

March 23, 2011 from Philips Respironics

Philips Respironics is no longer providing service and support for the NEV-100 as of December 31, 2010. However, they continue to serve as a reference source to direct NEV-100 users to other possible sources of support. Patients needing service or new equipment should contact their home care provider for assistance. There are currently two companies, Porta-Lung, Inc. and United Hayek that specialize in servicing patients who are using negative pressure ventilation.

There are some options available for users who want to continue using negative pressure ventilation. Below is the contact information for two companies, Porta-Lung, Inc. and United Hayek that specializes in serving patients who are using negative pressure ventilation.

Clients may contact the Porta-Lung representative for technical service and support based on limited availability of parts and supplies. Porta-Lung, Inc. is also a distributor for the Pegaso V manufactured by Dima Italia.

Porta-Lung, Inc.  
747 Sheridan Blvd. Unit 6D  
Lakewood, CO 80214  
303-288-7575  
Attn: Dano Carbone

**Note:** The Pegaso V will not support the large and extra-large size Porta-Lung. Clients may contact United Hayek for all aspects of care related to negative pressure ventilation, such as: on-call service and support, placement of equipment, and billing. United Hayek provides national respiratory therapy assistance and 24-hour coverage.

Their contact information is:  
Toll-Free number: 1-866-361-4839  
Web address: [www.unitedhayek.com](http://www.unitedhayek.com)  
Email: [Enquiries-usa@uhmed.com](mailto:Enquiries-usa@uhmed.com)

Physicians, caregivers, and clients should work together to determine the most appropriate device to use in each individual situation.