



Proud to serve the VA

Simple and efficient - One-Touch

At Philips, we recognize the importance of the services you provide to veterans. Veterans' treatment can be complex and challenging and, to support you in these notable efforts we are simplifying your interaction with us.

Just make one simple call into Philips Respironics Customer Service. We can answer all of your questions and provide you with the fast and effective assistance you need to improve high-quality care to our veterans. We are focused on streamlining return service, repairs and replacement orders in a timely way so you can focus your attention and resources on those who need you most.

Thank you for the work that you do to help those who have served our country selflessly



Philips Respironics Customer Service and Repairs

We offer four easy ways to contact the team.

When you need assistance:

Call: 800 345 6443, push 2, then push 7 (silent prompt)

Email: Respironics.Repair@philips.com

Fax: 855 500 4202

Chat: chat.respironics.com

VA Return Authorization (RA) “One-Touch” process:

For in-warranty repairs:

Please contact Philips Respironics Customer Service to obtain your RA form:

- Call: 1 800 345 6443, then push 2, then push 7 (silent prompt)
- Email: Respironics.repair@philips.com
- Fax: 855 500 4202
- Chat: chat.respironics.com



Once you obtain your RA form:

- Populate all serial numbers onto the RA form (include all blowers, humidifiers and modems if applicable).
- Please ensure that ALL boxes on the form are completed and that ALL serial numbers are included on the form. Also make sure that there is a contact name on the form. Failure to complete ALL items on the form will result in processing delays and follow-up calls and emails.
 - Once Philips Respironics receives the completed RA form via email or fax, you will be sent a new replacement device along with a call tag for return.
 - Place the old device that you are returning into the replacement device box and attach the call tag for return.

Return Authorization (RA) checklist to ensure quick turnaround:

- Have ALL boxes been filled in completely?
- Have ALL serial numbers been included? Blower, humidifier and modem, if applicable?
- Has a contact person been added?

Going further for you

The Philips Respironics RIST facility, located 20 miles east of Pittsburgh, PA, is home to our sleep and home respiratory division. This 172,000-square-foot greenfield facility was awarded LEED Gold certification in 2009 and was chosen by Assembly Magazine as the Assembly Plant of the Year.* Our USA-based team takes pride in their work because they know there's always a way to make life better for all of our customers – including veterans like you.



Philips Respironics is proud to have its world-wide headquarters in the USA

*As awarded by Assembly Magazine – September 26, 2011.

Five-year DreamStation VA warranty

Philips Respironics is proud to offer a five-year warranty on all of our DreamStation sleep therapy products when purchased through First Nation Group, FSS, ECAT, MSPV and other authorized procurement channels.



Proudly designed and engineered in the USA

