

Common CPAP/Bi-Level Troubleshooting

Problem	Possible Causes	Solution
CPAP/Bi-Level unit does not turn on.	<ul style="list-style-type: none"> ➤ Power cord not connected properly. ➤ AC power is out. ➤ Fuse has blown out. ➤ DC battery low. 	<ul style="list-style-type: none"> ➤ Check for proper electrical connection. ➤ Check for AC power at wall outlet. ➤ Replace fuses. Check that AC voltage selector switch is set to low. Contact NRS if you need more fuses. ➤ Recharge or replace battery.
No air comes out of unit when turned on.	<ul style="list-style-type: none"> ➤ Voltage switch is set incorrectly. ➤ Possible internal generator problem. ➤ Blocked air inlet. ➤ Dirty filter. 	<ul style="list-style-type: none"> ➤ Verify voltage switch is set to 115V. ➤ Contact NRS. ➤ Move unit away from drapes, bedding, and clothing. ➤ Change filter.
Unit starts and stops.	<ul style="list-style-type: none"> ➤ Power cord not completely connected to the unit or the outlet. 	<ul style="list-style-type: none"> ➤ Verify the power cord is completely connected at the rear of the unit and into the outlet.
Discomfort from too much pressure.	<ul style="list-style-type: none"> ➤ Pressure from the CPAP/Bi-Level unit 	<ul style="list-style-type: none"> ➤ It will take time to adjust to CPAP/Bi-Level. Relax and breathe slowly through your nose.
Pressure delivered seems significantly lower or higher than usual.	<ul style="list-style-type: none"> ➤ Possible unit malfunction 	<ul style="list-style-type: none"> ➤ Contact NRS.
Nasal, sinus, or ear pain.	<ul style="list-style-type: none"> ➤ Sinus infection or ear infection. 	<ul style="list-style-type: none"> ➤ Stop using the unit and contact your physician.
Air feels to warm.	<ul style="list-style-type: none"> ➤ Dirty filter ➤ Air inlet blocked ➤ Room temperature is too warm. 	<ul style="list-style-type: none"> ➤ Replace or clean filter. ➤ Move unit away from bedding and curtains. ➤ Turn down the thermostat. ➤ Keep unit away from heat source.

Cold nose.	<ul style="list-style-type: none"> ➤ Room to cool. 	<ul style="list-style-type: none"> ➤ Increase room temperature. ➤ Run tubing under covers to reduce heat loss.
Runny nose.	<ul style="list-style-type: none"> ➤ Nasal reaction to air flows. 	<ul style="list-style-type: none"> ➤ You may need to increase the room humidity or need a humidifier for your unit. ➤ Contact your Physician or NRS.
Dryness or irritation of nose or throat.	<ul style="list-style-type: none"> ➤ Air is too dry. 	<ul style="list-style-type: none"> ➤ Make sure you keep your mouth closed and take slow deep breaths through your nose. ➤ Use a chinstrap. ➤ Increase room humidity or consult your physician/NRS about adding a humidifier to your unit.
Dry or irritated eyes	<ul style="list-style-type: none"> ➤ Mask not positioned properly. ➤ Wrong mask size. 	<ul style="list-style-type: none"> ➤ Readjust the mask and headgear. ➤ Contact NRS for proper mask size
Redness on face where mask contacts your skin.	<ul style="list-style-type: none"> ➤ Mask too tight. ➤ Wrong mask size. ➤ Reaction to mask material. ➤ Reaction to disinfectant or cleaner. 	<ul style="list-style-type: none"> ➤ Readjust the headgear and mask. ➤ Contact NRS for proper mask size. ➤ Contact your physician or NRS. ➤ Change brand of disinfectant or soap.
All other concerns or problems about your equipment.		<ul style="list-style-type: none"> ➤ Contact Northwest Respiratory Services.