PHILIPS

Return Instructions

Important:	To ensure proper return of your current device, please follow the instructions provided below.

Do not return

Please keep the following components and accessories from your current device (if applicable).

☑ Mask ☑ Humidifier ☑ Tubing ☑ Modem ☑ SD Card

Please follow the "Accessory Cleaning and Inspection Instructions" provided and if you notice any black foam particles, please contact Philips.

Instructions: Return Instructions for your current device

1

Disassemble your current device.

- Disconnect the power supply, power cord, tubing and mask (if applicable).
- Disconnect humidifier (if applicable), please ensure the humidifier does not contain any water.
- Disconnect battery (if applicable).
- Disconnect modem and remove SD card (if applicable).
- Please follow the "Accessory Cleaning and Inspection Instructions" provided and if you notice any black foam particles, please contact Philips.

Note: Keep your current SD card.

2

Return your old device to Philips.

- It is very important for Philips to work with our patients to ensure the return of affected devices under our Product Correction in Australia and New Zealand. More information in relation to the correction is on the Philips website at: www.philips.com/src-update.
- The return shipment for your old device is pre-paid, so there is no charge to you.
- If you are in New Zealand, please go to www.philips.com/src-update for details on how to return your old device to Philips.
- If you are in Australia, please follow the Australia Post return process to return your old device to Philips:
  - Go to: https://return.auspost.com.au/Philips
  - Input the serial number of your old device as the reference number and your email address.
  - Then input your personal details, including your address. Review and accept the terms and conditions. You can choose to print your own label or print in store.
  - Take your old device and your confirmation email from Australia Post to your nearest Australia Post location.
  - At the post office, Australia Post will provide you with packaging for your old device to be placed in.
  - Once you have packaged your old device, provide it to Australia Post for return to Philips.

ⓘ **Do not return** your carry bag, mask, tubing, power supply and cord, humidifier, battery, modem or SD card (if applicable).

Scan here for Australia Post returns portal

ⓘ Our goods and services come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. Your rights under the Australian and New Zealand Consumer Law are in addition to any remedy the local Philips entity may provide you.

Thank you for your cooperation in this effort.

Please refer to the User Manual for more detailed information about the device and operation.

For further assistance, please visit www.philips.com/src-update or contact Philips on 1800 830 517 in Australia (toll-free) or 0800 796 515 in New Zealand selecting option 1, or your homecare provider.

© 2025 Koninklijke Philips N.V. All rights reserved.
Specifications are subject to change without notice.
Trademarks are the property of Koninklijke Philips N.V.
or their respective owners.
PN UNRORIP
Version: ANZ RO 06/2025 v3

Philips Sleep and Respiratory Care
65 Epping Road
North Ryde, NSW, 2113
Australia