

## **UPDATE 24/06/2021**

To our dear clients,

On Monday 21/06/2021, we received over 1000 phone calls regarding the recall issued by Philips and the TGA. Thanks to our hard working team, we have responded to each and every one of you personally - no small feat for a small business with twelve employees.

We would like to take the time to thank you for your understanding during this exceptionally busy and difficult time and ask for your continued patience and understanding.

With the new **COVID restrictions** and due to increased demand; we ask you to **please call us first** before attending our clinics for advice, equipment, or support.

As of today 24/06/2021, we are still waiting to hear from Philips and the TGA.

We have no further information at this time.

The devices that are affected are Philips PAP devices only. Their supplemental oxygen equipment is not part of this recall. No other brand of PAP is part of this recall.

The devices that are affected include those listed below:

- 50 series PAP (fixed, autoaset and bipap)
- 60 series PAP (fixed, autoaset and bipap)
- Dreamstation (fixed, autoaset and bipap)

The advice from Philips for users of Philips CPAP and BIPAP devices remains the same and is as follows:

*“Discontinue use of your device and work with your physician to determine the most appropriate options for continued treatment. If your physician determines that you must continue using this device, use an inline bacterial filter. Consult your Instructions for Use for guidance on installation.”*

We have ordered inline filters; however they are in high demand and on backorder. If you would like to continue using your device with an inline filter, we recommend that you contact us to see if we have these available in your local clinic to avoid disappointment.

*“The company will replace the current sound abatement foam with a new material that is not affected by this issue. Presently, Philips is unable to confirm the repair or replacement timeframes. We will do so when this information is available.”*

Please keep checking the Philips website for their most current information:  
[https://www.philips.com.au/healthcare/e/sleep/communications/src-update#questions\\_and\\_answers](https://www.philips.com.au/healthcare/e/sleep/communications/src-update#questions_and_answers)

**PLEASE NOTE:** Philips is **not** providing refunds or replacement equipment of any affected devices regardless of when they were purchased or their warranty periods.

### **What is Pacific Sleep doing?**

- We are sourcing as many loan and rental devices as possible.
- We are sourcing as many inline filters as possible.
- We can provide trade in options for those clients wishing to purchase new equipment from a different brand (and are sourcing equipment to meet demand).
- We are working tirelessly to meet the increased demand for appointments and phone calls.

Our clinicians are doing their best to support you all during this challenging time. Our wonderful team is fielding as many calls as they possibly can, in our efforts to respond to this new demand for information and clinical appointments.

If we are unable to answer your call immediately, please leave a voicemail or email us at [info@pacificsleep.com.au](mailto:info@pacificsleep.com.au) and one of our employees will get back to you as soon as possible.

Thank you again for your understanding and patience.

The Pacific Sleep Team