

# Sleep Therapy Troubleshooting Guide

<p><b>I get water in my tubing.</b></p>	<p>Check the water level in your humidifier. Overfilling the water chamber can cause this problem. Condensation in your tubing can also occur when the air flowing through your tubing is warmer than the air in your room. Try turning down your humidifier's heat setting or insulating your tubing. Tubing wraps are available for purchase.</p>
<p><b>My mask is making a loud noise.</b></p>	<p>This typically occurs with a large leak. Most often the cushion or pillow has become worn and needs to be replaced. Mask liners might also help resolve leaking.</p>
<p><b>My mask won't stay in place or has lost its fit.</b></p>	<p>Masks and headgear are considered disposable. Overtime, facial oils and repeated washing will cause your headgear to stretch out and your mask to lose its seal. Shifting and rubbing can lead to irritation and leaks can result in diminished therapy. Contact our Continuing Care Department at 1-800-892-4044 or email us at <a href="mailto:reorders@godasco.com">reorders@godasco.com</a> to place your supply order.</p>
<p><b>I feel like I can't get enough air.</b></p>	<p>Sometimes this feeling is related to higher pressure settings or an inability to tolerate the continuous pressure of a CPAP machine. This feeling can sometimes indicate the need to use a full face mask rather than a nasal mask (mouth breather). Contact DASCO if you experience this problem.</p>
<p><b>I wake up with dry mouth or throat.</b></p>	<p>Try increasing your heat or humidity setting. If adjustments to your humidifier don't resolve the problem, you may need a chin strap or full face mask (if you do not currently use one). If you experience a large amount of condensation in your tubing, you could be losing most of the moisture from your humidifier before it reaches your mask. Refer to the "water in my tubing" troubleshooting section. Keep in mind many medications can also cause dry mouth. If this problem persists, contact your physician.</p>
<p><b>I'm claustrophobic.</b></p>	<p>It may take some time to adjust to your sleep therapy equipment. It is not uncommon for acclimation to take 30 days or more. Anxiety about wearing your equipment is normal. Try wearing your machine during the day while watching TV or reading. If desensitization techniques don't help, please contact DASCO for other available options.</p>
<p><b>I wake up with sinus pressure or congestion.</b></p>	<p>Try different settings on your humidifier (up and/or down). In a few cases, patients have found eliminating the humidifier can also help, especially those prone to sinus problems. If problems persist, contact DASCO or your physician for further troubleshooting.</p>
<p><b>My mask causes skin indentations, irritation, or sores.</b></p>	<p>It is not uncommon to experience some irritation during the first few weeks of therapy. Your skin will need some time to adjust. For nasal or full face masks, try using cloth mask liners to create a soft barrier. For those using nasal pillows, a water based lubricant (like KY Jelly) can help reduce direct contact with the skin. If you continue to experience these problems beyond the first few weeks, contact DASCO customer service department to schedule a mask re-fit appointment.</p>

**DASCO Home Medical Equipment**

**1-800-892-4044**