



24th March 2020

Dear Valued Philips Customer,

Subject: COVID-19 Cleaning & Disinfection Guidance for Homecare Providers

As the spread of Coronavirus (COVID-19) persists throughout the global community, Philips is steadfast in its commitment to support health systems and healthcare professionals who entrust us to help them care for their patients.

As a leading supplier of sleep and respiratory solutions, Philips understands that health care teams have questions and concerns about nosocomial transmission of COVID-19 pathogen during the assessment, treatment and management of sleep and respiratory needs.

Decisions regarding any specific treatment must be made by the healthcare provider and the patient based on specific clinical conditions and available resources. It is important to note that the recommendations are not meant to replace existing national guidelines or established protocols and follow published guidelines and medical literature.

In this letter, we will provide an update on high-level information about solutions as well as suggested cleaning and disinfection methods.

General Considerations:

1. Currently there is no official approved disinfectant listed by Centers for Disease Control and Prevention (CDC) or the World Health Organization (WHO) for eliminating COVID-19. Per Section 9 of the CDC Guidelines involving processing patient-care equipment, this virus would likely be classified as an emerging pathogen under category 1A, and thus subject to standard sterilization and disinfection procedures. The current guidelines from the CDC, OSHA, and WHO for cleaning and disinfecting hands, include soap and water and alcohol based hand sanitizer.^{2,5} For surfaces in homecare and hospital/institutional setting, guidance is still being updated daily by WHO and CDC.
2. Cleaning guidelines are provided in each products' instructions for use.



Ventilation:

Cleaning: Apply cleaning agent to a soft lint-free cloth or use a disposable wipe. The cloth or wipe should be saturated but not dripping. Wipe cleaning agent over the entire exterior surface and touchscreen of the ventilator.

Disinfecting: Apply disinfecting agent to a soft lint-free cloth or use a disposable wipe. The cloth or wipe should be saturated but not dripping. Wipe disinfecting agent over the entire exterior surface of the ventilator.

Following are approved methods that align with WHO and CDC for each ventilator platform:

	Trilogy Evo (Trilogy Evo, OBM / Universal / EV300)	Trilogy (T100 / T200 / T202)	A40 Pro / A40 EFL	V30 Auto / BiPAP A30 / BiPAP A40	“DreamStation” - BiPAP ST / BiPAP AVAPS / BiPAP Auto-SV	Cough Assist (E70 / T70)
Cleaning	Mild household detergent	Mild household detergent	Mild household detergent	Mild household detergent		
Disinfection	70% Isopropyl Alcohol 70% Ethyl Alcohol Chlorine bleach, household, 8.25% sodium hypochlorite, 1 to 10 part reduction with water Clorox Healthcare® Bleach Germicidal Wipes Mikrozid AF Liquid from Schuelke Bacillol from Bode.	70% Isopropyl Alcohol Chlorine bleach, household, 8.25% sodium hypochlorite, 1 to 10 part reduction with water	70% Isopropyl Alcohol Chlorine bleach, household, 8.25% sodium hypochlorite, 1 to 10 part reduction with water	70% Isopropyl Alcohol. Chlorine bleach, household, 8.25% sodium hypochlorite, 1 to 10 part reduction with water	Chlorine bleach, household, 8.25% sodium hypochlorite, 1 to 10 part reduction with water DisCide Towelettes / Wipes	70% Isopropyl Alcohol Chlorine bleach, household, 8.25% sodium hypochlorite, 1 to 10 part reduction with water DisCide Towelettes / Wipes

Oxygen

Following are cleaning and disinfection instructions per instructions for use:

	Millennium M10 Home Oxygen System	EverFlo Home Oxygen System	SimplyGo and SimplyGo Mini Portable Oxygen Concentrators
Cleaning	You should clean the exterior case of the oxygen concentrator. You may use a damp cloth to wipe down the exterior case.	The exterior covers of the device should be cleaned weekly and between patient use and as needed by performing the following steps: 1. Turn the device off and disconnect from the power source before cleaning. Clean the device exterior, including the filter door, using a damp cloth with a mild household cleaner and wipe it dry	The exterior covers of the device and the handle of the rechargeable battery should be cleaned weekly and between patient use by performing the following steps: 1. Turn the device off and disconnect from the power source before cleaning. 2. Wipe the device exterior with a cloth slightly dampened with water and a mild dishwashing detergent. Wipe dry.
Disinfection	No approved method called out in the manual.	The exterior covers of the device should be disinfected weekly and between patient use as follows: 1. Clean the device as indicated above. 2. To disinfect, use a household chlorine bleach containing 8.25% sodium hypochlorite. Combine 9 parts water to 1 part bleach. 3. Using a damp cloth with the bleach solution, wipe the exterior surfaces. 4. Allow the surface to remain damp for 2 minutes. Wipe dry as necessary.	The exterior covers of the device and the handle of the rechargeable battery should be disinfected weekly and between patient use as follows: 1. Clean the device as indicated above. 2. To disinfect, use a household chlorine bleach containing 8.25% sodium hypochlorite. Combine 9 parts water to 1 part bleach. 3. Using a damp cloth with the bleach solution, wipe the exterior surfaces. 4. Allow the surface to remain damp for 2 minutes. Wipe dry as necessary.

Respiratory Drug Delivery:

RDD products fall within the 'single patient use' category with instructions for cleaning, but not disinfection. In the event that a product cannot be cleaned as per instructions for use on same patient, then single use (disposable) is recommended. These devices are not for multi patient use. Below we have detailed the instructions for cleaning per the IFUs.

Nebulizers:

General compressor cleaning instructions:

- Use a damp cloth to wipe down the outside at least once a month.
- Do not remove the compressor housing or disassemble unit. There are no serviceable parts and the internal surfaces of the device cannot be cleaned.

Cleaning instructions for InnoSpire Deluxe, InnoSpire Essence, InnoSpire Elegance, InnoSpire Mini, Philips Home Neb, Sami the Seal and Willis the Whale:

- Use a damp cloth to wipe down the outside at least once a month.

Cleaning instructions for Nebulizer handsets and InnoSpire Go Mesh nebulizer:

- All single patient use products.

	SideStream Disposable	SideStream Reusable	SideStream Plus	InnoSpire Go
Before use	n/a	n/a	n/a	Prior to first use clean the mouthpiece assembly as per cleaning instructions and fully charge the battery.
After use	Wash parts (excluding tubing) separately in warm soapy water, rinse, shake and air dry.	Take apart the nebulizer and wash in warm soapy water (not tubing). Rinse all parts in clean, cold water, shake out excess and air dry	Nebulize clean water for a few seconds; wash the disassembled neb' (not tubing) in hot soapy water; rinse; shake and air dry	Rinse in tap water, shake and air dry. DAILY: 2 min wash in warm soapy water (liquid dishwasher detergent) rinse under tap, shake and air dry.
Weekly	n/a	boil the disassembled neb' (not tubing) with 2-3 drops of dishwasher liquid for 10 minutes; 2 min rinse; shake and air dry.	boil the disassembled neb' (not tubing) with 23 drops of dishwasher liquid for 10 minutes; 2 min rinse; shake and air dry. May also be washed once a week in the top rack of a dishwasher. Can be autoclaved 156 times per year at a maximum of 121 degrees C for 15 minutes (not tubing or mask)	"Prior to disinfection, ensure all parts are visibly clean and free from dirt." then... 10 minute boil, shake and air dry. OR: 1 cycle in Philips Avent baby bottle electric steam sterilizer; air dry. OR: daily wash then "Immerse the mouthpiece assembly in a disinfectant of the Gluteraldehyde group (testing performed with Korsolex Extra, 4% for 15 minutes), rinse thoroughly according to manufacturers instructions." HANDSET: weekly wipe clean with damp cloth.

Spacers and Peak Flow Meters:

- All single patient use devices

ProChamber Valved Holding Chamber	OptiChamber Diamond Valved Holding Chamber	Personal Best Peak Flow Meter	Asthma Check Peak Flow Meter	Threshold PEP & Threshold IMT
Weekly: Soak parts for 15 mins in warm water with liquid detergent. Agitate gently. Rinse and air dry.	Weekly: Agitate parts in warm soapy water with liquid detergent for a minute. Soak for at least 10 minutes (masks: agitate in warm, soapy water for 2 minutes or soak for 10 minutes). Rinse in warm water, shake and air dry. Do not steam or boil.	Weekly Clean at least once every two weeks. Handwash: Immerse and agitate the meter in warm soapy water for 2-3 minutes. Rinse thoroughly and air dry completely prior to use. Dishwasher safe: Use the top rack only. Do not boil.	Weekly Clean at least once every two weeks. Handwash: Immerse and agitate the meter in warm soapy water for 2-3 minutes. Rinse thoroughly and air dry completely prior to use. Dishwasher safe: Use the top rack only. Do not boil.	After each use: After each use. Use warm water and mild detergent to clean and any attachments used. To rinse, flush clear water through both ends of the device and allow to air dry. DO NOT BOIL OR HEAT. Allow to air dry before next use.

Sleep Therapy

General recommendations around use of water for DreamStation and DreamStation Go devices:

Precautions:

- Philips Respironics recommends using room temperature distilled water, if available, to prevent mineral build up on the humidifier tank base.
- Never use water from a biologically unsafe source such as a lake, river, stream, or well.

Maintaining the Water Tank:

If you use tap water in your humidifier water tank, follow the steps below to maintain the tank base. Perform these steps monthly or more frequently, as needed.

1. Remove the water tank from the humidifier.
2. Remove the lid from the water tank.
3. Wipe the inside of the tank base with a damp cloth to remove any debris.
4. Fill the tank base with undiluted white vinegar (5% acetic acid) and soak for a minimum of four hours or until the tank base is visually clear of mineral build up.
5. Empty the vinegar from the tank base.
6. Thoroughly rinse the tank base with water.
7. Inspect the tank base for any damage and replace it if necessary.

Sleep Therapy Device Recommendations:

DreamStation, cleaning for multiple users
<p><u>Device, cleaning for multiple users:</u></p> <p>Warning: If you are using the device on multiple users, discard and replace the bacteria filter each time the device is used on a different person.</p> <p>Warning: Nebulization or humidification can increase the resistance of breathing system filters and the operator must monitor the breathing system filter frequently for increased resistance and blockage to ensure the delivery of the therapeutic pressure.</p> <p>Note: When using the device on multiple users, it is recommended to use the “Reset Data” option before each new user.</p> <p>Refer to Reset Data under Device Settings of this guide for additional information.</p> <p>If you are using the device on multiple users, complete the following steps to clean the device before each new user.</p> <ol style="list-style-type: none">1. Before cleaning, unplug the device. Also remove the blue pollen filter and light-blue disposable ultra-fine filter (if using).2. Clean the outside of the device only. Use a cloth with one of the following cleaning agents to clean the exterior of the device:<ul style="list-style-type: none">• Mild Detergent• 70% Isopropyl Alcohol• DisCide Towelettes• 10% Chlorine Bleach solution3. Allow the device to dry completely before plugging in the power cord and re-inserting the filter(s).
<p><u>Heated humidifier:</u></p> <p>Philips Respironics recommends that a main line outlet bacteria/viral filter be used whenever the device is used on multiple patients. Connect a bacteria filter to the device air outlet, and then connect the flexible tubing to the outlet of the bacteria filter.</p> <p>Hospital and Institution Disinfection: Water Tank, Seal and Heated Tubing:</p> <p>If using the water tank, seal and heated tubing on multiple users, complete the following steps to clean and disinfect the water tank, seal and heated tubing before each new user.</p>

Caution: Only the hospital and institution cleaning and disinfection procedures listed in this manual are recommended by Philips Respironics. Use of other cleaning and disinfecting processes, not specified by Philips Respironics, may affect the performance of the product.

Cleaning Prior to Disinfection:

1. Gently wash the items (tank, seal and heated tubing) using Medizyme, or an equivalent enzymatic detergent, and a soft bristle brush to adequately remove adhering substances.

Note: Pay close attention to all corners and crevices.

Note: A brush is not necessary for the inside of the tube of the heated tubing.

2. Rinse the items separately by immersing each in at least 3 gallons (11.4 liters) of water and agitate vigorously. Note: The tank, seal and heated tubing should each use a fresh 3 gallons (11.4 liters) of water and cannot be rinsed together.

3. Remove each item from the water and allow the water to drain from tank, seal and heated tubing.

4. Air dry out of direct sunlight.

5. Visually inspect the tank, seal and heated tubing for cleanliness. Repeat the cleaning if not visually clean.

Disinfection:

The recommended disinfection methods are identified below, and can be used for a maximum of 60 cycles.

- Thermal Disinfection: Immersion in a (tap) water bath at 75° C ± 2° C for 30 minutes
- Cidex
- Cidex OPA

Caution: Follow all instructions from the manufacturer of the treatment products. Any deviation from these instructions, the manufacturer's instructions, or agents not listed in this guide may impact the performance of the product. Review all applicable instructions for additional warnings and cautions.

Caution: Treat the tank, seal and heated tubing as different medical devices when rinsing them with water. For example, the tank, seal and heated tubing cannot be rinsed in the same volume of water.

Caution: Use 3 gallons (11.4 liters) as the rinse volume when following the instructions.

After Disinfection:

1. Inspect the tank, seal and heated tubing for damage or wear (cracking, crazing, tears, or damage, etc.). Discard and replace if damaged.

After the final water rinse described in the chemical disinfection instructions, separately rinse the tank, seal and heated tubing a minimum of 1 time each in at least 3 gallons (11.4 liters) of water and air dry out of direct sunlight. Note: Discoloration of the seal is normal after disinfection.

DreamStation, home use care instructions

Cleaning Exterior of Device:

Warning: To avoid electrical shock, always unplug the power cord from the wall outlet before cleaning the device. DO NOT immerse the device in any fluids.

1. Unplug the device, and wipe the outside of the device with a cloth slightly dampened with water and a mild detergent. Let the device dry completely before plugging in the power cord.
2. Inspect the device and all circuit parts for damage after cleaning. Replace any damaged parts.

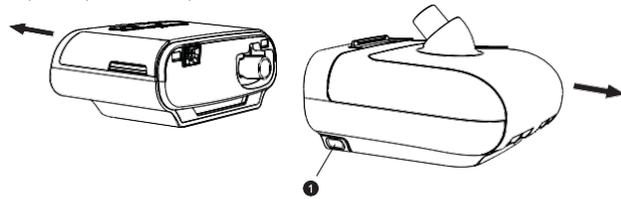
Cleaning Humidifier and Tubing:

Disconnecting the Therapy Device

Caution: To avoid spilling, do not disconnect the humidifier from the therapy device with water in the tank. Remove the water tank from the humidifier before disconnecting the therapy device.

1. Disconnect power to the therapy device.
2. Pick up the system.
3. Place one hand on the therapy device and the other on the humidifier.

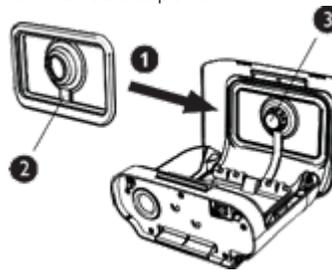
4. Press the humidifier release button (1) and pull apart to separate.



Checking the Humidifier Lid Seal

Under normal use, the humidifier lid seal should not require any maintenance or replacement. The seal may be cleaned as needed by wiping it with a damp cloth. If necessary, the humidifier lid seal may be removed for further cleaning. Gently peel the seal from the humidifier lid and clean it in a solution of warm water and a mild liquid dishwashing detergent. Rinse with clean water. Wipe completely on both sides. Allow the seal to air dry. Inspect the seal for damage. If the humidifier lid seal shows signs of wear or damage, contact your home care provider for a replacement.

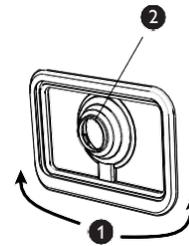
To install or reseal your humidifier lid seal, fully open the humidifier lid. Position the seal (1) against the inside of the lid so the seal's center hole aligns with the humidifier outlet port.



Confirm that the seal is positioned so the wire channel (2) in the seal is below the humidifier outlet port (3).

Note: The seal only fits properly in one orientation.

With the seal loosely in place, start at the bottom (1) and gently press the edges of the seal into the channel in the lid of the humidifier. Continue sliding your fingers all around the rectangular perimeter of the seal until the outer edge is completely seated. Next, press the seal around the



humidifier outlet port (2) until the center of the seal is fully seated. Finally, go back and run your fingers around the rectangular perimeter of the humidifier lid seal once more to confirm it has not become dislodged.

Home Cleaning Instructions: Water Tank

Hand washing can be performed daily. Dishwashing can be performed once a week.

1. Turn the humidifier setting off, turn the therapy device off, and allow the heater plate and water to cool.

Warning: Allow the humidifier heater plate and water to cool down for approximately 15 minutes before removing the water tank. A burn may result from: touching the heater plate, coming in contact with the heated water, or touching the tank pan.
2. Open the humidifier lid with the release lever, and remove the water tank from the humidifier.
3. Wash the water tank in the dishwasher (top shelf only) or in a solution of warm water and a mild liquid dishwashing detergent. Rinse with clean water. Wipe completely on the top and bottom. Allow the water tank to air dry. Caution: Use a mild liquid dishwashing detergent only for either hand washing or when using a dishwasher.

Warning: Empty and clean the water tank daily to prevent mold and bacteria growth.

4. Inspect the water tank for damage. If the water tank show signs of wear or damage, contact your home care provider for a replacement.
5. Before using the water tank, fill it with distilled water (per the directions in the "Daily Use" section) no higher than the maximum fill line.

Home Cleaning Instructions: Humidifier Base

Warning: Allow the humidifier heater plate and water to cool down for approximately 15 minutes before removing the water tank. A burn may result from: touching the heater plate, coming in contact with the heated water, or touching the tank pan.

Warning: Before cleaning the humidifier, always remove from the therapy device.

1. Clean the humidifier base and heater plate by wiping it with a damp cloth. Allow the platform to air dry before reconnecting to the therapy device.
2. Inspect the humidifier base for any damage and replace it if necessary.
3. Clean the humidifier outlet port by using a damp bottle brush or a damp cloth. Insert the brush or cloth approximately 2.75 inches (7 cm) into the outlet opening while cleaning.

Home Cleaning Instructions: Heated Tubing

Clean the heated tubing before first use and weekly.

1. Disconnect the heated tubing from the heated humidifier.
2. Gently wash the heated tubing, including connectors, in a solution of warm water and a mild dish washing detergent to adequately remove adhering substances from the tube and connectors.
Note: Be sure to clean the entire inner surface of the tube by ensuring it is fully immersed in the detergent solution during gentle agitation by hand.
3. Rinse thoroughly to remove all soap residue from the tube and connectors with water and allow to air dry. Make sure the tube and connectors are dry before next use.
4. Inspect the heated tubing for damage or wear (cracking, crazing, tears, punctures, etc.). Discard and replace if necessary.

System One, cleaning for multiple users

Device, cleaning for multiple users:

Warning: If you are using the device on multiple users, discard and replace the bacteria filter each time the device is used on a different person.

Warning: Nebulization or humidification can increase the resistance of breathing system filters and the operator must monitor the breathing system filter frequently for increased resistance and blockage to ensure the delivery of the therapeutic pressure.

Note: When using the device on multiple users, it is recommended to use the "Reset Data" option before each new user.

Refer to Reset Data under Device Settings of this guide for additional information.

If you are using the device on multiple users, complete the following steps to clean the device before each new user.

1. Before cleaning, unplug the device. Also remove the blue pollen filter and light-blue disposable ultra-fine filter (if using).
2. Clean the outside of the device only. Use a cloth with one of the following cleaning agents to clean the exterior of the device:
 - Mild Detergent
 - 70% Isopropyl Alcohol
 - DisCide Towelettes
 - 10% Chlorine Bleach solution
3. Allow the device to dry completely before plugging in the power cord and re-inserting the filter(s).

Heated humidifier:

Philips Respironics recommends that a main line outlet bacteria/viral filter be used whenever the device is used on multiple patients. Connect a bacteria filter to the device air outlet, and then connect the flexible tubing to the outlet of the bacteria filter.

Hospital and Institution Disinfection: Water Tank and Heated Tubing:

If using the water tank and heated tubing on multiple users, complete the following steps to clean and disinfect the water tank and heated tubing before each new user.

CAUTION: Only the hospital and institution cleaning and disinfection procedures listed in this manual are recommended by Philips Respironics. Use of other disinfection procedures cannot be guaranteed to maintain the performance or durability of the product. Follow the manufacturer's instructions of the disinfection procedures.

Cleaning Prior to Disinfection:

Clean the water tank and heated tubing before disinfection. Refer to the "Home Cleaning Instructions: Water Tank" and "Home Cleaning Instructions: Heated Tubing" sections.

Disinfection:

The following processes can be used to disinfect the water tank and heated tubing for a maximum of 60 cycles:

- Thermal Disinfection: Immersion in a (tap) water bath at 75° C ± 2° C for 30 minutes
- Cidex

Note: Thoroughly rinse the Humidifier Connector End with water and air dry before the next use.

- Cidex OPA

Note: Thoroughly rinse the Humidifier Connector End with water and air dry before the next use.

CAUTION: Treat the water tank and heated tubing as different medical devices when rinsing them with water. For example, the water tank and heated tubing cannot be rinsed in the same volume of water.

CAUTION: Use 3 gallons (11.4) liters as the rinse volume when following the instructions.

After Disinfection:

I. Inspect the water tank and heated tubing for damage or wear (cracking, crazing, tears, punctures, etc).

Discard and replace if necessary.

After the final water rinse described in the chemical disinfection instructions, separately rinse the water tank and heated tubing a minimum of 1 time each in at least 3 gallons (11.4 liters) of water and air dry out of direct sunlight.

System One, home use care instructions

Cleaning Exterior of Device

WARNING: To avoid electrical shock, always unplug the power cord from the wall outlet before cleaning the device. DO NOT immerse the device in any fluids.

1. Unplug the device, and wipe the outside of the device with a cloth slightly dampened with water and a mild detergent. Let the device dry completely before plugging in the power cord. 2. Inspect the device and all circuit parts for damage after cleaning. Replace any damaged parts.

Home Cleaning Instructions: System One Water Tank

Hand washing can be performed daily. Dishwashing can be performed once a week.

1. Turn the humidifier setting off, turn the therapy device off, and allow the heater plate and water to cool.

WARNING: Allow the humidifier heater plate and water to cool down for approximately 15 minutes before removing the water tank. A burn may result from: touching the heater plate, coming in contact with the heated water, or touching the tank pan.

2. Open the humidifier door with the release lever, and then slide the water tank out of the humidifier base.

3. Press the tab in the hole on top of the tank in toward the front of the tank. Gently remove the tank lid from the tank base. Empty any remaining water from the base of the tank.

4. Wash the parts of the tank in the dishwasher (top shelf only) or in a solution of warm water and a mild liquid dishwashing detergent. Gently wash the middle seal. Rinse the parts with clean water. Wipe the parts completely on the top and bottom. Allow them to air dry.
CAUTION: Use a mild liquid dishwashing detergent only for either hand washing or when using a dishwasher.
WARNING: Empty and clean the water tank daily to prevent mold and bacteria growth. Wipe the seal completely.
5. Inspect the tank and seal for damage.
Note: Never use the water tank if the tank lid does not fit comfortably on the tank base.
6. Before using the tank, fill it with distilled water (per the directions in the "Daily Use" section) no higher than the maximum fill line located on the front and sides of the tank.
7. Reassemble the tank by placing the hinges on the tank lid over the 2 tabs on the back of the tank base. Close the lid until the tab on the lid snaps back under the lip in the tank base. Inspect the tank. When it is closed correctly, the lid should be seated completely on the middle seal and it should sit snugly on the tank base so the tab can easily snap back in place. Inspect the water tank for any leaks or damage. If the water tank shows signs of wear or damage, contact your home care provider for a replacement.
Note: If the lid does not close easily onto the base, separate the two parts, reassemble the tank, and inspect it again.

Home Cleaning Instructions: System One Humidifier Base

WARNING: Allow the humidifier heater plate and water to cool down for approximately 15 minutes before removing the water tank. A burn may result from: touching the heater plate, coming in contact with the heated water, or touching the tank pan.

WARNING: Before cleaning the humidifier, always remove from the therapy device.

1. Clean the humidifier base and heater plate by wiping it with a damp cloth. Allow the platform to air dry before reconnecting to the therapy device.
2. Inspect the humidifier base for any damage and replace it if necessary.

Clean the humidifier outlet port by using a damp bottle brush or a damp cloth. Insert the brush or cloth approximately 7 cm (2.75 inches) into the outlet opening while cleaning.

Home Cleaning Instructions: Non- Heated Tubing

Clean the flexible tubing before first use and daily. Disconnect the flexible tubing from the device. For the 15 or 22 mm flexible tubing, gently wash the tubing in a solution of warm water and a mild detergent. Rinse thoroughly. Air dry.

Home Cleaning Instructions: System One Heated Tubing Clean the heated tubing before first use and weekly.

1. Disconnect the heated tubing from the heated humidifier.
2. Gently wash the heated tubing, including connectors, in a solution of warm water and a mild dish washing detergent to adequately remove adhering substances from the tube and connectors.
Note: Be sure to clean the entire inner surface of the tube by ensuring it is fully immersed in the detergent solution during gentle agitation by hand.
3. Rinse thoroughly to remove all soap residue from the tube and connectors with water and allow to air dry. Make sure the tube and connectors are dry before next use.

Inspect the heated tubing for damage or wear (cracking, crazing, tears, punctures, etc.). Discard and replace if necessary.

Masks

Philips masks are composed of different materials and many facilities have a preference for one cleaning methodology over another.

Philips provides a cleaning and disinfection guide with instructions for achieving high-level disinfection. These instructions apply to its masks for multi-patient use in clinical settings for a variety of cleaning methods.

When followed for the recommended number of cleaning cycles, the masks will not only achieve high level disinfection, but also perform to Philips original specifications.

Please find the [attached](#) Mask Disinfection Guide for Professionals.

Again, thank you for your continued support. Our customers are our priority and we remain committed to supporting your needs. If you have any further questions, please contact your Philips Representative or the Customer Care Centre on 1800 251 400 (Option 3).

Kind regards,

Penny Stewart
General Manager
Sleep & Respiratory Care

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