

PARIFREQUENTLY ASKED QUESTIONS

I used to place my orders through Technipro Pulmomed – did Mediplast Australia take ownership of this business?

Yes, Mediplast Australia is now the distributor for all PARI devices and accessories in Australia – including MucoClear. Mediplast Australia also owns and distributes Mediplast PEP/RMT devices and VitABDECK.

Do you have a current order form and price list?

Yes, the order form can be downloaded from the below link:

<https://www.mediplast.com/au/discover/discover-pari>

You can also purchase PARI and other products directly from our website using the below link:

<https://www.mediplast.com/au/discover/buy-pari-now>

Are PARI products latex free?

Yes, all PARI products are latex free.

What items are included when I purchase the PARI Boy Classic – product code 130G1215?

A PARI Boy Classic compressor and filter, a LC Sprint nebuliser and tubing, and a power cord are included.

What items are included when I purchase the PARI e-Flow Rapid nebulising system – product code 178G1005?

A PARI e-Flow Rapid Control unit and power cord, two handsets (incl aerosol head) and an e-Flow EasyCare cleaning aid.

What are the differences between the PARI Boy SX and PARI Boy Classic compressors?

The PARI Boy Classic has superseded the PARI Boy SX. The Classic compressor is smaller and 20% quieter than previous PARI Boy compressors. Both compressor generations are compatible with the same PARI nebulisers. The PARI Boy Classic compressor is grey, the PARI Boy SX compressor is dark blue. Filter pads can still be purchased for the PARI Boy SX, despite the compressor no longer being sold.

Can I still purchase the PARI PEP I System?

In 2021 PARI advised Mediplast Australia of the discontinuation of the PEP I System worldwide. Mediplast Australia continues to maintain ample stock of alternative PARI and Mediplast PEP devices.

What is the alternative to the PARI PEP I System?

The PARI PEP S System (018G4000) is an easy-to-use and versatile solution. It can be used as a stand-alone PEP device and in-line for combination therapy with any PARI nebuliser (LC Sprint, LC Sprint Star, LC Plus and LC Star). See link below:

<https://www.mediplast.com/au/products/inhalation-therapy/pari-pep-system/pari-pep-s-system>

What are the benefits of using the PARI SINUS2?

PARI SINUS2 offers a holistic treatment by being a two-in-one device that enables unique nebuliser therapy for the upper and lower airway management.

To target the upper airways, PARI SINUS2 penetrates the paranasal sinuses with pulsating aerosols -:

1 IMPORTANT INFORMATION

1.1 Intended purpose

The PARI SINUS2 nebuliser system consists of a PARI SINUS2 compressor and a PARI LC SPRINT SINUS nebuliser. The system is used for treatment of the upper airways.

The nebuliser system must only be used by individuals who understand the contents of the instructions for use and are able to operate the nebuliser system safely. Individuals in the following groups must be supervised by a person who is responsible for their safety:

- Children
- Individuals with limited capabilities (e.g., physical, mental, sensory)

If the patient is not able to operate the nebuliser system safely himself, the therapy must be carried out by the responsible person.

1.2 Indication

Diseases of the nose and paranasal sinuses.

To target the lower airways, PARI SINUS2 compressors can also be used with the PARI LC SPRINT nebuliser range.

USE

How often must the filter be replaced for my PARI Boy device?

PARI Boy compressor filters need to be replaced after 200 operating hours or at least once per year. Filters should be checked every 10 uses for signs of contamination and replaced sooner if necessary. The instructions for use contain a detailed description of this procedure.

How often do I need to replace the aerosol head for my e-Flow Rapid device?

PARI recommends replacement every 3-6 months depending on the frequency and duration of use.

How often do I need to replace my nebuliser?

PARI recommends replacement every 3-6 months depending on the frequency and duration of use.

What medications can be nebulised?

Only solutions and suspensions that are approved for use in nebulizer therapy may be used. Your physician can advise if a specific medication is suitable for inhalation, as they are familiar with your condition and, they can prescribe the right medication and dosage for your situation.

How do I clean my PARI device?

Each PARI nebuliser has its own specific cleaning requirements. Please check your instructions for use (IFU) for your device for specific cleaning recommendations.

There is a separate cleaning aid available for purchase for your PARI e-Flow Rapid aerosol head. See the link:

<https://www.mediplast.com/au/products/inhalation-therapy/pari-portable-nebuliser/pari-e-flow-rapid-easycare>

How often and how much MucoClear Saline Solution do I need to use in my nebuliser?

Please contact your clinician for specific advice for your personal situation. Mediplast cannot provide

any clinical advice for individual users.

SERVICING

What is the warranty for my PARI device?

PARI e-Flow Rapid control unit – 2 years from date of purchase

PARI SINUS2 compressor – 2 years from date of purchase

PARI Boy Classic compressor – 4 years from date of purchase

The above warranty timeframes cover the device only, not any consumable products (e.g aerosol heads and nebulisers).

I think my PARI device needs a service – how can I arrange this?

We can assist with arrangements for you to have your device serviced or repaired. Please contact or call 1800 622 492 or email customerserviceau@mediplast.com to discuss next steps.

ORDERING

How much does shipping cost?

Orders receive free shipping to all locations on the Australian mainland.

How long will my order take to arrive?

We offer same day dispatch of all orders placed before 12 md AEST, Monday-Friday. Delivery may be affected by third party providers, location, access and other factors beyond our control. Delivery times cannot be guaranteed. We can provide tracking information upon request, although the specific details available vary between service providers.

How can I follow up a delivery?

Please call us on 1800 622 492 or email customerserviceau@mediplast.com to speak with our Customer Care Team.