

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

The screenshot shows the Resmed Online Store interface. At the top, there is a black navigation bar with a user profile icon, the text 'Welcome [Name]', and links for 'My Account', 'My Company', 'RAD', and 'Logout'. Below this is a white header bar with the Resmed logo and 'Online Store' text. A main menu contains links for 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup' (which is underlined and highlighted with a red line), 'Payments', and 'Credit Claim'. A blue arrow points from the 'Warranty Lookup' link in the menu to the 'Warranty Lookup' section of the page. The 'Warranty Lookup' section has a title 'Warranty Lookup' and a text input field labeled 'Enter Serial Number'. Below the input field is a red 'Next' button.

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.

The screenshot shows the 'Warranty Lookup' page on the Resmed Online Store. The page has a black header with 'Welcome' and user links. Below is a navigation bar with 'Resmed | Online Store' and links for 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup' (highlighted), 'Payments', and 'Credit Claim'. The main content area is titled 'Warranty Lookup' and contains a text input field with the serial number '222417' and a red 'Next' button below it. A blue arrow points from the instructional text to the input field.

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 shows the 'Warranty Lookup' page on the Resmed Online Store. The page has a navigation bar with links: 'Welcome', 'My Account', 'My Company', 'RAD', 'Logout', 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup' (highlighted), 'Payments', and 'Credit Claim'. Below the navigation bar, the 'Warranty Lookup' section displays a search bar with the value '2225'. The 'Product' field shows '38140 AIRMINI AUTOSET W APAC'. The 'Device Number' field shows '922'. The 'Purchase Date' field shows '30-03-2025'. Below these fields are two buttons: 'New Search' and 'Create Service Request'. A green banner at the bottom of the section states: 'This product is under warranty and expires on 29-03-2030'.

The screenshot shows the 'Warranty Lookup' page on the Resmed Online Store. The page has a navigation bar with links: 'Welcome', 'My Account', 'My Company', 'RAD', 'Logout', 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup' (highlighted), 'Payments', and 'Credit Claim'. Below the navigation bar, the 'Warranty Lookup' section displays a search bar with the value '22201'. The 'Product' field shows '37457 AIRSENSE 10 AUTOSET ANZ TRI 4G'. The 'Device Number' field shows '986'. The 'Purchase Date' field shows '10-04-2020'. Below these fields are two buttons: 'New Search' and 'Create Service Request'. A red banner at the bottom of the section states: 'This product is NOT under warranty, expired on 09-04-2025'.



Service Return

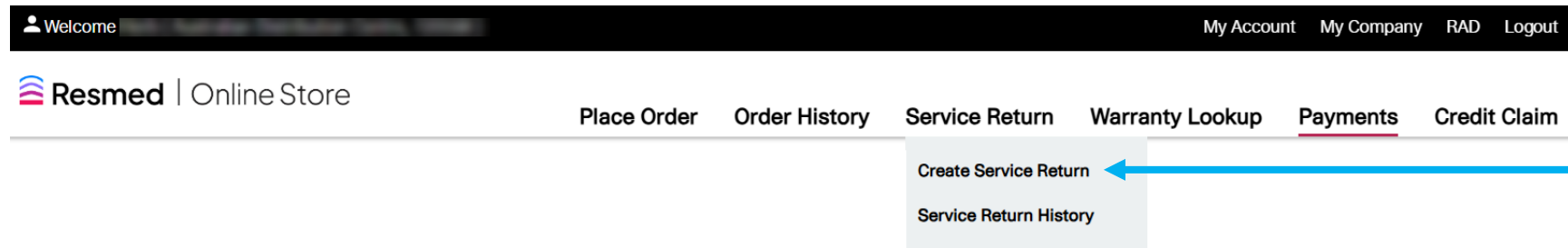
Creating a Service Return.

Creating a Service Return - Step 1 of 11



This replaces the previous [Service Centre](#) feature.

Navigate to the Service Return screen



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.

Welcome

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit 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

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit Claim

Return Information

Shipping Information

Summary

AIRSENSE 11 AUTOSET ANZ TRI 4G

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 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

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit 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



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.

Internal Use

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

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

Welcome [User Name] | 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)

Items Owned By *

Select...

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

Select | PO Number *

Previous Step | Next Step

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.

Welcome

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit Claim

Return Information

Shipping Information

Summary

AIRSENSE 11 AUTOSET ANZ TRI 4G

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

Serial Number:

Product Number: 39108

Purchase Information

Problem Description

PO Number

Attach Documents (Optional)

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 >>

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.

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

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

☒ Use default contact information

First Name * Last Name * Email Address *

Phone Number * Ext Fax

Next Step

Creating a Service Return - Step 9 of 11



Review your Service Return form for submission

Welcome

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit Claim

Return Information

Shipping Information

Summary

Contact Information:

Ship-to Address:

Bill-to Account:

Billing Address:

Items included in this return:

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

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 AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit 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%

DownloadPrint

Resmed

Date of Request: 14-12-2025

Service Return Confirmation

9333764

DELIVER TO

RESMED SERVICE CENTRE

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

FROM

Resmed Distribution Centre

1000 N. Highway 10, Northmead,
NSW, Australia

Contact Name: [Redacted]

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**.

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.

Date of Request: 14-12-2025

Service Return Confirmation

DELIVER TO

RESMED SERVICE CENTRE

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

Email: service@resmed.com.au

FROM

XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

Contact Name: XXXXXXXX

Phone #: XXXXXXXX

Item Owned By: Outlet

Email: XXXXXXXX

Products Returned

Replacement Sales Order #	Return Material Authorization (RMA) #	Service Request #	Serial #	Product #	Product Desc.	PO #	Pre-Approval Amount
-	-	9333762	XXXXXX	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

1. 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.

2. 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.

3. 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.

4. 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

(02) 8884-2700

Follow detailed return instructions on the second page.

EXP

STARTRACK

RETURN

CONNOTE: RSMZ50092092

TO: RESMED SERVICE CENTRE

UNIT 4E, 6 BOUNDARY RD

NORTHMEAD NSW 2152

PH: NORTHMEAD 2152

AU SYD

EXP2152SYD

FROM: XXXXXXXX

PH: 0583026193

9333762 483900

RA NUMBER: XXXXXXXX

Optional: StarTrack label/ shipping label on third page.

Internal Use



Reporting An Adverse Event

Reporting a Serious Incident.

Reporting a serious incident - Definition



Identifying a serious incident

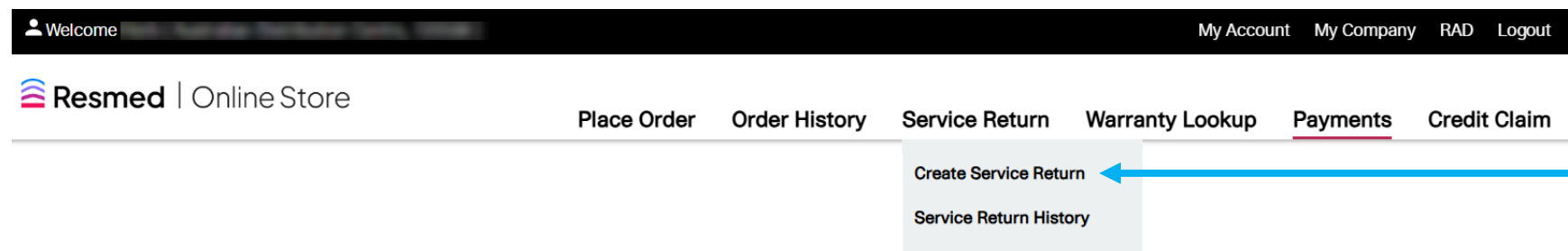
A Serious Incident or an Adverse Event is any undesirable experience associated with the use of a medical product in a patient, resulting in one of the following:

- 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



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 [Name] [Address] [City] [Country]

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit 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 known 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

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPayments

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 AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPayments

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

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t

in

y

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.

Welcome

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPayments

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 *

Skin Breakdown/Wound

Category *

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

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

Welcome Herb (Australian Distribution Centre, 720598)

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPayments

Return Information

Shipping Information

Summary

AIRFIT F20 SML SYS - ANZ

Product Number: 63430

Purchase Information

Problem Description

PO Number

Attach Documents (Optional)

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.

Welcome

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPayments

Return Information

Shipping Information

Summary

AIRFIT F20 SML SYS - ANZ

Product Number: 63430

Purchase Information

Problem Description

PO Number

Attach Documents (Optional)

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 | 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 [Redacted]

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPayments

Return Information

Shipping Information

Summary

Contact Information:

Ship-to Address:

Bill-to Account:

Billing Address:

Items included in this return:

AIRFIT F20 SML SYS - ANZ

Serial Number:
Product Number: 63430

Remove | Edit

Purchase Date

01-12-2025

Problem Description

Skin Breakdown/Wound

Problem Details

[Redacted]

Place of Incident

Failed during patient use

Category

Open/Deep Wound

Items Owned By

Outlet

Adverse Event

Death

Incident Date

15-01-2026

Code

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*.

Internal Use


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.



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

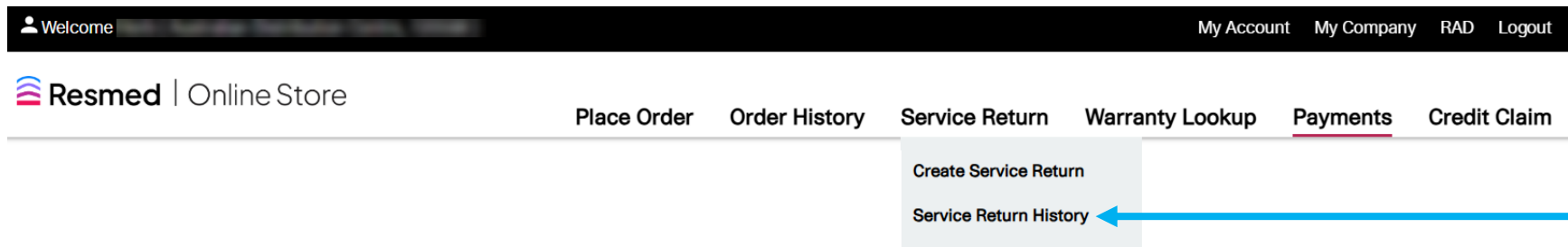
Viewing a Service Return in History.

Viewing a Service Return - Step 1 of 4



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***.

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.

Please Select

Please Select

Return Order #

Reference #

Repl. Order #

PO #

Invoice #

Serial #

Item #

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-	04-12-2025	9333078	1 Open	-	63063	-	SR#9333078	-

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

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.

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 *

Account # *

Ship To

Service Request Details

Service Request # : 9333762

Ship to Location :

Replacement/Repair Status :

Return Label : [ShippingLabel.pdf](#)

Service Request Status : 1 Open

Bill to Location :

Estimated Amount for Repair ⓘ : N/A

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.

Welcome

My AccountMy CompanyRADLogout

Resmed | Online Store

Place OrderOrder HistoryService ReturnWarranty LookupPaymentsCredit Claim

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

Start Date *

Account# *

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

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 (service and technical support)