 15-01-2026

Was there any serious adverse event while using the product? \*  No  Yes

**Start Over** **Next Step**

# Reporting a serious incident - Step 4 of 10



## 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.

Welcome Herb ( Australian Distribution Centre, 720598 ) ▾

My Account My Company RAD Logout

**Resmed | Online Store**

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

Return Information Shipping Information Summary

**AIRFIT F20 SML SYS - ANZ**  
Product Number: 63430

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

Please specify the adverse event \*

Select

- Death
- Life-Threatening Injury
- Hospitalization (Initial or Prolonged)
- Disability or Permanent Damage
- Required Intervention to Prevent Permanent Impairment
- Other Serious Important Medical Events

Next Step

Company Connect

ResMed.com

ROS Terms and Conditions

# Reporting a serious incident - Step 5 of 10



## 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.



Resmed | Online Store

Place Order Order History Service Return Warranty Lookup Payments

Return Information Shipping Information Summary

**AIRFIT F20 SML SYS - ANZ**  
Product Number: 63430

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

Please specify the adverse event\*

Death

Problem Description\* Category\*

Skin Breakdown/Wound Open/Deep Wound

Please provide any additional information

Facial Scarring  
Open/Deep Wound  
Skin Damage

Previous Step Next Step

# Reporting a serious incident - Step 6 of 10



## Provide the owner information

Welcome Herb ( Australian Distribution Centre, 720598 ) ▾ [My Account](#) [My Company](#) [RAD](#) [Logout](#)

 **Resmed** | Online Store [Place Order](#) [Order History](#) [Service Return](#) [Warranty Lookup](#) [Payments](#)

[Return Information](#) [Shipping Information](#) [Summary](#)

**AIRFIT F20 SML SYS - ANZ**  
Product Number: 63430

[Purchase Information](#) [Problem Description](#) [PO Number](#) [Attach Documents \(Optional\)](#)

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

Items Owned By\* 

Select... ▾

**Due to the nature of this request, Warranty & PO information is not requested, please continue to the next step.**

[Previous Step](#) [Next Step](#)

# Reporting a serious incident - Step 7 of 10



## 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.

The screenshot shows the Resmed Online Store Service Return page. The top navigation bar includes 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. Below the navigation is the Resmed logo and the text 'Resmed | Online Store'. The main navigation menu includes 'Place Order', 'Order History', 'Service Return' (which is underlined in red), 'Warranty Lookup', and 'Payments'. A breadcrumb navigation bar shows 'Return Information', 'Shipping Information', and 'Summary'. The product details for 'AIRFIT F20 SML SYS - ANZ' (Product Number: 63430) are displayed. Below the product details, there are tabs for 'Purchase Information', 'Problem Description', 'PO Number', and 'Attach Documents (Optional)'. A dashed line indicates where attachments can be dropped. A red box highlights the 'Drag and Drop here or Browse Files' text. To the right, an 'Important' note states: 'Photographs should be limited to damaged equipment only and should not include any patient information (eg: name, address, identification card number, any online identifiers). Please remove any personal or other identifying information prior to submission.' At the bottom are 'Previous Step' and 'Skip >>' buttons.

Max 5 images or PDF files of 8MB each.

Drag and Drop here  
or  
Browse Files

**Important:**  
Photographs should be limited to damaged equipment only and should not include any patient information (eg: name, address, identification card number, any online identifiers).  
Please remove any personal or other identifying information prior to submission.

Previous Step

Skip >>

# Reporting a serious incident - Step 8 of 10



## 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.

Welcome [REDACTED] 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

Ship-to Address: \* Bill-to Account: Billing Address: \*

Use default contact information

First Name \* Last Name \* Email Address \*

Phone Number \* Ext Fax

Next Step

# Reporting a serious incident - Step 9 of 10



## Review your Service Return form for submission

Welcome

My Account My Company RAD Logout

**Resmed** | Online Store

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

Return Information Shipping Information **Summary**

Contact Information: **Ship-to Address:** **Bill-to Account:** **Billing Address:**

**Items included in this return:**

<b>AIRFIT F20 SML SYS - ANZ</b>	<b>Purchase Date</b> 01-12-2025	<b>Place of Incident</b> Failed during patient use	<b>Incident Date</b> 15-01-2026
Serial Number: Product Number: 63430	<b>Problem Description</b> Skin Breakdown/Wound	<b>Category</b> Open/Deep Wound	<b>Code</b>
<b>Problem Details</b> [REDACTED]	<b>Items Owned By</b> Outlet	<b>Adverse Event</b> Death	

[Remove](#) | [Edit](#)

[Back To Shipping Information](#)

**Submit Return**

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*.

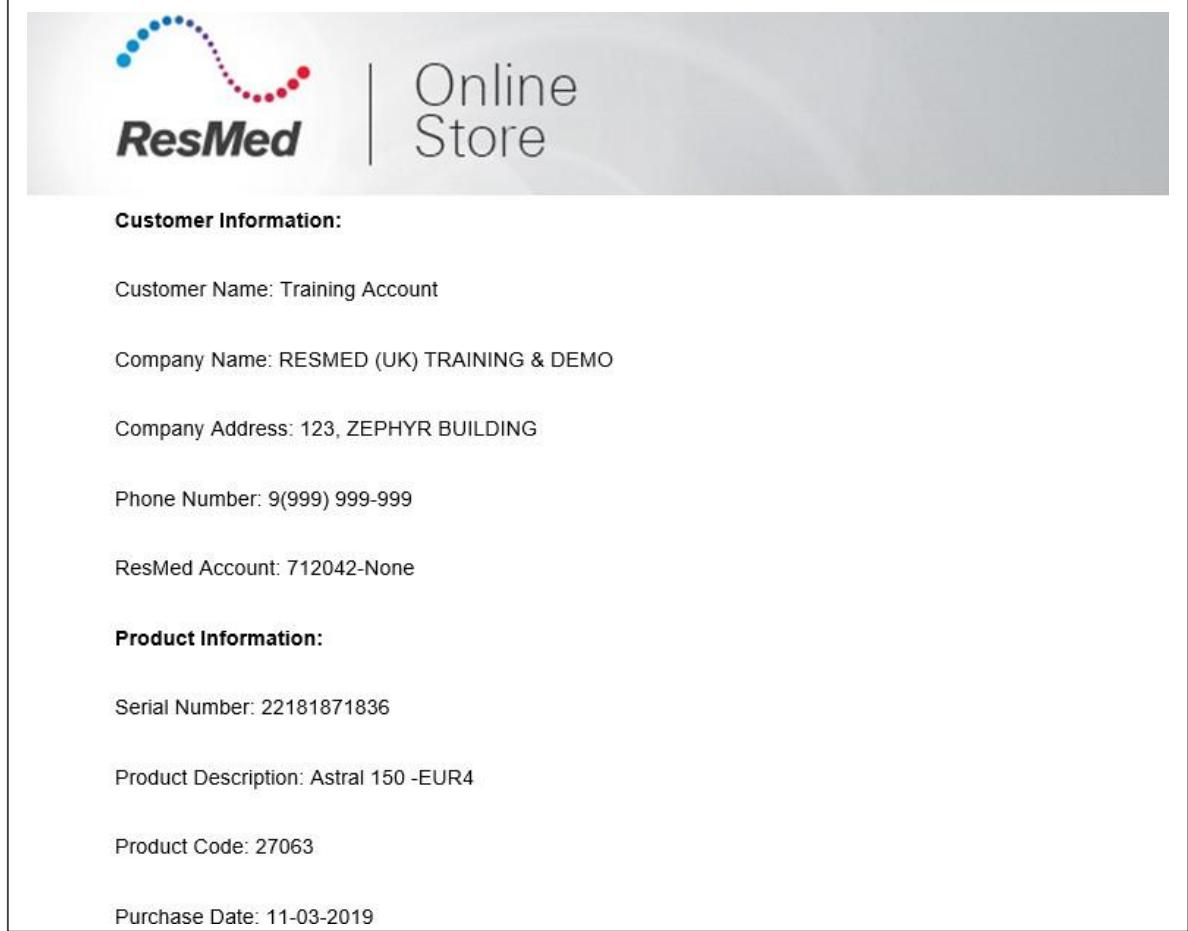
# Reporting a serious incident – Step 10 of 10



## 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.



The image shows a screenshot of a ResMed Online Store customer information page. At the top, there is a ResMed logo (a blue and red dotted swoosh) and the text "Online Store". Below this, there are two sections: "Customer Information" and "Product Information".

**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.

# Viewing a Service Return - Step 1 of 4



This replaces the previous **Service Request History** feature.

Access the list of Service Returns

Welcome

My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History Service Return Warranty Lookup Payments Credit Claim

Create Service Return

Service Return History

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

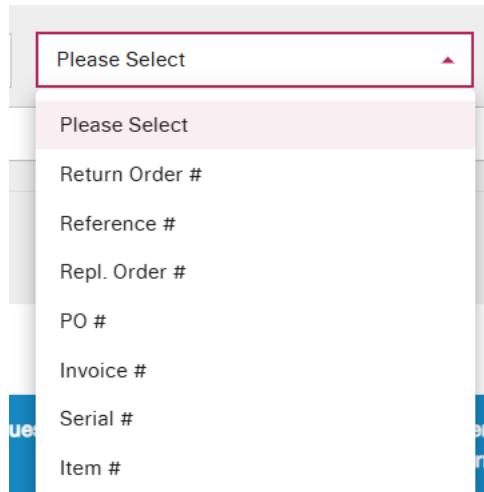
# Viewing a Service Return - Step 2 of 4



## 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.



### View Service Return information

To view the details for a specific return, click on the row you want to view.

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.

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	9333070	1 Open	-	63063	-	SR#9333070	-

# Viewing a Service Return - Step 3 of 4



## 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.

Resmed | Online Store

Welcome

Place Order Order History Service Return Warranty Lookup Payments Credit Claim

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

Start Date \* Account # \* Service Request #: 9333762 Service Request Status : 1 Open

Ship to Location : Bill to Location : Estimated Amount for Repair : N/A

Replacement/Repair Status : Return Label : [Shipping Label.pdf](#)

ORDER CONFIRMATION DETAILS

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

# 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.

# Viewing a Service Return - Step 4 of 4



## 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.

Resmed | Online Store

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

Place Order Order History Service Return Warranty Lookup Payments Credit Claim

Start Date \* Account# \* Ship To

Service Request Details

Service Request # : 9333762 Service Request Status : 1 Open

Ship to Location : Bill to Location :

Replacement/Repair Status : Return Label : Estimated Amount for Repair ⓘ : N/A

Shipping Label.pdf

SHIPMENT DETAIL ORDER CONFIRMATION DETAILS

No#	Shipment#	Carrier Service	Carrier	Ship to Location	Tracking#
1	3147832952	COMET Courier Same Day-Parcel-Stand	000001_COMET Cour_P_LTL	Unit 4E, 6 Boundary Rd, Northmead, NSW 2152, Australia	2701643123



# Issue Escalation/ Provide Feedback

- Phone: 1800 991 900 (Australia) or 0800 737 633 (New Zealand)
- Email to [service@resmed.com.au](mailto:service@resmed.com.au) (service and technical support)