



Common PAP Problems and their Solutions

Problems related to mask use:

<i>Problem:</i>	<i>Possible Causes:</i>	<i>Solution:</i>
Sore/Dry eyes	Mask not positioned properly. Headgear adjusted improperly. Mask size not appropriate.	Reapply the mask and readjust the headgear. Contact SOS to obtain proper mask size/mask refit.
Redness on the face where mask contacts skin	Irritation or allergic reaction to mask material	Use barrier between your skin and the mask, such as Remzzzs, Gecko pads, or CPAP Moisture Therapy.
Runny Nose	Nasal reaction to air flow	Contact your doctor.
Cold Nose	Room air temperature is too cold. Air cools while traveling through the tubing.	Reposition the tubing so that it runs under your bed to reduce heat loss.
Dryness/Burning sensation in the throat or nose	Air is too dry. The relative humidity is less than 40%	Increase the room humidity (or moisture in the air). Consult with your doctor or SOS about using a humidifier with your PAP machine. Ensure you're breathing through your nose and your mouth is remaining closed. Use a chin strap, if necessary.
Nasal, sinus or ear pain	Sinus infection or middle ear infection	Stop using PAP machine and consult with your doctor.

Problems related to PAP machine:

<i>Problem:</i>	<i>Possible Causes:</i>	<i>Solution:</i>
Feelings of discomfort from the sensation of too much pressure	PAP pressures above 12.5 cm H2O may cause feelings of discomfort, but are necessary to relieve sleep apnea.	It may take up to 4 weeks to adjust to your PAP therapy. Try to relax when using your machine. Take slow, deep breaths through your nose, keeping your mouth closed. If you are still experiencing difficulty, please contact your doctor or SOS.
Pressure delivered seems significantly different than normal	Possible malfunction	Contact SOS immediately.
Air from the PAP seems warm	The filter may be blocked with debris, bed clothes, etc. The room air may be too warm.	Replace/clean the filter. Ensure machine is not in contact with bed clothing, curtains or other obstructive materials. Lower room temperature at night Request additional length of tubing to give air more time to cool Place unit on the floor where the air may be cooler.

Troubleshooting your PAP machine:

<i>Problem:</i>	<i>Possible Causes:</i>	<i>Solution:</i>
Unit doesn't turn on	Power cord not firmly connected to machine or the outlet. Outlet not functioning currently Fuse has blown DC Battery voltage below 10.5 volts	Verify proper electrical connections. Make sure outlet is working properly (try turning on lamp plugged into same outlet) Replace fuses with same fuse type. Verify that the voltage selector switch is not set too low If new fuses blow, contact SOS. Recharge/Replace the battery.
Unit stops and starts	Power cord not completely connected to the unit or the wall electrical outlet.	Verify that the power cord is completely connected to the machine and the wall.
No air comes out of the machine when the power is connected and unit is turned on.	Voltage selector switch is set incorrectly. Possible internal problem	Verify that the voltage selection switch setting is not too high (i.e. your electrical line is 115V but your switch is set on 230 V)



		Contact SOS.
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