

21 July 2026

RE: Trilogy Evo Platform Software Installation Recovery Information

Dear Customer,

This letter provides information regarding software installation recovery options that may be used if a Trilogy Evo Platform ventilator experiences one of the software installation conditions described in this letter following a software installation attempt. This communication is related to software version 1.06.15.00 which is also referenced in Field Safety Notice 2026-CC-SRC-002. This letter is intended for customers who perform software installation activities directly.

This letter is being provided for informational purposes only. It does not modify the information contained in Field Safety Notice 2026-CC-SRC-002.

Customers who encounter one of the software installation conditions described in this letter may choose to utilize the information provided herein or may alternatively contact Philips or an authorized service provider for assistance.

1. What the operational condition is and under what circumstances it can occur

Philips Respironics has observed that, in limited circumstances, a Trilogy Evo Platform ventilator may experience one of two conditions during or following a software installation attempt:

- The software installation may not complete successfully, resulting in the device remaining operational on the previously installed software version,
- The device may display a “Value Missing” screen, become unresponsive, or enter a Ventilator Inoperative condition.

Philips Respironics is providing information that may assist customers who encounter either of the software conditions described in this letter.

2. Affected products and how to identify them

This letter applies to the following Trilogy Evo Platform ventilators:

- Trilogy Evo
- Trilogy Evo O2
- Trilogy EV300

- **Optional actions that you as a customer can take if these software installation conditions are encountered**

These instructions are not applicable to devices that are operating normally and have successfully completed software installation.

Scenario A –Software installation did not complete successfully and the device remains operational

If, following completion of a software installation attempt, software version 1.06.15.00 cannot be verified and the device remains operational, customers may repeat the software installation using the approved software installation instructions. After installation completes, verify that:

- Software version 1.06.15.00 is installed
- Previously configured settings remain present

Scenario B – Device displays a “Value Missing” screen, becomes unresponsive, or enters a Ventilator Inoperative condition

If a device displays a "Value Missing" screen, becomes unresponsive, or enters a Ventilator Inoperative condition following a software installation attempt, customers may choose to perform the restart method described below.

Software Restart Method

Step 1 – Remove the USB

Step 2 – Remove all external power sources

Disconnect all available power sources from the ventilator:

- AC power
- External DC power
- Detachable Battery (if installed)

Step 3 – Deplete the internal battery

Allow the internal battery to fully discharge. Depending on the battery charge level at the start of the procedure, complete discharge may take up to 24 hours.

To confirm depletion, press the Power On button. The device should not power on

Step 4 – Restore power

Reconnect AC power or install a charged detachable battery

Note: After power restoration, the device may enter a Ventilator Inoperative condition or may remain on its current screen. Regardless of the device state, proceed to Step 5.

Step 5 – re-insert USB and re-initiate software installation

Insert a USB flash drive containing the TrilogyEvo.upg file

Follow the on-screen prompts to initiate software installation

Do not disconnect power or remove the USB device during installation

Step 6 – Confirm operation

After installation completes:

- Verify software version 1.06.15.00
- Verify previously configured settings remain present

If the condition persists after completion of the restart method, or if the installed software version cannot be verified as version 1.06.15.00, contact Philips or an authorized service provider for assistance.

- **The actions planned by Philips to address the operational condition**

This letter is intended for customers who perform software installation activities directly. Customers who encounter either of the software installation conditions described in this letter may choose to utilize the information provided herein or may alternatively contact Philips or an authorized service provider for assistance.

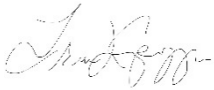
This letter does not change the actions previously communicated in FSN 2026-CC-SRC-002.

3. Additional Information and Support

If you need any further information or support concerning this issue, please contact your local Philips representative:

Philips appreciates your continued partnership and remains committed to supporting customers using Trilogy Evo Platform ventilators.

Sincerely,



Tracie Capozzio
Head of Quality Therapy Platforms,
Sleep and Respiratory Care