

Philips Medical Device Field Safety Notice

Support, at every step of the way

Understand how we're handling the Field Safety Notice and know what to expect

We understand that waiting for news about when and how your device will be repaired or replaced can be frustrating.

While we work with our healthcare providers to make replacement devices available to patients as quickly as possible, we want you to feel informed about the remediation process and confident in your new device.

For further information, and to read the Field Safety Notification (FSN 2021-05-A & FSN 2021-06-A), visit philips.com/src-update.

[Visit our information page](#)

1. Device registration



[View the affected device list](#)



Healthcare providers and distributors will directly register affected devices with Philips for remediation.

While you are not required to register your device(s), you can check whether your device is impacted by viewing the affected device list. If you find that your device is affected, you should talk to your doctor about whether to continue therapy.



2. Processing your order

We'll start processing your replacement device order once:

1. Your Healthcare Provider (HCP) registers your device
2. A device becomes available

Once your HCP receives devices from Philips, they will contact you directly. You do not need to take any further action at this stage.



3. Keeping you updated

Although we have started to ship new devices and increased our production capacity, we expect to complete our remediation program for the majority of registered devices in late 2022.

If you would like to find the latest information and updates, visit our social media channels, or read our FAQs by clicking the link below.

[Visit our website](#)

[Read our FAQs](#)



5. Returning your affected devices

The returned device will be remediated and provided to another patient.



Please work with your Healthcare Provider (HCP) to coordinate the return



Please do not send your accessories back to us. You will need to keep and clean these to use with your remediated device. Follow instructions from your HCP on how to best care for your accessories.

We appreciate your cooperation in this effort.



4. Device replacement delivery

When you receive your remediated device, your HCP will share two key pieces of information about how to:

1. Set up your device
2. Clean existing accessories

Need further assistance?

Talk to an agent by calling one of our international call center lines.

[Contact us](#)

