



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 [ROS](#) 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 drop-down list.

The screenshot shows the 'Create Service Request' form in the ResMed Online Store. The 'Problem Description' dropdown menu is open, and '3G Network Upgrade' is selected. The form includes the following fields and options:

- Item Description:** AIRSENSE 10 ELITE ANZ TRI 3G
- Purchase Date:** 09-Jul-2024
- Incident Date:** 30-Jul-2024
- Tick box for non-serialised product:**
- Product?** No Yes

The form is currently at **STEP 3: Out of Warranty Pre-Approval**. Below the form, there are 'Delete' and 'Next' buttons.

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 service@resmed.com.au or calling (02) 8884 2700. Alternatively, contact your ResMed Account Manager for further support.