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## Use of Ozone Devices with ResMed Devices (Revision Date 6/14/2021- Recall Alert)

Please read the following information concerning ozone cleaning products and PAP therapy devices.

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**From ResMed (PAP Device Manufacturer):** Dated 01/08/2020 “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. 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.” See link:  
<https://www.directhomemedical.com/accessories/resmed-ozone-warranty-notice-and-soclean-update.pdf>

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**From SoClean (Ozone Device Manufacturer):** SoClean’s revised policy as of 05/01/2020 will cover the repairs of the components that make up the “motor” of a PAP device that ResMed determines to be due to an ozone device. This is good for three years. You can access SoClean’s updated policy online at  
<https://www.soclean.com/service>

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Red River Sleep Center, as of 6/2/2021, has processed one claim with reported abnormal PAP device motor noise that was determined related to ozone damage. We learned that SoClean pays an estimated \$145.00 towards the repair of the motor assembly. The repair can be as high \$365.00 (when more than the motor assembly is affected), leaving an estimated \$220.00 that would be customer’s responsibility to pay. RRSC is a reseller and does not sell or offer warranty options beyond what is offered by the manufacturer. RRSC does not charge for handling the warranty work as long as the PAP device is within its original two year warranty. All charges not covered by warranty, including shipping, are the customer’s responsibility.

**Recall Notice:** On 6/14/2021, RRSC was alerted that Philips Respironics released a recall, please visit: <https://www.usa.philips.com/healthcare/e/sleep/communications/src-update> for more information. Philips is a PAP Device manufacturer. The recall notice suggests that there may be added health risk with ozone-related cleaning devices breaking down components of their PAP devices over time. Philips is recommending halt of use of ozone-related cleaning devices with their PAP devices. **What actions to take:** As a safety precaution, Red River Sleep Center is recommending that customers review the recall notice posted by Philips, the information posted by ResMed and Soclean, and temporarily discontinue use of ozone-related cleaning products such as SoClean with their PAP devices until more information is released.

Please monitor our Facebook page at <https://www.facebook.com/redriversleep> for updates.

Thank you,  
Red River Sleep Center, Inc.

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