

Sleep peacefully
knowing you're covered
How to register your 5-year warranty and
what to do if you need to make a claim



ResMed

AirSense 10
series



AirSense 10 Elite



AirSense 10 AutoSet™



AirSense 10 AutoSet
for Her



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Terms and conditions for the AirSense™ 10 series extended warranty

Warranty information for Australian consumers

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty period of this extended warranty

In addition to your rights and remedies under Australian Consumer Law (and any other applicable law), ResMed Ltd ABN 30 003 765 142 of 1 Elizabeth Macarthur Drive, Bella Vista, NSW 2153 (ResMed) offers an extended warranty beyond the standard manufacturer's limited warranty period to a maximum of five years total coverage from the date of purchase of a device from the AirSense 10 series with and without a humidifier (Product) by the end user. ResMed's standard manufacturer's warranty is valid for two years and if you are a sleepvantage member you are entitled to an additional one year warranty.

Who can purchase an extended warranty?

The extended warranty is offered exclusively to sleepvantage members. sleepvantage membership is only available to individuals residing in Australia and New Zealand.

Which products are covered by this extended warranty?

This extended warranty is only applicable for devices in the AirSense 10 series with and without a humidifier.

What is covered under this extended warranty?

This extended warranty covers defects in material and workmanship. This means that if the Product fails under conditions of normal use, ResMed will repair or replace, at its option, the Product or any of its components (excluding consumables). If you are provided with a replacement Product, this warranty applies to the replacement device but does not continue beyond the original five year period.

In addition to any other benefits provided under the standard manufacturer's warranty or sleepvantage membership warranty, **this extended warranty covers damage caused by water being spilled on or into the Product.**

What is not covered under the extended warranty and when would the extended warranty not apply?

This extended warranty does not cover:

- any damage caused as a result of improper use, abuse, modification or alteration of the Product;
- repairs carried out by any service organisation that has not been expressly authorised by ResMed to perform such repairs;
- any damage or contamination due to cigarette, pipe, cigar or other smoke; or
- any other device and any masks or accessories.

This extended warranty is void on Products you purchased:

- outside Australia or New Zealand; or
- from a reseller that is not authorised by ResMed to sell the Product in Australia or New Zealand.

This extended warranty is not transferable to a subsequent owner of a Product.

When can the extended warranty be purchased?

You may buy the extended warranty at any time while your standard manufacturer's warranty or sleepvantage membership warranty is current. However, as the cost of the extended warranty is the same whether you buy it with the Product or later, you will make the most of it if you buy the extended warranty when you purchase the Product.

How to make a claim

Warranty claims must be made by the initial consumer at the point of purchase.

To make a claim under this warranty you should contact the ResMed accredited outlet from which you purchased your Product.

- You will need to deliver, at your expense, the Product you claim is defective to the ResMed accredited outlet from which you purchased your Product or your closest ResMed accredited outlet. A similar Product will normally be lent to you by your ResMed accredited outlet while your Product is assessed.
- The Product you claim as defective must be delivered from the ResMed accredited outlet to the ResMed Service Centre within the relevant warranty period referred to above. ResMed will not be responsible for the cost of the transport of your Product to the ResMed Service Centre. You must pay any necessary costs to the ResMed accredited outlet.
- All claims under this warranty must be accompanied by your original receipt.
- If ResMed determines that your warranty claim is valid, ResMed will return the repaired Product, or a replacement Product to your ResMed accredited outlet at ResMed's expense and you may claim any reasonable expenses you have incurred in making the claim by posting to us a claim in writing attaching original receipts for the expenses claimed to: sleepvantage, 1 Elizabeth Macarthur Drive, Bella Vista, NSW 2153.
- If ResMed determines that your warranty claim is not valid, ResMed will notify your ResMed accredited outlet by providing a quotation of the cost of repair. Your ResMed accredited outlet will then contact you and you will have the option of taking up the quotation offer, valid for 21 days, or have your Product returned unrepaired to your ResMed accredited outlet at ResMed's expense.

If you are provided with a replacement or repaired Product, the additional warranty continues to apply to the replacement or repaired device but does not continue beyond the original warranty period referred to above. If you have any questions or would like the address of your closest ResMed accredited outlet you can contact our friendly customer service consultants at info@sleepvantage.com.au or on 1300 305 705 (Aus) or 0800 737 633 (NZ).

How to register your 5-year warranty

Now that you've purchased your 5-year warranty, you'll need to register it online with sleepvantage.

If you're new to sleepvantage:

Sign up at sleepvantage.com.au/Join. Register your product and warranty information, then upload your invoice.

If you're an existing sleepvantage member:

Log-in to sleepvantage.com.au/Register. Simply add your product and warranty information, then upload your invoice.

Remember: you must be a sleepvantage member for your 5-year warranty to be valid.

sleepvantage is a member support program for those being treated for sleep apnea. It offers a range of exclusive member benefits and membership is absolutely FREE.

If you need more information, feel free to contact us. We are open from 9 am to 5 pm AEST.

Telephone: 1300 305 705 (Aus) or 0800 737 633 (NZ)

Email: info@sleepvantage.com.au



Security code

Remember to insert your unique security code when registering your warranty online.

