

4.9 Troubleshooting

Your device is equipped with a self-diagnostic tool called **Performance Check**. This tool can evaluate your device for certain errors. It also allows you to share key device settings with your Provider. Use Performance Check when directed by your provider.

The table below lists some of the problems you may experience with your device and possible solutions to those problems.

Problem	Why it happened	What to do
Nothing happens when you apply power to the device. The backlights on the buttons do not light.	There's no power at the outlet or the device is unplugged.	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. Make sure 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 the problem continues to occur, contact your home care provider. Return both the device and power supply to your provider, so they can determine if the problem is with the device or power supply. If you are using DC power, make sure DC power cord and battery adaptor 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.
The airflow does not turn on.	There may be a problem with the blower.	Make sure the device is powered correctly. Make sure the Home screen appears on the user interface. Press the Therapy button on top of the device to start airflow. If the airflow does not turn on, there may be a problem with your device. Contact your home care service provider for assistance.
The device's display is erratic.	The device has been dropped or mishandled, or the device is in an area with high Electromagnetic Interference (EMI) emissions.	Unplug the device. Reapply power to the device. If the problem continues, relocate the device to an area with lower EMI emissions (away from electronic equipment such as cellular phones, cordless phones, computers, TVs, electronic games, hair dryers, etc.). If the problem still occurs, contact your home care service provider for assistance.

Problem	Why it happened	What to do
<p>The Ramp feature does not work when you press the Ramp button.</p>	<p>Your home care provider did not prescribe Ramp for you, or your therapy pressure is already set to the minimum setting</p>	<p>If Ramp has not been prescribed for you, discuss this feature with your home care provider to see if they will change your prescription. If your provider has enabled Ramp, but the feature still does not work, check the current pressure setting on the Therapy screen. If the therapy pressure is set to the minimum setting (4.0 cm H₂O), or the Ramp starting pressure is the same as the therapy pressure, the Ramp feature will not work. Make sure that the ramp time setting is at least 5 minutes.</p>
<p>The airflow is much warmer than usual.</p>	<p>The air filters may be dirty. The device may be operating in direct sunlight or near a heater.</p>	<p>Clean or replace the air filters. The temperature of the air may vary somewhat based on your room temperature. Make sure that the device is properly ventilated. Keep the device 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 and lower the setting, if possible. Make sure there is water in the humidifier water tank. Refer to the humidifier instructions to make sure the humidifier is working properly. If the problem continues, contact your home care service provider.</p>
<p>The airflow pressure feels too high or too low.</p>	<p>The Tubing type setting may be incorrect.</p>	<p>Make sure the Tubing type setting (22 or 15) matches the tubing that you are using (Philips Respironics 22 or 15 mm tubing). If the Tubing type setting has been changed, contact your home care service provider. If you are using the heated tubing, this setting will be 15H and cannot be changed.</p>
<p>Tube Temperature is turned on but heated tubing is not warm.</p>	<p>Incorrect power supply is being used.</p>	<p>Make sure the 80W power supply is being used or a compatible battery or DC cable is being used.</p>

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<p>I'm having difficulty adjusting the heated humidifier setting or the heated tube temperature setting.</p>	<p>The blower is not turned on, or the humidifier or heated tube is not fully connected.</p>	<p>The humidifier setting and tube temperature settings can only be adjusted from the Therapy ON display screen. Confirm that the blower is turned on, and that the settings are visible on the right side of the screen, then adjust to desired comfort. If the blower is on but the humidifier settings are not displayed on the Therapy ON screen, then unplug the device. Confirm that the humidifier and/or heated tube electrical contacts are not obstructed or damaged. Then reconnect the humidifier and/or heated tube, and reconnect the device's power supply. Turn the blower on; if the settings are still not visible, contact your home care service provider for assistance.</p>
<p>The water in the water chamber runs out before morning.</p>	<p>Water chamber was not full at start of session. Mask leak is excessively high. The ambient conditions are very dry/cool.</p>	<p>Under most conditions, a full water chamber should last for a typical sleep session. However, many factors impact water consumption, including: the ambient temperature and humidity in your bedroom, your humidifier or heated tube settings, the level of mask leak, and the duration of your sleep session. First, make sure that the water chamber is filled to the maximum fill line at the start of your sleep session. Check that your mask is fitted properly, and adjust as needed to reduce mask leak to normal levels. You may use the Check Mask Fit function to evaluate your mask fit. Also, confirm that the device, humidifier, humidifier seals, and tube are connected properly and not leaking. You may also choose to lower your humidifier and/or heated tube settings or change the humidification mode from Fixed to Adaptive humidification mode to increase the time that your humidifier water will last.</p>
<p>I hear a leak or whistling sound coming from my therapy device or humidifier (not related to mask leak).</p>	<p>The therapy device air inlet may be obstructed. The humidifier or tube is not fully connected. The humidifier seals are not fully seated or are missing.</p>	<p>Check therapy device air inlet is not obstructed, and filters are clean and properly inserted. Confirm that the device, humidifier, and tube are connected properly and not leaking. Confirm that the humidifier lid seal and dry box seal are present and properly seated; if needed, gently press around the perimeter of the seals to reseal them.</p>

Problem	Why it happened	What to do
<p>I accidentally spilled water into my humidifier basin.</p>	<p>The water chamber has been filled beyond the maximum fill line.</p>	<p>A small amount of water spilled in the basin of the humidifier will not harm your device. A small spill in the humidifier will evaporate under normal humidifier use. However, too much water in the humidifier basin could spill over the humidifier lid hinge and might damage your furniture.</p> <p>Disconnect power from the device. Remove the water chamber, pour out any excess water until the water level is at or below the maximum fill line and set the chamber aside. Separate the humidifier from the therapy device, and pour out the spilled water. Once the heater plate has cooled, wipe the inside of the humidifier with a paper towel or soft cloth. If needed, dry the underside of the humidifier and confirm that your table top is dry. Reconnect the humidifier and power supply, and reinstall the water chamber.</p>