

Dear Valued Customer,

We would firstly like to thank you for your continuous patience and understanding whilst we navigate through the current shortages in CPAP machines. This is due to the voluntary recall issued by Philips Respironics in June 2021 which resulted in a global supply chain breakdown. Additional delays are a result of worldwide microchip shortages as well as components and the surging prices of raw critical materials.

The ramifications of the COVID-19 pandemic and worldwide supply constraints are that Philips Respironics and ResMed have recently instituted a Canadian policy that temporarily suspends online sales of their newest PAP devices. As such, we are unable to sell the DreamStation 2 and Airsense 11 on our online store.

In light of the above mandate, we will be offering the option to our customers to pre-order these units for a 30% down payment. By doing so, we are ensuring that our customers are able to secure the prices of these machines before they are subject to increase due to inflation and world wide shortages.

This fully refundable down payment will secure your price and position in-line to purchase either of these devices. Once this temporary online policy has been rescinded, you will be personally contacted to pay the remaining balance and your machines will be shipped.

Our goal is to ensure that you receive your machine first and at it's best possible price.

**Effective January 18th, 2022:**



To pre-order the DreamStation 2 Auto CPAP Advance, click [here](#)



To pre-order the Airsense 11, click [here](#).

If you have any further questions, please do not hesitate to reach out to us at [customerservice@sleep eh.ca](mailto:customerservice@sleep eh.ca) or by calling us toll-free on 1-888-213-5818

Sincerely,  
Melissa - SleepEh.ca Customer Service