

Purchase on the internet from a supplier  
(new device) or from another person (used device)

Purchase from a recognized supplier (new device)

Device	The choice of devices or models is limited, as some devices are not available for sale over the internet in Canada.	There is a wider choice of devices and models.
Information	<div>Information about the device is limited.</div> <div>Depending on the source (e.g., the U.S.), devices and accessories may not be certified by the Canadian Standards Association (CSA) or by an equivalent organization recognized in Canada.</div>	<div>The information is detailed and covers a variety of topics such as illness, the device, the mask, infection control, etc.</div> <div>The devices and accessories are certified by the Canadian Standards Association (CSA) or by an equivalent organization recognized in Canada.</div>
Professional respiratory therapist services	Not available	Typically included
Suivi médical (e.g., downloading and sending your device usage report to your doctor)	Not available	Typically included as part of the respiratory therapist's professional services
Trial program	Not available	Included for devices, accessories, and masks
Documentation	Depending on the location (e.g., U.S.), may only be in English	Available in French
Financing/reimbursement	May be declined (e.g., insurance company)	Possible, depending on your situation
Manufacturer's warranty	Depending on the origin (e.g., U.S.A.), may not be under warranty in Canada	Included
Defective device	Device lending service is not available	Typically, it is possible to borrow a device while repairs are being done.
Manufacturer's recall	Not available	Included
Other fees	Depending on the origin (e.g., U.S.), handling, shipping and/or customs fees may apply.	<div>Depending on the contract, professional respiratory therapist fees may be included or extra.</div> <div>A file activation fee may also apply.</div>