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**Subject**

Update safety notification Philips

This message is to update you on the latest safety notification from Philips for specific Philips CPAP, BiLevel PAP devices and mechanical ventilators. Almost 4 million of these devices have been sold worldwide and need to be repaired or replaced. An action plan to repair or replace all devices in the Netherlands is being developed. Until this plan is ready, we cannot switch devices. We will inform you how this will be done and what the planning will be.

To give you as much clarity as possible, we summarise the answers to the most frequently asked questions below:

*1. Which devices are involved?*

It concerns specific BiLevel PAP and CPAP devices and ventilation devices by Philips. See the complete overview on the Philips website [here](#). There is a chance that the sound abatement foam in these devices could crumble and small particles could be inhaled through the tubing and mask.

*2. Can I switch the device for another type?*

As soon as the action plan has been completed, all devices in the Netherlands will be repaired or replaced. We will inform you how this will take place and about the planning. You do not have to take any action, such as registering your device on the Philips website. Mediq will do this for you as your supplier.

*3. How long will this take?*

In the Netherlands we are working on an action plan together with Philips, doctors and hospitals and the other suppliers of these devices. As soon as this is available, we will inform you about the next steps.

*4. Who can advise me on how to use my device?*

If you stop your treatment, you may suffer more from the symptoms of your sleep apnoea. There may also be risks if the sleep apnoea is not treated. Therefore, we advise you to determine with your doctor whether



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the benefit of continuing therapy with your device outweighs the risks identified by Philips. For your doctor's advice, please consult the website of your hospital/treatment centre.

We are working hard to provide more clarity soon. For this we depend on the information provided by Philips. Please check our [website](#) for the latest information on this safety notification from Philips. In addition, we will of course continue to inform you by e-mail or letter.

With best regards,

Gerben Douma  
Director Customer Care