



ResMed **Air** Solutions



Troubleshooting guide

This guide walks you through some troubleshooting tips. If additional information is needed, please refer to individual product User Guides.

ResMed **Air** Solutions

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1 Optimization overview

When patients experience issues with therapy, such as a leaky mask or rainout, they often call for assistance. But it can be tough to troubleshoot problems over the phone. This go-to guide walks you through the most common device issues and shows you, step-by-step, how to solve them.

Open the patient's record in ResMed AirView™ and click the Remote Assist tab. Ensure that the mask and tube reported in Remote Assist match what is physically attached to the patient's device. Next, view the bar at the top of the screen to see if the patient's device is functioning correctly.

If the patient's device is not functioning as expected, there are several things you can try before contacting ResMed Tech Support.

If the patient's device is functioning correctly, but the patient is complaining about leaks, pressure or other issues, there are many adjustments you can make, many remotely, to solve the problem.

Device

Displays device type and serial number, including the settings:
SmartStart [On, Off]
Total used hours [Hrs]

Humidifier

Displays humidifier type and connection status, including the settings:
Humidity level [Off, 1 to 8]
Climate Control [Manual, Auto]
Ambient humidity [Dry, Medium, Humid]

Air tubing

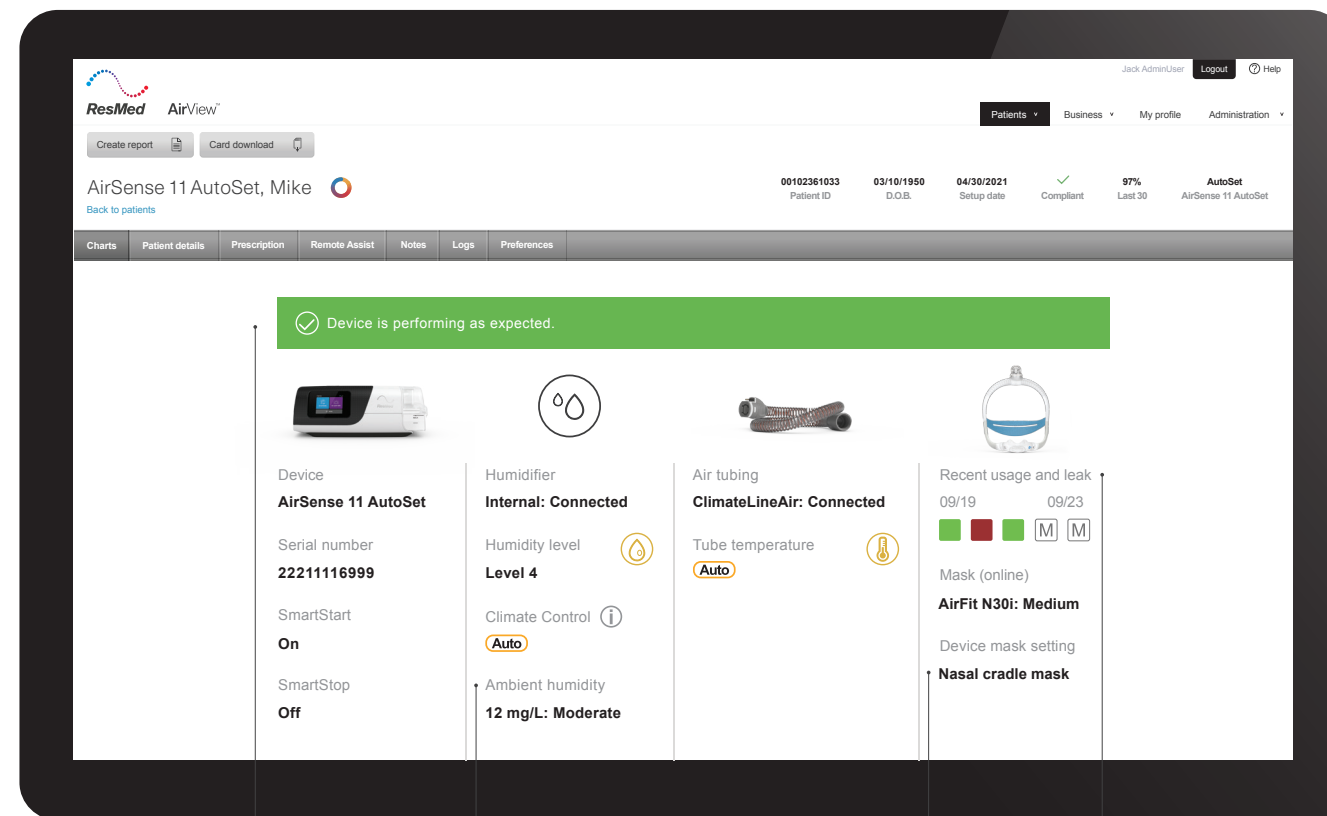
Displays the air tubing type and connection status, including:
Tube temperature

Recent usage and leak/mask

Displays the recent usage and leak (last five days) as shown in AirView's Wireless patients screen.

Displays the mask type as:
Mask (online) as set in AirView
Mask (device) as reported in the device

FUNCTIONING CORRECTLY



Device status

A green bar indicates the device is functioning as expected. A red bar indicates an issue and provides details on steps to take to resolve it.

Ambient humidity

Quickly view the patient's room humidity level and recommend changes to make therapy more comfortable.

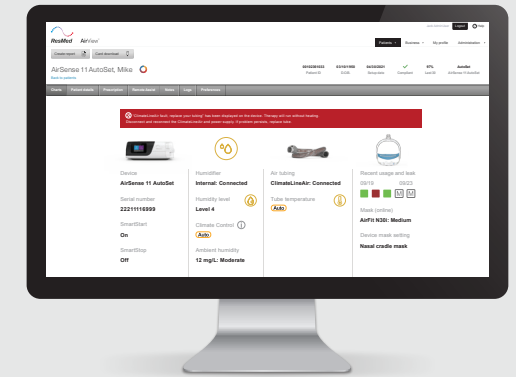
Mask type

Troubleshoot comfort issues or recommend a different mask type based on patient feedback.

Patient identity and data are fictional.

Last 5 days of usage/leak data
 Get a snapshot of compliance, leak and AHI data for the previous 5 days.

NOT FUNCTIONING AS EXPECTED



Patient identity and data are fictional.

If a fault is displayed, try these steps to resolve:

- Restart the device.
- If it is a ClimateLineAir™ fault, detach and reattach the tube. Get a new tube if it still is an issue.
- Call ResMed Tech Support for assistance as the fault may be resolvable.

For patient resources:

- Recommend myAir™ to your patients to give them access to an easy-to-use online support program and app that can help them troubleshoot common issues.

2 Mask optimization

Does your patient complain of...

...mask leaks?

1

Yes

Is it linked to body position?

Yes

Consider recommending your patient get a CPAP pillow

No

- Check headgear, mask and cushion size
- Clean cushion as described in mask user guide
- Readjust mask as necessary
- Recommend Test Drive in the myAir app (available to Air11 users only)

Leak persists?

Yes

No

Consider switching to an AirFit F20* or AirFit N20* mask

Is mask over-tightened?

Yes

Consider replacing cushion or mask as necessary*

...skin irritation?

2

Yes

- Clean cushion as described in mask user guide
- Clean face before fitting mask every night
- Check headgear tension

Intolerance persists?

Yes

No

Consider switching to an AirTouch F20* or AirTouch N20* mask

...forehead redness or pain?

3

Yes

Check mask fit, headgear tension and headgear size

Redness or pain persists?

Yes

Consider switching to an AirFit or AirTouch mask*



...claustrophobia?

4

Yes

Consider switching to a ResMed AirFit™ P30i or AirFit P10 nasal pillows mask, an AirFit N30 nasal mask, an AirFit F30* or F30i* full face mask or an AirFit N30i nasal mask (limited contact with face)

When suggesting a mask switch, get an order for a new mask from the patient's physician, as needed. Physicians will need to verify compliance with CMS guidelines.

- AirFit range**
- Designed to reduce feeling of claustrophobia
 - No forehead support

...nasal bridge pain and/or redness?

5

Yes

Check mask fit, headgear tension and cushion and headgear size

Redness or pain persists?

Yes

Consider:

- Adding a Gecko™ nasal pad
- Switching to an AirFit F30*, AirFit F30i*, AirFit N30, AirFit N30i, AirFit P10 or AirFit P30i mask



If you have discontinued use of a ResMed mask because mask adjustment did not resolve the patient complaint, contact ResMed to let us know.

* The ResMed AirFit F30, AirFit F30i, AirFit F20, AirFit N20, AirTouch F20 and AirTouch N20 masks contain magnets that may interfere with certain implants or medical devices. They are not to be used by patients where they, or anyone in close physical contact while using the mask, have active medical implants that interact with magnets and/or metallic implants/objects containing ferromagnetic material. Keep the mask magnets at a safe distance of at least 6 inches (150 mm) away from implants or medical devices that may be adversely affected by magnetic interference. Please refer to the user guide for complete information, including magnet contraindications and warning.

3 Optimal comfort

Does your patient complain of...

...noise?

1

Yes

Does the noise problem come from the device?

Yes

- Check that the filter is not clogged
- Check for cracks in the humidifier tub
- Reinsert the tub to make sure that it's seated properly
- Check to see if the patient is using a ResMed tube

AirView Remote Assist – Air tubing column

No

AirView Remote Assist – Recent usage and leak column

Are there high unintentional leaks? (possible noise source)

Yes

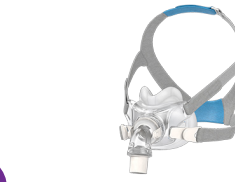
Are there any mouth leaks?

Yes

Consider switching to an AirFit F20* full face mask

Get a prescription for a new mask from the patient's physician if required.

No



Consider switching to an AirFit P10, AirFit P30i, AirFit F30*, AirFit N30 or AirFit N30i mask (QuietAir™ technology)

No

Re-adjust mask to remove unintentional leaks (See chapter 1, section 1)

Noise complaint persists?



...nose/mouth dryness?

2

Yes

Are there any leaks? If chamber is running dry, then there is a leak.

Yes

Make sure the patient has optimized humidity. If there is a mouth leak, consider switching to the AirFit F20* and AirTouch F20* full face masks

AirView Remote Assist – Recent usage and leak column

No

Prescription tab in AirView – Climate control mode

Consider increasing the humidity settings

Yes

Is the humidity setting low?

AirView Remote Assist – Humidifier column

Dryness persists?

Yes

No

Is ambient humidity dry?

AirView Remote Assist – Humidifier column

- Turn off air conditioning
- Switch to ClimateLineAir tubing

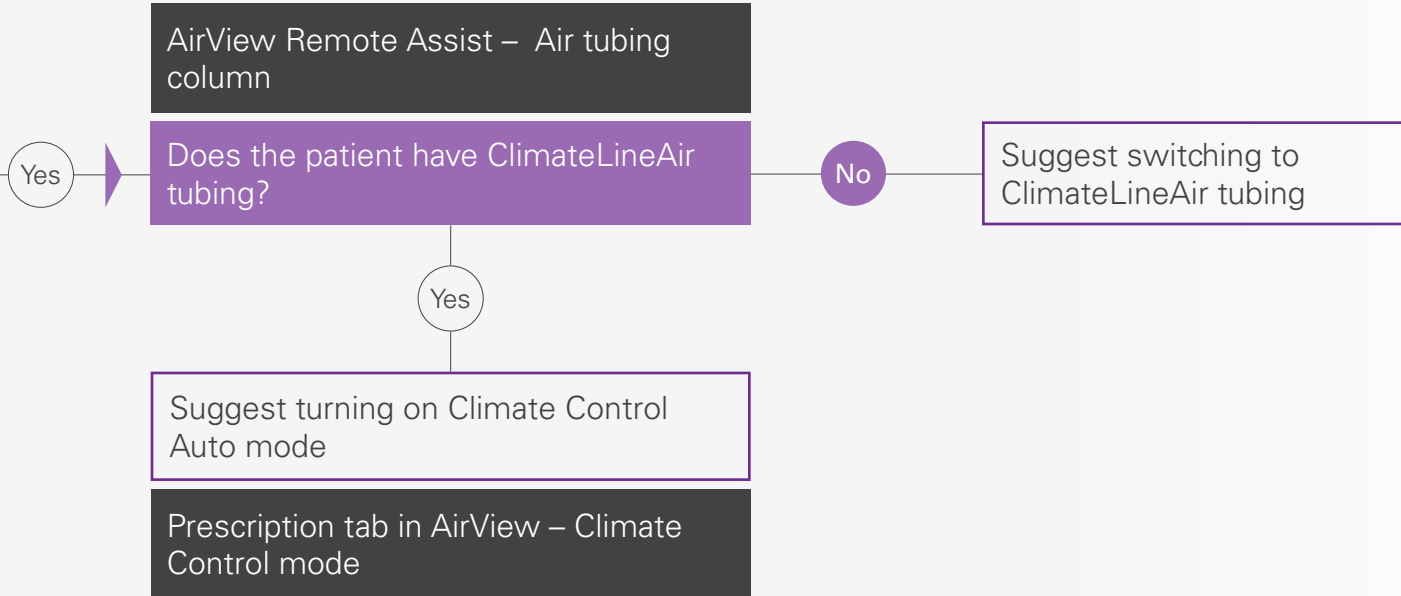


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Does your patient complain of...

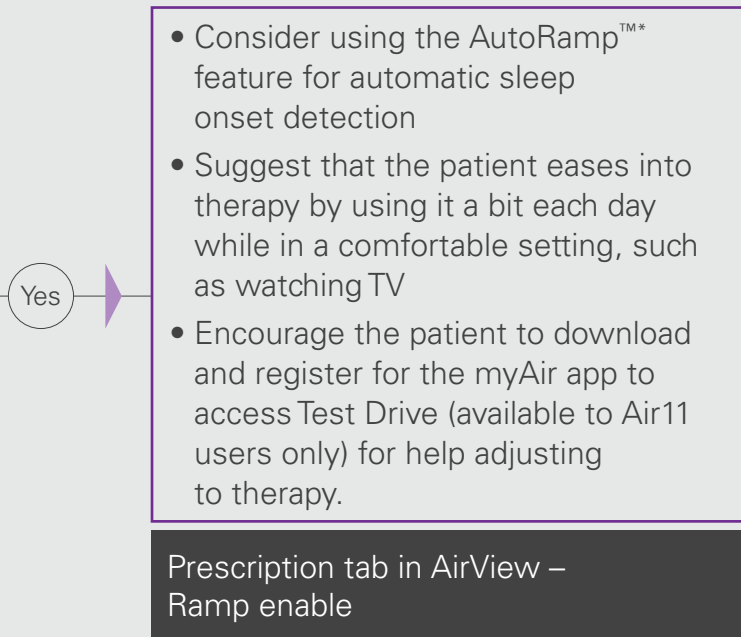
...rainout?

3



...difficulty falling asleep?

4



AutoRamp

The ResMed Air11 Ramp feature helps maximize comfort by gradually increasing air pressure levels as you fall asleep. Choose from AutoRamp* or manual settings to start therapy at a lower pressure and gently ramp up to your prescribed pressure. In AutoRamp, once the device detects that your patient is asleep, it comfortably increases the pressure to ensure the prescribed level is delivered the moment they need it.

*AutoRamp is available on AirSense 11 only.

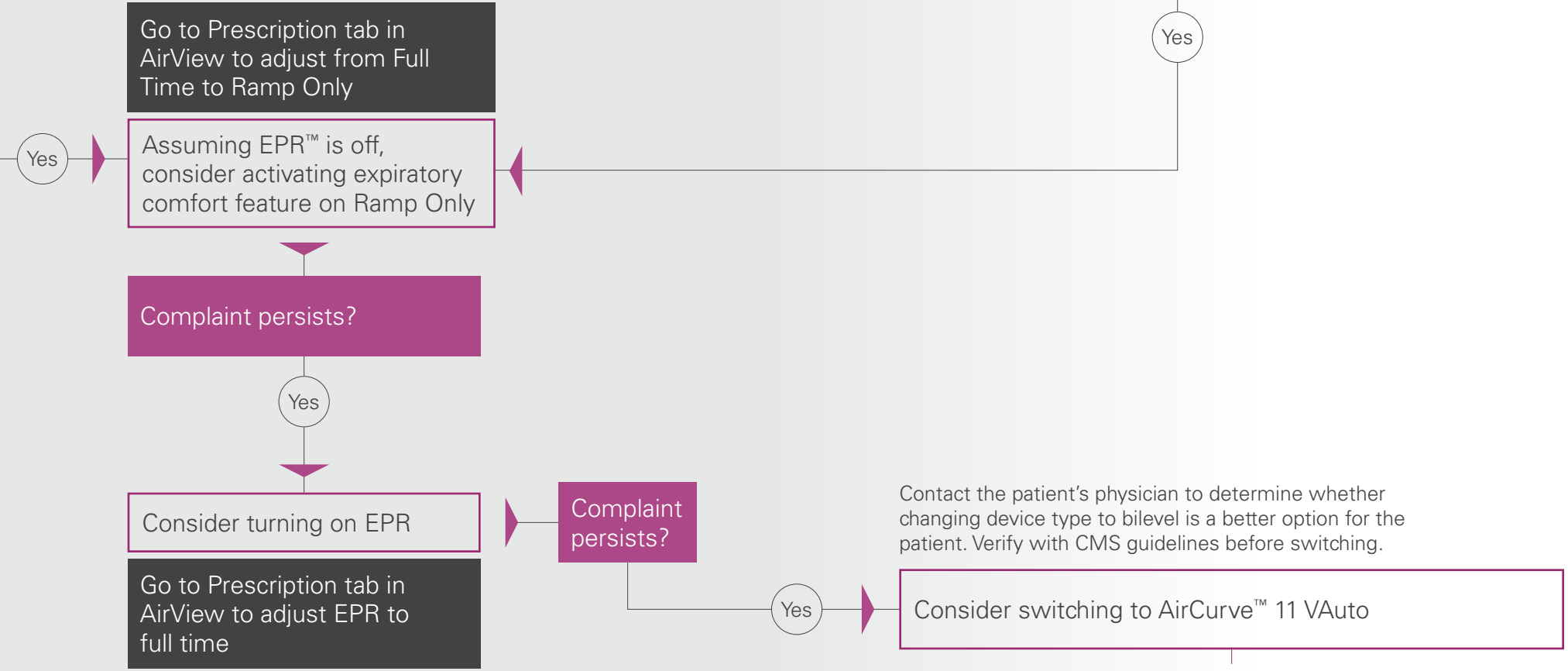
4 Tailored therapy

Does your patient complain of...

1 ...difficulty exhaling against the pressure on their **AirSense™ 11** device?



2 ...difficulty exhaling against the pressure on their **AirSense 10** device?



EPR (Expiratory Pressure Relief) – comfortable exhalation
 With the Easy-Breathe waveform, EPR decreases pressure at exhalation to allow for soft and comfortable breathing.

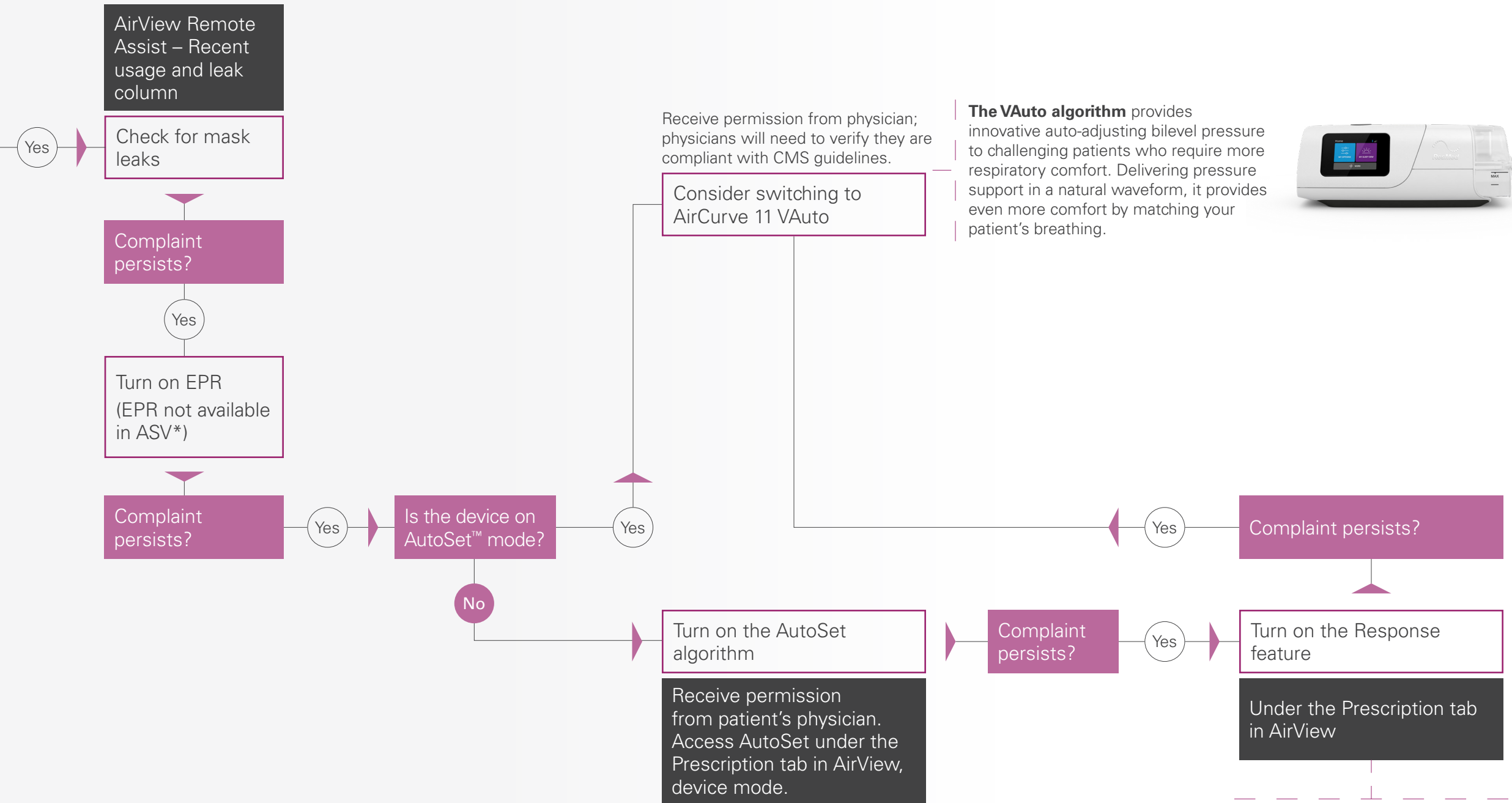
The VAuto algorithm provides innovative auto-adjusting bilevel pressure to challenging patients who require more respiratory comfort. Delivering pressure support in a natural waveform, it provides even more comfort by matching your patient's breathing.



Does your patient complain of...

...pressure discomfort?

3



The VAuto algorithm provides innovative auto-adjusting bilevel pressure to challenging patients who require more respiratory comfort. Delivering pressure support in a natural waveform, it provides even more comfort by matching your patient's breathing.



Receive permission from physician; physicians will need to verify they are compliant with CMS guidelines.

Consider switching to AirCurve 11 VAuto

Turn on the AutoSet algorithm

Receive permission from patient's physician. Access AutoSet under the Prescription tab in AirView, device mode.

The AutoSet algorithm responds to flow limitations, snoring and obstructive sleep apneas to automatically adjust throughout the night and deliver ideal pressure and optimal therapy to the patient.



Complaint persists?

Turn on the Response feature

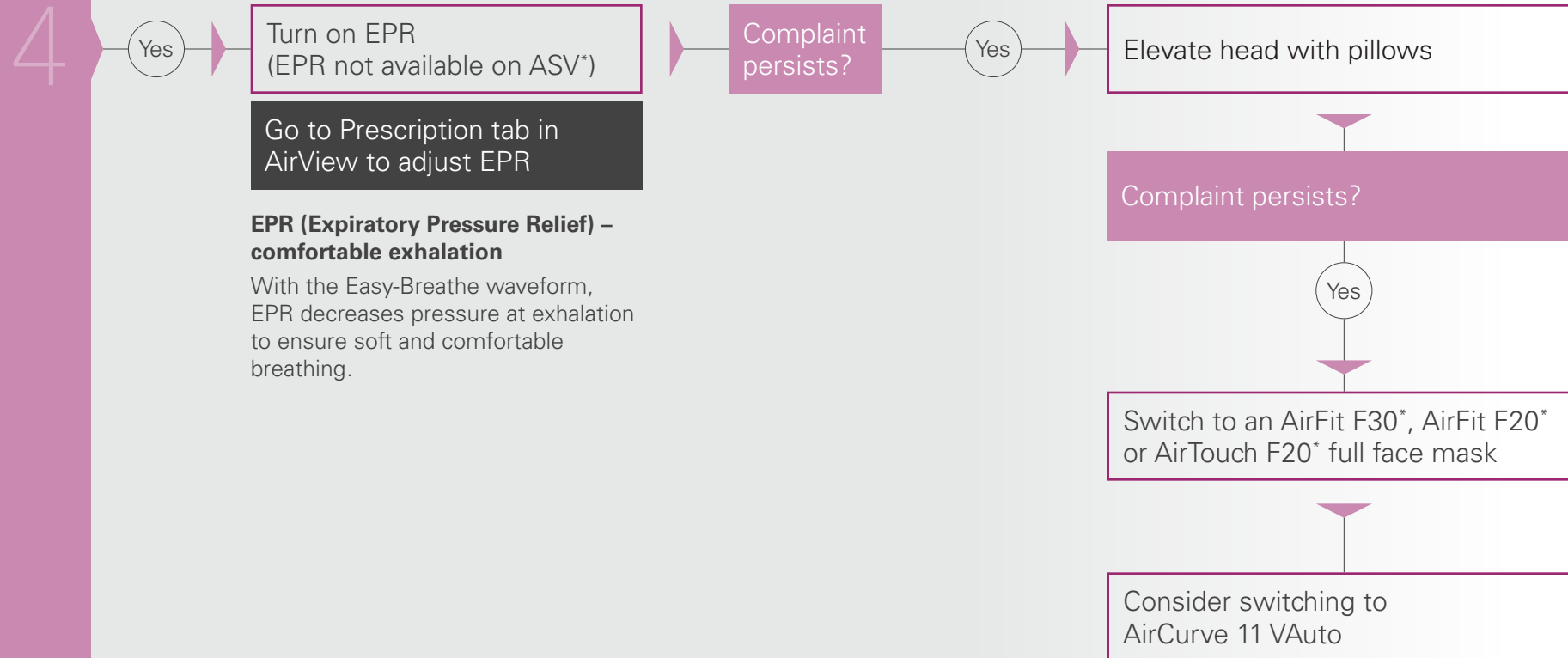
Under the Prescription tab in AirView

The AutoSet Response feature responds to the same events as the standard AutoSet mode, but gentler increases in pressure. This option is designed to help patients with high pressure intolerance.

*ASV therapy is contraindicated in patients with chronic, symptomatic heart failure (NYHA 2-4) with reduced left ventricular ejection fraction (LVEF ≤ 45%) and moderate to severe predominant central sleep apnea.

Does your patient complain of...

...feeling bloated?



EPR (Expiratory Pressure Relief) – comfortable exhalation
 With the Easy-Breathe waveform, EPR decreases pressure at exhalation to ensure soft and comfortable breathing.

Get an order for a new mask from the patient's physician if needed.

When suggesting a new device, get an order from the patient's physician, as needed. Physicians will need to verify compliance with CMS guidelines.

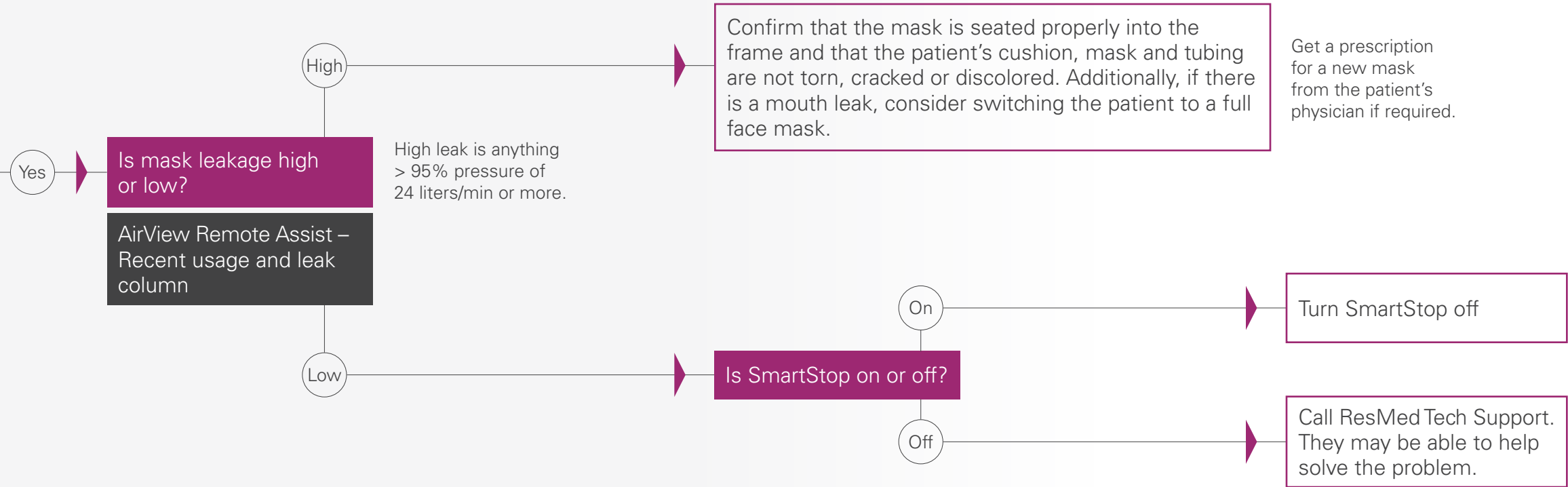
The VAuto algorithm provides innovative auto-adjusting bilevel pressure to challenging patients who require more respiratory comfort. Delivering pressure support in a natural waveform, it provides even more comfort by matching your patient's breathing.



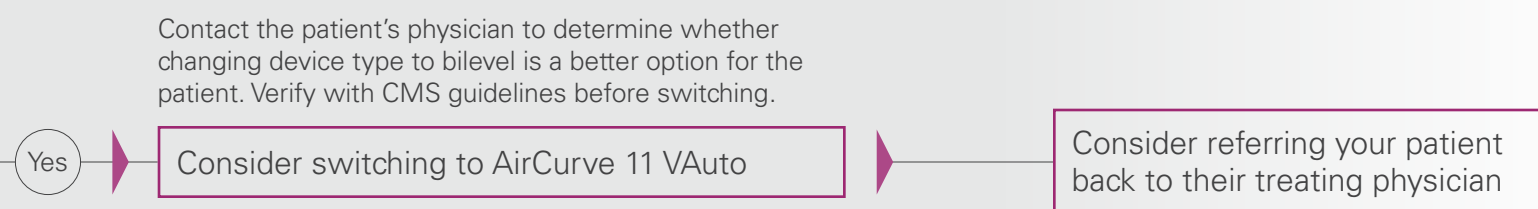
*ASV therapy is contraindicated in patients with chronic, symptomatic heart failure (NYHA 2-4) with reduced left ventricular ejection fraction (LVEF ≤ 45%) and moderate to severe predominant central sleep apnea.

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Does your patient's device keep stopping?



Is your patient refusing/quitting PAP therapy?



The VAuto algorithm provides innovative auto-adjusting bilevel pressure to challenging patients who require more respiratory comfort. Delivering pressure support in a natural waveform, it provides even more comfort by matching your patient's breathing.



My device makes a whistling noise. How do I stop it?

First, instruct the patient to check to see if there is a crack in the humidifier tub. If so, provide a new one. Next, ensure that the intentional leak holes are free of water drops, the tubing is dry and the inside of the mask is free from water. Lastly, find out if the patient's tubing is from ResMed. If it isn't you may want to consider changing to a ResMed tube as tubes from other companies may make noise.

Why is my humidifier utilizing different quantities of water every night?

Have the patient check to make sure the tub lid seal is sitting properly in the upper lid of the HumidAir™ tub. Also, water evaporates more quickly if there is a leak, the room is dry or plate settings are high.

It is difficult to pull out the humidifier tub to fill it with water. Am I opening it incorrectly?

Make sure the patient is holding onto the main part of the device with one hand, while pushing down on the tab on the top of the chamber and pulling it horizontally with their other hand.

I want the top-of-the-line ResMed device. Which one is it?

All of ResMed's products are designed to offer high quality therapy. Different devices and features are available based on individual patient needs and prescriptions. Please visit [ResMed.com](https://www.resmed.com) to see all available products.

Am I able to power my device in other countries?

Yes, patients can travel with ResMed devices to other countries. The universal power supplies in our devices allow use all over the world. The patient will only need to purchase a plug adapter for the country they are visiting. Visit [ResMed.com/Travel](https://www.resmed.com/Travel) for more information.

What altitude can the device be used at?

ResMed devices will automatically compensate for altitudes below 8,500 feet. For higher altitudes, manual adjustment may be required. Please refer to the user guide for specific instructions for each device.

Can the therapy system be used in-flight on a commercial airline?

Some airlines allow and actively assist patients in using therapy devices in-flight, while others do not. Advise the patient to check with the airline before they book their flight. Advise the patient to visit [ResMed.com/Travel](https://www.resmed.com/Travel) for more detailed instructions.

Note: Do not use the humidifier on the flight; aircraft turbulence increases the risk of water spillage and damage to the device.

Reminder: Device should be switched to airplane mode while in the air.

Can ResMed devices run from the 400Hz power supply on the aircraft?

Yes. Even though the rating plate on the device specifies 50–60Hz, the switch mode power supply in the device is compatible with the 110V, 400Hz power supply on the aircraft. Remind the patient to book a seat close to a power outlet on the aircraft. The number and availability of these seats varies from one aircraft to another. Patients should also consider purchasing an RPS II external battery* to ensure continuous therapy while traveling.

Will the X-ray scanners at the airport security affect my ResMed device?

No, X-ray scanners will not harm ResMed devices. The patient will need to remove their device from its carrying case before placing it through the scanner.

Can the therapy system be used when camping?

Yes. A ResMed device can operate from a battery supply (in a truck or recreational vehicle) with the use of a suitable converter unit. ResMed offers a DC converter as an accessory, in addition to a RPS II external battery* source. Visit [ResMed.com/Travel](https://www.resmed.com/Travel) for more tips on traveling with their therapy device and to view our battery guide.

* The RPS II external battery is not compatible with Air11.

What are the alternative power options?

Option 1:

- The patient can purchase the Air10 or Air11 DC/DC converter which allows them to use their device with a 12V or 24V DC power source in a car, boat or other vehicle with a suitable battery.

Option 2:

- Buy the ResMed Power Station (RPS) II. This is an external battery source that does not require a converter. Only compatible with Air10 devices.

If a ResMed Air10™ series therapy system is run from a battery, the battery is intended to be used for a single night before recharging.

How long will my device run on the RPS II* external battery source?

Run time is > 8 hours at average device setting which is based on using 15 cm H₂O (IPAP, 5 cm H₂O (EPAP), and 15 BPM (respiratory rate). This is not applicable to devices when using heated humidification and heated tubing. For more information on battery run time, see the Battery/Device Compatibility List on [ResMed.com](https://www.resmed.com).

*The RPS II is only compatible with Air10 devices.



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