

Philips Respironics DreamStation PAP 5 Year Limited Warranty

For Australian and New Zealand customers this limited warranty ("the Warranty") replaces the warranty included with user manual and applies to DreamStation PAP products dispatched from Philips Electronics Australia Limited ("Philips") after the 1st of April 2017.

1. The following statement is provided to a customer who is a consumer under the Australian Consumer Law: 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 good repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. The following statement is provided to a customer who is a consumer under the Consumer Guarantees Act 1993, New Zealand: Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. This guarantee applies in addition to the conditions and guarantees implied by that legislation.
3. Philips warrants that the products shall be free from defects of workmanship and materials and will perform in accordance with the product specifications for a period of five (5) years from the date of purchase from an authorised Philips Homecare Provider. This Warranty covers the replacement or repair at the option of Philips, of any product that has a manufacturing or material defect that is not the result of normal wear and tear, or a natural characteristic of the material used. This Warranty is not transferable and does not cover products used for commercial purposes, and it does not apply to any consumable items (including but not limited to filters, masks, tubes and humidifier chambers).
4. The customer is responsible for returning the product to an authorised Philips Homecare Provider, and collecting the product from the Homecare Provider after repair or replacement, at its own cost. Philips is responsible only for the freight cost of transporting the product between the Homecare Provider and Philips. Philips reserves the right to charge an evaluation and postage fee for any returned product where no problem is found following evaluation.
5. This Warranty does not cover:
 - products purchased outside of Australia and New Zealand
 - any damage caused as a result of misuse or abuse, modification, tampering with or alteration of the product
 - contamination due to cigarette, pipe, cigar or other smoke
 - failure to follow manufacturer's instruction for use as per user's manual
 - defects that are a consequence of repairs to a product made or attempted by a service provider other than one approved by Philips
 - products that have been subjected to incorrect electrical supply or inconsistent electrical supply or used with inappropriate accessories.
6. This Warranty is not transferrable in the event of any resale or transfer of products.
7. To the extent permitted by law, where the customer has the benefit of an implied guarantee under the Australian Consumer Law, but the product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, Philips' liability shall be limited at the option of Philips to the replacement or repair of the product or the supply of an equivalent product.
8. Philips Respironics DreamStation PAP devices covered (including Part Numbers) by this Warranty includes:
 - DreamStation CPAP Pro (AUX400S15, AUX400T15 and AUX400T15C)
 - DreamStation Auto CPAP (AUX500S15, AUX500T15 and AUX500T15C)
 - DreamStation Auto BiPAP (AUX700T15 and AUX700T15C)
 - DreamStation BiPAP autoSV (AUX900T15 and AUX900T15C)
 - DreamStation BiPAP AVAPS (AUX1131T15 and AUX1131T15C)
9. To make a claim under this Warranty, contact your Homecare Provider. Alternatively, contact: Philips Electronics Australia Limited, 65 Epping Road, North Ryde NSW 2113 Australia. Tel: 1300 766 488, [Email: repairs-src@philips-easyconnect.com](mailto:repairs-src@philips-easyconnect.com)

