

## Eligible 3G Device Upgrade – Authorised Dealer Instructions

If your patient is eligible for a device upgrade, please follow the below steps to process a Service Request (SR) in the ResMed Online Store (ROS).

- 1. Login to <u>ROS</u> and create an SR.
- 2. Enter the affected eligible 3G device product code.
- 3. Select '**3G Network Upgrade**' as the Problem Description from the options provided in the dropdown list.

Products Entered	Create Service Request			
	Follow the steps below to create a service reguest. Once complete, print out the acknowledgement and include in with the product you are returning for service.			
		ce centre by emailing service@resmed.com.au or calling service@resmed.com.au	ng +61 2 8884 2700.	
	3G Network Upgrade	wise, click non-serialised product box or enter item # or description.		
	Alarm			
	Appearance	Tick box for non-serialised product 📀		
	Contamination			
	Damaged	Item Description	Purchase Date	
	Data Issue	AIRSENSE 10 ELITE ANZ TRI 3G	09-Jul-2024	
	Error Displayed	Incident Date		
	Foam Particles	30.14.2004		
	Heat Related	30-30-2024		
	Humidification	oduct?  No O Yes sociated with the use of a medical product with a patient, resulting in one of this following:		
	Incorrect Diagnostic Data/Therapy delivered			
	Incorrect Diagnostic/Therapy Delivered		, resolving in one of this following.	
	Leaking			
	Machine Interface			
	Maintenance/Information Request			
	Missing Part	timpairment		
	Noisy			
	Other			
	Others/Malfunction			
	~	_		
	STEP 3: Out of Warranty Pre-Approval			
	In order to improve the processing time you can opt to approve a pre-determined repair		✓ P0#:	
	cost now.			
		Delete Next		

- 4. A connote will be provided for you to send the affected device to the ResMed Service Centre in Northmead.
- 5. Once the device has been received by the ResMed Service Centre, it will be checked to ensure it meets the eligibility criteria. If the device does not meet the eligibility criteria, the device will be returned to you.
- 6. Eligible 3G devices will be upgraded to 4G and will be sent to your location.

If you experience any issues, please contact the ResMed Service Centre by emailing <u>service@resmed.com.au</u> or calling (02) 8884 2700. Alternatively, contact your ResMed Account Manager for further support.