



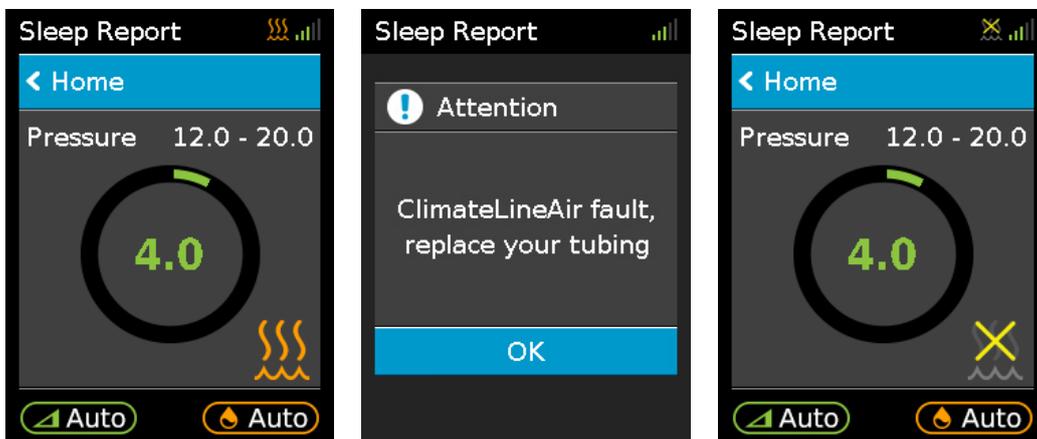
PRODUCT CORRECTION

Air10™ Series Humidifier Software Upgrade

ResMed is pleased to announce the release of new software for the Air10 series. Using the built-in wireless communications module, we will be remotely upgrading Air10 series devices in the field to the latest humidifier software version. By using ResMed’s wireless capability, patients and customers can receive the latest software update without having to send their device away for upgrading. ***The upgrade does not require any action from patients or customers, making this as seamless as possible.***

What is being enhanced?

A number of Air10 devices have shown a ClimateLineAir™ error message on the user interface. This is primarily caused by the software interpreting static electricity as a fault with the tubing. Static can be common in cold and dry environments. When this condition occurs, the software generates the message and turns the humidifier off. This is indicated by a yellow “X” through the humidification symbol on the screen as shown below.



Normal operation; error message displayed; device showing humidifier off

Air10 devices affected by this issue are safe to use and there is no disruption to positive air pressure therapy. Today, the message is cleared by pressing OK. Humidification can be resumed by power cycling the device, or by disconnecting and reconnecting the ClimateLineAir tube. With the software upgrade, static electricity will no longer be incorrectly interpreted as a ClimateLineAir fault.



Products affected

The following AirSense™ 10 and AirCurve™ 10 product codes will be upgraded remotely:

Item Code	Item Description
37203	AirSense 10 CPAP USA CO
37204	AirSense 10 CPAP USA TRI
37205	AirSense 10 Elite USA CO
37206	AirSense 10 Elite USA TRI
37207	AirSense 10 AutoSet™ USA CO
37208	AirSense 10 AutoSet USA TRI
37209	AirSense 10 AutoSet FH USA CO
37210	AirSense 10 AutoSet FH USA TRI
37211	AirCurve 10 VAuto USA CO
37212	AirCurve 10 VAuto USA TRI
37213	AirCurve 10 S USA CO
37214	AirCurve 10 S USA TRI
37215	AirCurve 10 ASV USA CO
37216	AirCurve 10 ASV USA TRI
37306	AirCurve 10 ST USA CO
37307	AirCurve 10 ST USA TRI

For device serial numbers starting with 22, devices that have a serial number less than 22151061719 may be affected and will be upgraded with the new software.

For device serial numbers starting with 23, devices that have a serial number less than 23151084484 may be affected and will be upgraded with the new software.

Devices with serial numbers greater than the above mentioned breaks were built with the enhanced humidifier software, so an upgrade is not needed.

What will happen?

ResMed will remotely initiate the over-the-air software upgrade on the device. The device will automatically recognize the software upgrade and download the new humidifier software from a secure ResMed server. The device will continue to operate as normal during this time. No message will be displayed on the screen and there will be no interruption to therapy.

Once the software download is complete, it is ready to be installed. The device will display the message "Updating device, do not remove power." This message will flash on the screen until the upgrade is completed (approximately 30 seconds) and then disappear. When the device has completed installing the software, it will automatically reboot with the new software. This will be a seamless upgrade process for your patients.



The software will install when the device is in standby mode with no disruption of therapy to the patient.

What if the device is powered off or still on a shelf when the upgrade comes through?

ResMed will repeat the upgrade request throughout a scheduled upgrade period. The device will get this request if it is powered on within this period and start downloading the upgrade.

What if power is removed while the device is upgrading?

When power is reconnected, the software installation will restart. The device will display the upgrading message.

What should I tell my patients?

Patients do not need to be notified of the upgrade as it will happen automatically and seamlessly. However, devices must be powered on and have reception in order to receive the upgrade.

Will there be any impact to data in AirView™ during this process?

There will be no impact to data in AirView.

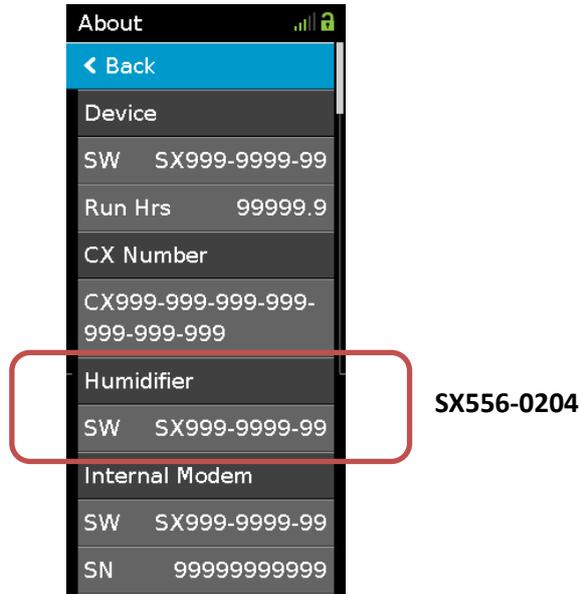
What happens to patient data and settings stored on the device?

There will be no impact to patient data or settings already stored on the including usage data, pressure settings and comfort settings.

How would I determine if a device has been upgraded?

HMEs can view the software versions on the device by selecting the "Settings" menu when in clinical mode. Patients can view the software versions on the device by selecting "My Options." Please note that this will only be visible to patients when "Essentials" is set to "Plus." The software versions are listed under the "About" option.

The enhanced humidifier software version is **SX556-0204**.



Software versions are not displayed in AirView.

What if the device doesn't upgrade?

There will be some devices that may not upgrade during the upgrade period if they have poor reception or have not been given to a patient yet. The device will continue to operate safely and effectively. It is recommended that any patient whose device does not receive the remote software upgrade and continues to receive the ClimateLineAir error message bring their device to their HME for exchange through ResMed's RMA process. These units are still covered by our standard warranty. The Remote Assist page in AirView can be used to identify these patients.

ResMed will be monitoring the upgrade status of devices and will do our best to remedy cases in which we become aware of an unsuccessful upgrade.

Please contact Customer Service at 888-644-7024 with any further questions on this topic.