

8. Troubleshooting

This chapter lists some of the problems you may experience with your device and possible solutions to those problems.

Question: Why isn't my device turning on? The backlight on the buttons does not light.

Answer: If you are using AC power:

- Check the outlet and verify that the device is properly plugged in.
- Make sure there is power available at the outlet and that the AC power cord is connected correctly to the power supply and the power supply cord is securely connected to the device's power inlet.

If you are using an external power source:

- Make sure your DC power cord and battery adapter cable connections are secure.
- Check your battery. It may need recharged or replaced.
- If the problem persists, check the DC cord's fuse following the instructions supplied with your DC cord. The fuse may need to be replaced.

If the problem still occurs, contact your home care service provider.

Question: Why isn't the airflow turning on?

Answer: Make sure the device is powered correctly.

- Verify that you are not in Standby mode. The airflow remains off while in Standby.
- Press the Therapy button to ensure that therapy is on.
- If problem persists, contact your home care service provider for assistance.

Question: Why is the airflow much warmer than usual?

Answer: The air filters may be dirty. Clean or replace the air filters.

- The temperature of the air may vary somewhat based on your room temperature. Make sure the device is properly ventilated. Keep it away from bedding or curtains that could block the flow of air around the device.
- Make sure the device is away from direct sunlight and heating equipment.
- If using the humidifier with the device, check the humidifier settings. Refer to the humidifier instructions to make sure the humidifier is working properly.

Question: Why does the mask feel uncomfortable?

Answer: This could be due to improper headgear adjustment or improper mask fitting.

- Make sure you are properly fitted with the correct size mask.
- If the problem continues, contact your home care service provider to be fitted with a different mask.

Question: Why did my prescription change fail when I updated my prescription using the SD card?

Answer: There are three possible error messages that will appear if the prescription change fails when using an SD card:

- Prescription Change Failed: Remove the card and have the prescription replaced with a valid prescription.
- Prescription Failed – Serial Number: Remove the card and have the prescription replaced with the prescription with the correct serial number.
- Prescription Failed – Version: Remove the card and have the prescription replaced with a prescription in the correct version.

Question: Why isn't my detachable battery charging when it is inserted into the Detachable Battery Module and the ventilator is running on AC power?

Answer: The battery may not charge if the device is too hot or too cold or is operating at an ambient temperature outside of the specified valid range. Or, the device may not have enough power to charge the battery if the humidifier is in use.

- Make sure the device is not too close to a heat source.
- Ensure the cooling air vents are not blocked.
- Bring the ventilator to ambient room temperature.
- Allow the battery to charge while the device is in Standby or while the airflow is on and humidifier is off.
- Use the optional Philips Respironics Detachable Battery Charger to charge your battery.
- If the problem continues, contact an authorized service representative or Philips Respironics to have the device serviced. Please have the model number and serial number ready when you call. If you are a patient, please contact your home care service provider.