

SERVICE SHEET (request for RA# / RGA#)

PHILIPS

Philips Sleep & Respiratory Care

a division of Philips Electronics Australia Limited
65 Epping Road, North Ryde NSW 2113 Australia

ABN: 24 008 445 743

Tel: 1300 766 488

repairs-src@philips-easyconnect.com
www.philips.com.au/homehealth

Sender's Details

Business Name

Business Partner # Contact name

Address

Phone Email

Service Request – RA# for repair by PHILIPS

Standard Warranty service ☐ **Yes**^{*}

Extended Warranty service ☐ **Yes**^{*}

^{*} Proof of purchase must be supplied

PAP Device has been replaced by Reseller under warranty ☐ **Yes**[^]

[^] Complete replacement device details below so Philips can transfer warranty to new product

☐ **No** (Non-Warranty service) and

☐ **Fixed Price Repair** fees apply or

☐ **Assessment Fee** apply (to **Quote**)

See Terms & Conditions Pt 4-5 for details and

Purchase Order No. (required):

Note: Repaired devices will only be returned to the **sender's** address

Owner/User's Details

Name

Address

Phone Mobile

Email

Device Details

Model Number

Product Description

S/N

S/N**

See condition 8

Replacement Device Details

[^] Only to be completed if Reseller offered a replacement device under warranty

Device S/N

Humidifier S/N

Modem S/N

Reported Fault Description

Was the device on the patient at the time of the fault? ☐ Yes ☐ No

Was there any patient harm or injury reported? ☐ Yes[♦] ☐ No

Was the unit's alarm sounding? ☐ Yes ☐ No ☐ Unknown

[♦] Philips to follow SRC Feedback/Complaints Management Process (QRP-040)

Return for Credit – RGA# for return to DHL

Original Purchase Order #

Delivery Docket # / Invoice #

Quantity Returned	Model Number	Product Description	Serial Number (mandatory for Serialized products)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Reason for Return:

☐ A: Incorrect goods ordered ☐ B: Over-ordered goods

☐ C: Incorrect goods delivered ☐ D: Damaged goods

☐ E: Other (please specify)

Quantity of Boxes to be returned:

Terms and Conditions

- All returns accepted for **Credit** must be in original condition unless otherwise agreed with Philips Sleep & Respiratory Care (SRC) and in full, unopened, original shippers. A **Consignment Note & RGA number** must be obtained from Philips prior to returning goods to DHL. Goods received without the associated Consignment Note & RGA may not be accepted for Credit. Philips SRC reserves the right to destroy returned goods considered unfit for reuse.
- If a **Return for Credit** request is due to the fault of the customer (over-ordered goods, wrong goods returned), the customer will incur the greatest of either a 20% or \$90 reduction in credit value of the stock as shipping and restocking fees.
- In-Warranty** servicing will not apply to damage resulting from intentional abuse, misuse, negligence, alteration/repair of equipment by anyone other than Philips Sleep and Respiratory Care (SRC) or service agents authorised by Philips SRC.
- All **Non-Warranty** PAP devices, Portable Oxygen Systems & Cough Assist devices repairs will attract a **Fixed Price Repair** (ex. GST) as per current FPR Price List.
- For products not covered by Fixed Price Repair, **Quote** option is to be selected and Purchase Order No. **MUST** be provided, acknowledging **\$150 Assessment Fee** (including freight both ways). If a Quote is not accepted, or that no response is provided for 30 days, Philips will return unrepaid goods back to the Sender with an invoice for \$150.
- Philips will issue RA number only when Purchase Order has been provided by the customer, specifying acceptance of Fixed Price Repair or Assessment Fee (whichever applicable). Accepting Fixed Price Repair option guarantees faster service turnaround time.
- Any goods shipped for servicing prior to Philips issuing an **RA** (for Service) or **RGA** (for Credit) number may not be serviced and returned back to the customer. To ensure faster service turnaround time, ship goods only after receiving an RA number from Philips.
- ** CPAP device Humidifier & Modem Serial Number **must** be provided to receive RA if original sales order/invoice contains a bundled or core pack device i.e. **complete device package** must be returned when claiming replacement warranty on device or humidifier.

☐ I (the customer/sender) have read and **agree to all** the Terms & Conditions.

☐ I (the customer/sender) approve the **Fixed Price Repair** fee as per Pt. 4

☐ I (the customer/sender) approve the **Assessment Fee** as per Pt. 5

Note: **Two** applicable approval boxes above must be selected and the form signed below.

Full name in capital letters and signature

Date

APPENDIX I

Fixed Price Repair Price List (included items)

DreamStation PAP		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
AUX400S15	DreamStation CPAP Pro	FPR01-DSPAP	\$395
AUX400T15	DreamStation CPAP Pro HumHT	FPR01-DSPAP	\$395
AUX400T15C	DreamStation CPAP Pro HumidHT Cellular	FPR01-DSPAP	\$395
AUX500S15	DreamStation Auto CPAP	FPR01-DSPAP	\$395
AUX500T15	DreamStation AutoCPAP HumHT	FPR01-DSPAP	\$395
AUX500T15C	DreamStation Auto CPAP HumHT Cellular	FPR01-DSPAP	\$395
DX500T15C	DEMO DreamStation Auto CPAP Hum HT Cellular	FPR01-DSPAP	\$395
AUX700T15	DreamStation Auto BiPAP HumHT	FPR01-DSPAP	\$395
AUX700T15C	DreamStation Auto BiPAP HumHT Cellular	FPR01-DSPAP	\$395
DX700T15C	DEMO DreamStation Auto BiPAP HumHT Cellular	FPR01-DSPAP	\$395
System One CPAP & BiPAP 60 series		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
AU461S	REMstar Pro System One 60 Series	FPR02-60PAP	\$395
AU461HS	REMstar Pro System One 60 Series with Heated Humidifier	FPR02-60PAP	\$395
AU461TS	REMstar Pro System One 60 Series with Heated Tube Humidifier	FPR02-60PAP	\$395
AU561S	REMstar Auto System One 60 Series	FPR02-60PAP	\$395
AU561HS	REMstar Auto System One 60 Series with Heated Humidifier	FPR02-60PAP	\$395
AU561TS	REMstar Auto System One 60 Series with Heated Tube Humidifier	FPR02-60PAP	\$395
AU761S	BiPAP Auto System One 60 Series	FPR02-60PAP	\$395
AU761HS	BiPAP Auto System One 60 Series with Heated Humidifier	FPR02-60PAP	\$395
AU761TS	BiPAP Auto System One 60 Series with Heated Tube Humidifier	FPR02-60PAP	\$395
AU961S	BiPAP autoSV System One 60 Series	FPR02-60PAP	\$395
AU961HS	BiPAP autoSV System One 60 Series with Heated Humidifier	FPR02-60PAP	\$395
AU961TS	BiPAP autoSV System One 60 Series with Heated Tube Humidifier	FPR02-60PAP	\$395
AU1161S	BiPAP AVAPS 25 (60 series)	FPR02-60PAP	\$395
AU1161X	BiPAP AVAPS 30 (60 series)	FPR02-60PAP	\$395
System One CPAP & BiPAP 50 series		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
AU451S	REMstar Pro System One 50 Series	FPR03-50PAP	\$395
AU451HS	REMstar Pro System One 50 Series with Heated Humidifier	FPR03-50PAP	\$395
AU551S	REMstar Auto System One 50 Series	FPR03-50PAP	\$395
AU551HS	REMstar Auto System One 50 Series with Heated Humidifier	FPR03-50PAP	\$395
AU751S	BiPAP Auto System One 50 Series	FPR03-50PAP	\$395
AU751HS	BiPAP Auto System One 50 Series with Heated Humidifier	FPR03-50PAP	\$395
AU951S	BiPAP autoSV System One 50 Series	FPR03-50PAP	\$395
AU951HS	BiPAP autoSV System One 50 Series with Heated Humidifier	FPR03-50PAP	\$395
AU1061423	BiPAP ST Core Package with Humidifier	FPR03-50PAP	\$395
AU1061421	PR BiPAP ST, Australia	FPR03-50PAP	\$395
D1061421	DEMO PR BiPAP ST	FPR03-50PAP	\$395
AU1061419	BiPAP AVAPS System One 50 series with Heated Humidifier	FPR03-50PAP	\$395
BiPAP A Series (and Omnilab Advanced +)		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
1111145	BiPAP A30 Silver Series	FPR04-VENTA	\$995
1076582	BiPAP A30 Australia, Core Package	FPR04-VENTA	\$995
1076581	BiPAP A30 Australia	FPR04-VENTA	\$995
1111171	BiPAP A40 Australia Silver Series	FPR04-VENTA	\$995
D1111171	Demo BiPAP A40 Australia Silver Series	FPR04-VENTA	\$995
1076583	BiPAP A40, Australia	FPR04-VENTA	\$995
1111126	OmniLab Advanced plus w/Humidifier INTL	FPR04-VENTA	\$995
1111127	OmniLab Advanced plus w/HT Humidifier INTL	FPR04-VENTA	\$995
1111125	OmniLab Advanced plus	FPR04-VENTA	\$995
BiPAP L Series		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
1042900	BiPAP L series Auto SV Advanced	FPR05-VENTL	\$995
1038916	BiPAP L series Auto SV	FPR05-VENTL	\$995
1012823	BiPAP L series Harmony	FPR05-VENTL	\$995
AU1029756	BiPAP Synchrony Australia	FPR05-VENTL	\$995
1029759	BiPAP Synchrony, International Core Package	FPR05-VENTL	\$995
1043342	OmniLab Advanced Core INTL	FPR05-VENTL	\$995
Oxygen Concentrators		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
1069058	SimplyGo System International	FPR06- SG	\$550
1113605	SimplyGo Mini System,Extended Lithium Ion Battery,Intl	FPR07-SGM	\$475
1113604	SimplyGo Mini System, Standard Lithium Ion Battery,Intl	FPR07-SGM	\$475
1039370	EverFlo Oxygen Concentrator, OPI Ultrafill Compatible	FPR08-EF	\$755
1020010	EverFlo Oxygen Concentrator, Australia	FPR08-EF	\$755
CoughAssist		Invoicing PN	Fixed Price Repair Cost A\$ (GST Free)
CA-3200	CoughAssist, Auto and Manual Timing	FPR09-CA3200	\$755
DCA-3200	Demo CoughAssist, Auto and Manual Timing	FPR09-CA3200	\$755
1098159	CoughAssist E70, Intl	FPR10-CAE70	\$1,390

Note:

For products not included in FPR policy, Purchase Order will need to be provided to cover an Assessment/Quotation

AU1054096	Trilogy 100 Ventilator: \$220 hourly rate (3-7 hours)
Alice PDX	Home PSG: \$75 service charge + Material Cost + GST
Alice NightOne	Home PSG: \$75 service charge + Material Cost + GST
Alice 5/6	Sleep Lab PSG: \$150 hourly rate (1-3 hours) + GST
1057125	UltraFill Oxygen filling station: hourly rate - inquire at the time of booking
900020	EverGo Portable Oxygen Concentrator: inquire at the time of booking (product discontinued)