

**TRANSCEND SERVICE WARRANTY SHEET**

Dealer	Name			
	Address			
	State		Postcode	
	Phone	Work		
		Mobile		
Email				
Unit Under Warranty	Y/N	Date Purchased		
Date Received				

Contact Name				
Patient	Address			
	State	Postcode		
	Country			
	Phone	Work		
		Mobile		
Email				
Unit Under Warranty	Y/N	Date Purchased		
Date Received				

**T1/T2 CPAP/EZEX/AUTO**

Product Description Part Number				
Serial Number				
Fault Description	# of Yellow LED Lights Flashing 1 to 15			
Basic Troubleshooting	Have You Reset (if less than 7 flashes) Hold down power button for 10 secs	Y/N	<b>Please Reset</b>	
			Did Flash stop	
	<b>Check Power Supply*</b>	<b>Ensure Universal Hose Adaptor Seated Properly</b>		Ensure mask assembly properly seated/ secured on user
	Check Filter and clean	<b>Ensure Hose Adaptor is not damaged.</b>		Ensure Hose is not old and properly secured

### T365 AUTO

Product Description Part Number				
Serial Number				
Fault Description		Error Code on Display Screen		
Basic Troubleshooting	Check power supply if unit not powering up.	Y/N	Please Reset Unit start	Hold down power button Y/N
	Check Humidifier indicators on screen	Refer to user manual Error code symbols are specific to either 1. Out of water. Blue 2. Tap water being used. Yellow 3. Bad water. Red or moisture in system		1. Clean chamber with distilled water. 2. Wash wick with distilled water. 3. Run Dry Mode (up/down arrow for 30 sec) 4. Remove power cord and reconnect to reset status
	LCD Red Home Icon	Check fault code P56		Hold Power button till Yellow fault LED stops
	Check Filter and clean	Wash and Clean Filter. Replace Filter Regularly		

### P4/P8/P10 BATTERIES

Product Description Part Number			
Lot Number			
Fault Description			
Basic Troubleshooting	Has battery being charged.	NO	Charge battery
	Has battery being charged.	YES	Discharge fully and recharge
	Has compliance data been checked for leakage levels? High leakage =lower battery performance		Leakage levels _____ Lpm

**\* Power supply may be damaged due to misuse. Please check with a new power supply. Power supply that has been damaged due to misuse will not be covered by warranty.**

<b>Other Products</b>	
<b>Any Other Comments</b>	

## SERVICE PROCEDURE

Please complete the form with as much detail as possible

1. For CPAP and Batteries please download a compliance and error report
2. Where an exchange unit is provided, or we require the device to be returned the shipping address is

Transcend CPAP Pty Ltd

PO Box 5181

Elanora Heights

NSW 2101

Phone 1300 12 13 16

3. **THE COMPLETED FORM MUST BE RETURNED WITH ALL RETURNS.**
4. **FOR WARRANTY PURPOSES WE REQUIRE PROOF OF PURCHASE BY THE CUSTOMER THAT HAS THE DATE (EG INVOICE).**
5. **FOR CPAPS OUT OF WARRANTY, AN ASSESSMENT FEE OF \$59 WILL BE CHARGED. PLEASE DEPOSIT THE FEE DIRECTLY TO TRANSCEND CPAP BSB: 032196 ACC# 528902 and advsie us when you have done so.**
6. **UNLESS OTHERWISE INSTRUCTED RETURN SHIPPING IS THE RESELLERS RESPONSIBILITY.**
7. **LIST ITEMS BEING RETURNED**

ITEM	COMPLETE LIST ITEMS BEING RETURNED	QTY	TRANSCEND CHECK	VARIANCE	

**SEND FORM TO:**      [support@minitravelcpap.com](mailto:support@minitravelcpap.com)

OFFICE: ONLY

Approved	Y/N
Comments	