

CPAP Troubleshooting Guide

Problem	Possible cause(s)	Solution(s)
Dry mouth	<ol style="list-style-type: none"> 1. Not using humidification/humidifier, or setting not high enough. 2. 'Mouth breathing'. 3. Pressure may be too high. 4. Breathing with mouth due to constricted nasal passages. 	<ol style="list-style-type: none"> 1. Add humidification or increase humidifier setting. 2. Consider a chin strap or full face mask. 3. Pressure may need to be reviewed or an auto titrating pump considered. 4. Discuss with your therapist if decongestants may be appropriate.
Dry nose/throat	<ol style="list-style-type: none"> 1. Not using humidification/humidifier, or setting not high enough. 	<ol style="list-style-type: none"> 1. Add humidification/humidifier. 2. Increase humidifier setting. 3. Try nasal spray e.g. Nozoil for the dry nose.
Excessive mask leaks	<ol style="list-style-type: none"> 1. Inappropriate pillow – too soft, causing mask displacement. 2. Headgear is too tight or too loose. 3. Lying on face or too far over on side causing mask displacement. 	<ol style="list-style-type: none"> 1. Consider different pillow. 2. Adjust headgear. 3. Change position. Use bolsters if needed. 4. Consider alternative mask.
Skin irritation, discomfort or pressure sore developing	<ol style="list-style-type: none"> 1. Mask hygiene not maintained. 2. Allergy to cleaning products. 3. Headgear is too tight. 4. Mask fit setting not appropriate. 	<ol style="list-style-type: none"> 1. Clean mask regularly. 2. Use low allergy cleaning products. 3. Loosen headgear. 4. Adjust mask setting to reduce pressure on area.
Dry or irritated eyes	<ol style="list-style-type: none"> 1. Mask is leaking into eyes. 2. Mask may be too tight under eyes causing swelling. 	<ol style="list-style-type: none"> 1. Try readjusting the mask with emphasis on reducing leaks into eyes. 2. If pressure is the problem reduce this by adjusting mask or headgear.
Mask causing excessive noise	<ol style="list-style-type: none"> 1. There is excessive leakage. 2. It has not been properly assembled 3. 'Rainout' (water) may be collecting in the exhalation port of the mask. 	<ol style="list-style-type: none"> 1. Address leakage problems as above. 2. Make sure all parts have been assembled correctly. 3. Reduce humidifier setting, or better still use a Tube Cosy or Heated Tube.
Condensation (rainout) in the tube	<ol style="list-style-type: none"> 1. Humidifier turned up too high. 2. Cold environment. 	<ol style="list-style-type: none"> 1. Decrease humidifier settings. 2. Use Heated Tube or Tube Cosy. 3. Close window or slightly heat room.
Gurgling noise occurring	<ol style="list-style-type: none"> 1. Condensation pooling in the tube at the lowest point. 	<ol style="list-style-type: none"> 1. Reduce humidifier setting, or better still use a Tube Cosy or Heated Tube.
Pressure feels too strong	<ol style="list-style-type: none"> 1. Have not adjusted to the therapy. 2. Activate ramp setting again if it has finished. 	<ol style="list-style-type: none"> 1. Use ramp function. 2. Try using CPAP when awake to gain confidence.
Mask falls off or leaks when moving in bed	<ol style="list-style-type: none"> 1. Mask dragging on pillow when moving head. 2. Tension on tube pulling mask off. 	<ol style="list-style-type: none"> 1. Consider a silk pillow case to reduce drag. 2. Reduce tube tension with support or anchoring it directly to the headgear.
Waking up with mask off	<ol style="list-style-type: none"> 1. Pulling mask off while asleep. 2. Tube creating tension on mask. <p><i>Unresolved discomfort as discussed may cause you to unintentionally remove your mask.</i></p>	<ol style="list-style-type: none"> 1. Unintentionally pulling off mask will reduce over time. 2. A download of your CPAP may help establish when the mask was taken off.

If any of the symptoms persist after following the information above, please contact your CPAP Network Therapist at your local outlet.

Sleep apnoea pumps, masks and accessories

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cpapnetwork.com.au

- ☐ **Lilydale.** Lilydale Sleep Apnoea Centre. 283 Main Street. P: 9739 4174. E: lilydale@cpapnetwork.com.au
- ☐ **Cranbourne.** Cranbourne Sleep Apnoea Centre. 4/1 Bakewell Street. P: 5998 8998. E: cranbourne@cpapnetwork.com.au
- ☐ **Belgrave.** Belgrave Community Pharmacy. 1639 Burwood Highway. P: 9754 2001. E: belgrave@cpapnetwork.com.au
- ☐ **Boronia.** Melbourne Eastern Pharmacy. 157 Scoresby Road. P: 9839 3377. E: boronia@cpapnetwork.com.au
- ☐ **Noble Park.** South Eastern Private Hospital. 313 Princes Highway. P: 9546 7014. E: noblepark@cpapnetwork.com.au
- ☐ **Hawthorn East.** Hawthorn Sleep Apnoea Centre. G08/12 Cato Street. P: 9822 2588. E: hawthorn@cpapnetwork.com.au
- ☐ **Heidelberg.** Heidelberg Healthcare Pharmacy. 119 Burgundy Street. P: 9458 1244. E: heidelberg@cpapnetwork.com.au
- ☐ **Balwyn North.** Greythorn Amcal Pharmacy. 297-301 Doncaster Road. P: 9857 7363. E: balwyn@cpapnetwork.com.au
- ☐ **Mornington.** Mornington Sleep Apnoea Centre. Shop 3/193 Main Street. P: 5990 5888. E: mornington@cpapnetwork.com.au

Outlets conveniently located at:

Lilydale

Lilydale Sleep Apnoea Centre

283 Main Street P: 9739 4174 F: 9739 5672

E: lilydale@cpapnetwork.com.au

Cranbourne

Cranbourne Sleep Apnoea Centre

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Belgrave

Belgrave Community Pharmacy

1639 Burwood Highway P: 9754 2001 F: 9752 6012

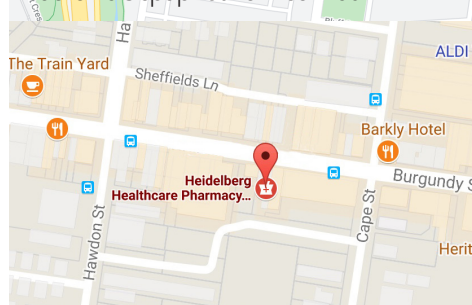
E: belgrave@cpapnetwork.com.au

Boronia

Melbourne Eastern Pharmacy

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Noble Park

South Eastern Private Hospital Sleep Lab

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Hawthorn East

Hawthorn Sleep Apnoea Centre

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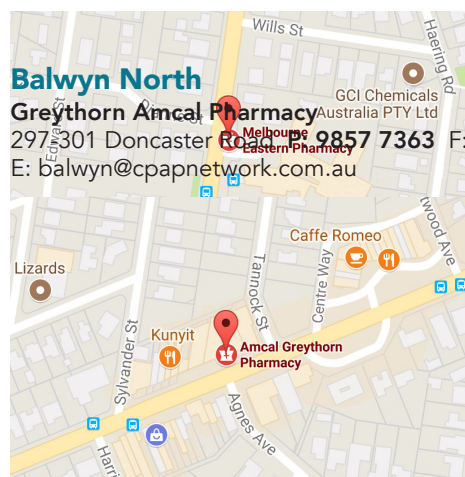


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