


If you are experiencing issues with any oxygen device, please ensure that you are on your back-up oxygen cylinder prior to attempting any troubleshooting. Patients, who experience difficulty breathing or worsening of their medical condition, should contact their physician or 911 immediately.

The information provided in this publication is designed for general informational purposes only. It is not intended to be a substitute for professional medical advice, evaluation, diagnosis, services or treatment. You should not use this information to diagnose or treat any health problems or illnesses without consulting your physician. Please consult a doctor with any questions or concerns you might have regarding your medical condition and the urgency with which you may need to seek care for a particular condition.

Manufacturers user manuals for all devices are available on the manufacturer’s website. Additional information can be accessed at www.Apria.com.

Product Description	Troubleshooting Questions and Solutions
<p>PAP Devices</p>  <p>CPAP- Continuous Positive Airway Pressure Auto PAP- Auto Titrating Positive Airway Pressure BiLevel – Bilevel Positive Airway Pressure BiPAP- ResPironics brand name for “BiLevel” VPAP- ResMed Brand name for “BiLevel”(stands for Variable Positive Airway Pressure)</p>	<p>No Power</p> <ul style="list-style-type: none"> • Is the device turned on? • Is the device plugged in and the power cord firmly connected to the unit and the outlet? • If the outlet is controlled by a wall switch, is the switch in the ON position? • Is there a fuse or circuit breaker that has blown? • Put on mask and determine if the machine starts. Some units are set to start delivering flow automatically when the patient starts breathing through the mask. <p>The LCD screen is black</p> <ul style="list-style-type: none"> • Press the power or home button to determine if the display lights up. Most display lights are programmed to shut off after a period of time, so as not to disturb the patient’s sleep.

No Air Flow or Low Air Flow

- Is the device powered correctly? (see above)
- Put on his/her mask and determine if the machine starts. Some units are set to start delivering flow automatically when the patient starts breathing through the mask.
- Is the tubing obstructed or kinked?
- Check the LCD display to determine if the ramp is set to ON. Refer to the manufacturer's user manual for information on the ramp setting. The ramp feature will allow the pressure to gradually increase to the prescribed pressure over a specified period of time after starting therapy; therefore pressure may feel low initially.

Humidification – Low or Cold

- Refer to the manufacturer's user manual on how to increase the humidity. The humidity level can be increased to comfort.
- Reposition the tubing so that it runs under the covers to reduce heat loss.
- Do not have a heated humidifier, ask your physician if a heated humidifier could be prescribed.

Mask Issues - Leaking

Refer to the mask user guide for fitting instructions to ensure mask is positioned properly and headgear is adjusted correctly.