

January 8, 2020

To Our Valued Patient,

ResMed announced an update to its limited warranty that may affect whether you choose to use an ozone device with your ResMed machine and mask. Please review the detail of this update below.*

ResMed user guides advise patients to periodically clean ResMed machines, components and masks with mild detergent and warm water only. Some patients choose to use other means to clean and/or disinfect their machines. With the increased use of ozone devices, ResMed has observed that prolonged and repeated use of an ozone device may eventually cause internal damage to a ResMed machine, leading to an increase in motor noise.

Warranty update: Effective for sales of ResMed machines on or after February 1, 2020, ResMed's limited warranty will exclude damage to ResMed machines caused by use of ozone devices. The limited warranty on ResMed masks, with the exception of ResMed AirTouch™ products, will not be affected.

ResMed is not taking a position on whether you should use an ozone device. That decision is up to you, as the patient, to balance the convenience of using an ozone device versus the likelihood of potential damage to your ResMed machine. ResMed is reinforcing the cleaning instructions in its machine user guide: periodic cleaning with mild detergent and warm water is all that is required with a ResMed machine, component or mask. This letter requires no action on your part.

If you have any further questions, please feel free to contact the manufacturer of the ozone device you are currently using or, for medical advice, your physician.

Sincerely,

Your home care provider