



Philips Recall Replacement Machines

Our patients have begun receiving their replacement machines from Philips Respironics. The DreamStation2 machines are being shipped by Philips directly to patients' homes without prior notification. Philips has not shared any information regarding the sequence they are following to provide the replacement equipment. There are no replacements for BiPAP and Auto-SV machines as yet. Below are Frequently Asked Questions and instructional resources to help you correctly, safely, and successfully use your new equipment.

Philips has reproduced your machine settings on the new equipment. The DreamStation 2 has a different filter system, humidifier chamber, and sound insulation material. Although the basics of operation are similar, there are different options/sequences and an adaptation period is to be expected. Please refer to the instructional setup packet included with the new equipment and the helpful YouTube link below.

<https://www.youtube.com/watch?v=EDrEACac19U>

Accessory Cleaning and Inspection Instructions

Whenever possible, we recommend that you use all new accessories (mask, tubing, etc) with the new equipment. If this is not possible, then you must visually inspect the following items for evidence of particulate contamination (gently running a Q-tip along surfaces may help you visualize particles):

- Tubing
- Mask components (mask, cushions and integrated tubing)
- Humidifier tank and seals (if applicable). *If visible particles are evident on any of these components:*
 1. **Discard all components** and contact your equipment provider for replacements.
If you find no evidence of particulate contamination on any of these components:
 2. Clean each component per their respective instructions for use.
 3. Reassemble and resume therapy on your new device.

Contents of the DreamStation2 (DS2) Replacement Package:

Included items:

1. DS2 APAP machine and humidifier with all accessories
2. Quick start guide/user manual
3. Cleaning instructions
4. Prepaid FedEx return shipping label for your recalled machine
5. Return instructions for shipping the recalled device to Philips

Q & A

1. Is my new DreamStation 2 programmed to my prescription settings?

-YES -Philips Respironics has programmed your machine to your prescription settings prior to shipping the device. It is ready for you to use.

2. Do I need to insert the old SD card into my new machine?

-NO. The DS2 machine transmits data via its cellular modem. Please keep the old SD card so we can review the old data.

3. Is my data remotely accessible to my clinician?

-YES -The Center for Sleep & Wake Disorders has been linked on your data account so we can review your therapy when requested/needed.

4. Do I need to schedule an appointment?

-We recommend a telemedicine tech visit, with datacard download, to confirm efficacy after 4-6 weeks using your new device. Insurance does not require a visit.

-IF you are having trouble tolerating your therapy on the new machine or require assistance with set up, you may email us at

philipsrecall@sleepdoc.com. We implore you to please, please read the instructional resources provided below and review the video.

5. Do I need to send my old machine back?

-YES -Philips has provided return shipping labels and tape inside your replacement package. We have attached the instruction sheet for returns on the last page of this document.

6. Will my mask work with the DreamStation 2?

-All mask systems have standard attachments and will work with DS2. We prefer that you use a new, uncontaminated mask and tubing.

PHILIPS

DreamStation 2

CPAP Advanced
Auto CPAP Advanced



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Patient

quick start guide



Connecting to DreamMapper

Sync your device to your tablet or mobile phone using the DreamMapper app, available in the App Store and Google Play.



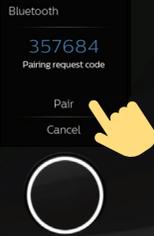
1

With the device and mobile phone powered up and in close proximity, initiate **Bluetooth** setup and pairing in **DreamMapper**. Follow the pairing instructions in **DreamMapper**.



2

A **6-digit PIN** will appear on the DreamStation 2 screen. Depending on your phone, you will need to either enter the **PIN** into **DreamMapper** or tap **"Pair"** on the device screen within 30 seconds to complete the pairing.



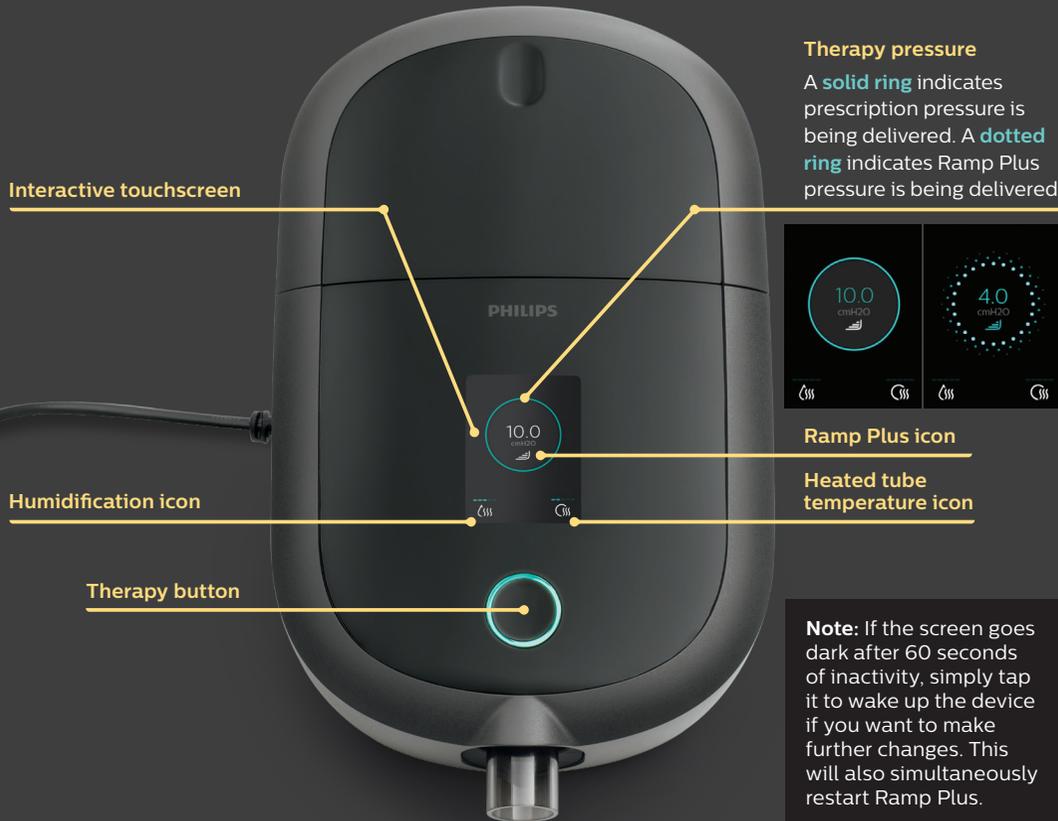
3

The screen displays **"Pairing to Device"** and then **"Success: Device is now paired."**



Get started with therapy

To begin therapy, press the **Therapy button**.
A **blue ring** indicates therapy is on.



Customize your settings

Ramp Plus

The **Ramp Plus** feature allows you to set a comfortable starting pressure while you fall asleep.

1. Tap the **Ramp Plus** icon to view and adjust your **Ramp Plus** pressure.
2. Tap the **+ or - symbols** until you reach a comfortable setting.
Ramp Plus settings can be turned off or set from 4 to 10 cm H₂O.
3. Tap “**Confirm**” to save the setting.

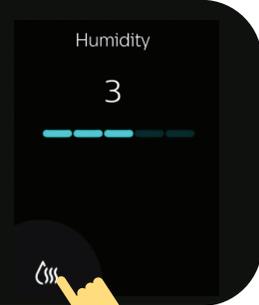
Once **Ramp Plus** is set, it will be saved and automatically activated for future therapy sessions without tapping the **Ramp Plus** icon again.



Humidification (if available)

1. Tap the **humidification** icon to view your current setting.
2. Tap again until you reach a preferred moisture level.
Humidification can be turned off or set from 1 (minimum) to 5 (maximum).

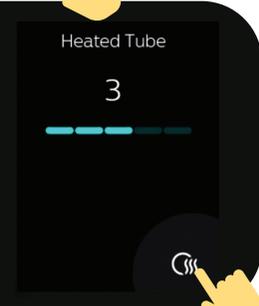
Once **humidification** is set, it will be saved and automatically activated for future therapy sessions.



Heated tube temperature (if available)

1. Tap the **heated tube** icon to view your current temperature setting.
2. Tap again until you reach your preferred temperature. Heat can be turned off or set from 1 (minimum) to 5 (maximum).

Once the **temperature** is set, it will be saved and automatically activated for future therapy sessions.

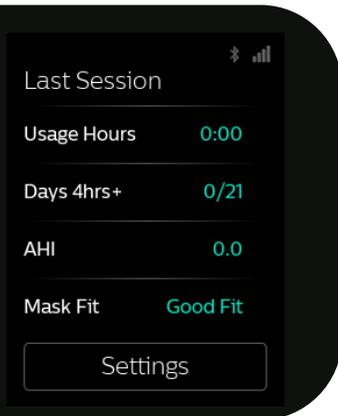


Therapy data summary

To stop airflow, press the **Therapy button**. A summary of your therapy data will be displayed. Access to certain information will depend on what your provider has set.

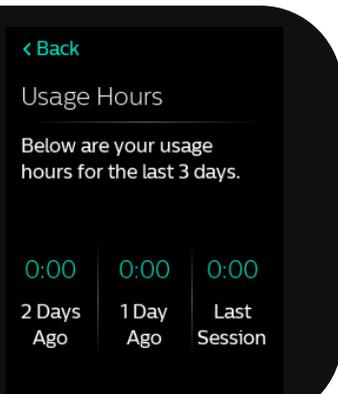
Last Session screen

Information in **blue** indicates that you can tap to learn more or take action.



1

The **Usage Hours screen** displays the amount of time you received therapy in hours and minutes during your last 3 sessions.



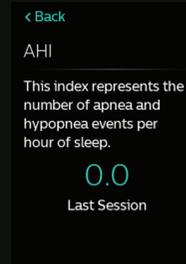
2

The **Days 4hrs+ screen** displays the total number of sessions lasting 4+ hours that you've had in the past 30 days. Once you have reached your goal, "Complete" will be displayed.



3

The **AHI screen** displays the Apnea-Hypopnea Index (AHI) value for the most recent one-day time frame (if enabled by your provider).



4

The **Mask Fit screen** displays how your mask fit during your last session. You can also run a Mask Fit check. Put on your mask and tap "Start" to initiate the Mask Fit check.

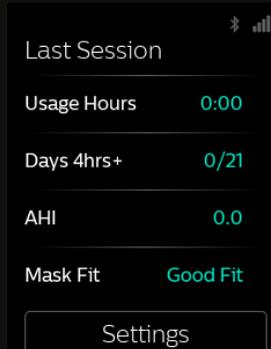


Settings

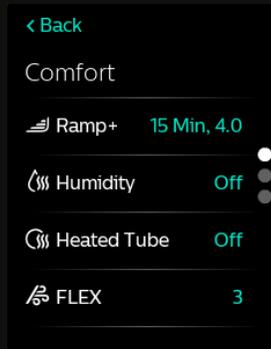
Comfort, device, and data

Access to certain information will depend on what your provider has set.

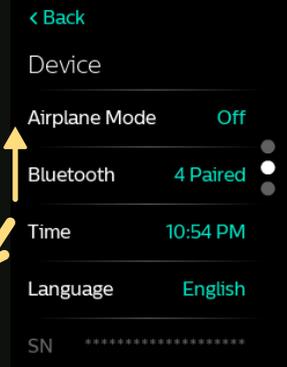
- 1** To make adjustments to settings and to access additional information, tap “Settings.”



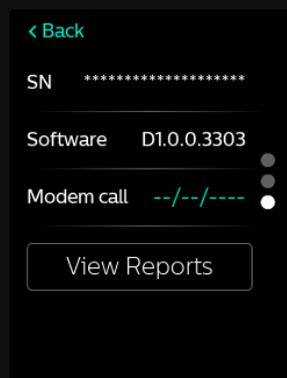
- 2** Adjust available **Comfort settings**. Information in **blue** indicates that you can tap to make changes.
- a. Ramp Plus time and pressure
 - b. Humidity
 - c. Heated tube (if available)
 - d. Tube size
 - e. FLEX



- 3** Swipe up to view additional device information like adjusting airplane mode, clearing Bluetooth pairings, and resetting time or language.
- Tap on the information in **blue** to make changes. You can also view the device’s serial number, software version, and modem status.



- 4** Tap “View Reports” to select a date range and view additional therapy data summaries.
- To exit out of **Settings** at any time, tap “Back” to return to the **Last Session** screen.



Consult your User Manual for detailed troubleshooting information.

Cleaning and maintenance

To keep your device and components in good working condition, you must clean them regularly. It's also important for maintaining your good health.

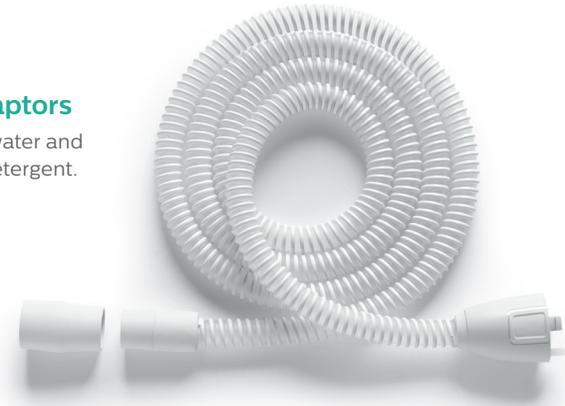
Humidifier water tank, seal, and lid

Clean daily with water and mild dishwashing detergent.



Tubing and adaptors

Clean weekly with water and mild dishwashing detergent.



Filters

Clean gray, reusable filter every two weeks with water. Replace every 6 months.

Do not clean blue, disposable filter. Replace every 30 nights.



Consult your User Manual for detailed care and cleaning information.

Important:

The enclosed DreamStation 2 machine is provided to you as a replacement for your existing DreamStation machine. To ensure proper disposal of your current machine, please return the affected machine following the instructions below.

Instructions

<p>Step 1</p>	<p>Package your old machine for return shipment.</p> <ul style="list-style-type: none"> Place your old DreamStation machine in the shipping box and wrap with the packaging materials in which the replacement machine came. <u>If applicable, please ensure your humidifier is empty of water.</u> Tape the box after packaging is complete. The tape should be centered so equal amounts of tape extend down the sides of the shipping box as shown below (left). <div data-bbox="316 766 1437 1249" data-label="Image"> </div> <ul style="list-style-type: none"> Using the above diagram (right) as reference, peel the pre-paid label from its backing, and attach to the shipping box making sure you <u>completely cover the original shipping label.</u> Ensure the shipping box is securely taped and sealed to prevent it from breaking open during shipment.
<p>Step 2</p>	<p>Contact FedEx toll-free at (800) 463-3339 or go to fedex.com.</p> <ul style="list-style-type: none"> Find the closest drop off location or schedule a pickup. You may also give the package to any FedEx driver making regular pick ups or deliveries or take the package to an authorized FedEx shipping outlet. This return shipment is pre-paid, so there is no charge to you.

Thank you for your cooperation in this effort.
Please contact us at 1-877-907-7508 or www.philips.com/SRC-update if you have any questions.

