

DASCO's Quick Troubleshooting Guide for Sleep Therapy

I get water in my tubing.

This is caused by condensation due to the air flowing through your tubing being warmer than the air temperature in your room. There are a few simple ways to fix this common problem. Try turning your humidifier heat setting down. If you find that turning your heat setting down causes you discomfort and dryness, try insulating your tubing with one of our tubing wraps. For more information or to order a tubing wrap, contact a Continuing Care Associate at 800-892-4044.

My mask is making a loud noise.

This typically occurs when the cushion or pillows of your mask begin to wear out. The loud noise is caused by a leak in the seal which is allowing air to escape between the mask and your skin. Simply call us at 800-892-4044 or visit us online at www.godasco.com to order your replacement mask or cushions/pillows.

My mask won't stay in place or it doesn't fit like it used to.

Masks and headgear are considered disposable. Your headgear will stretch out overtime and cause your mask and straps to slip. The shifting and rubbing can lead to skin irritation and having to pull the headgear too tight in order to maintain a good seal can cause sores and indentations in the skin that may be visible well into your day. Contact the Continuing Care Department at 800-892-4044 or visit us online at www.godasco.com to order replacement mask and headgear or cushions/pillows. Also, be sure to reorder your supplies when our associates contact you for regular follow ups.

I feel like I'm suffocating or can't get enough air.

This sensation can be caused by a few things. It could be that you need to be in a different machine. For instance, many patients find that breathing against a steady stream of air difficult, especially if their pressure setting is high or they have other respiratory problems; therefore these patients may need something called a Bilevel machine (BiPAP) rather than a CPAP machine. The feeling of not getting enough air may also be caused by a mask leak, which can be easily corrected by replacing you mask or cushions/pillows. Please contact the Continuing Care Department so that we may help determine which solution will best fix this problem.

I wake up regularly with a dry mouth or throat.

There are two main possibilities for why this might occur. It may be that you need to increase the humidity by turning up your heat setting on the humidifier. Or, perhaps you are a mouth breather. Mouth breathers typically fall into two categories. For some, it is a reflex and a chin strap will correct the problem. A chin strap is a simple band that is designed to keep the mouth from coming open during sleep. Other mouth breathers suffer from chronic congestion and therefore are unable to breathe out of their nose at times. These mouth breathers will most likely need a full face mask (a mask that covers both the nose and the mouth) to allow them to get there therapeutic pressure through their mouth when they are too congested to breathe through their nose.

I'm claustrophobic.

It may take a little extra time to get adjusted to wearing your CPAP or BiPAP. It is actually quite normal to have some anxiety about wearing a PAP device. After all, you've been sleeping your whole life without a mask.....it's going to take a little time to get used to it. DASCO is here to help in anyway we can to get you adjusted to using your equipment. We also carry a wide variety of masks and nasal pillow systems that are designed to be lightweight and take up little space. If you would like to try a different mask or are having any trouble using your equipment, please contact one of our associates at 800-892-4044.

I wake up with sinus pressure or congestion.

Try adjusting your humidifier's temperature setting. Try turning it up for a few nights. If that doesn't help try turning it down. And in some cases, eliminating the humidifier altogether can help alleviate that problem. Sometimes, people with other respiratory problems (COPD, Chronic Bronchitis, Asthma, Chronic Rhinitis, etc....) have better luck using a BiPAP or Bilevel machine. The continuous pressure of a CPAP machine may be to aggravating on the sinuses for some.

My mask is causing irritation or sores.

It is not uncommon to experience some irritation initially, especially around the nostrils if using a nasal pillow system, even if you have a properly fitting mask. You can try using a water based lubricant like KY Jelly as a barrier between your skin and the cushion or pillows. However, this type of irritation is usually mild and doesn't take very long to go away. For severe or persistent irritation, it may be that the mask size or style isn't right for you. Because everyone's face is different and getting a good seal around the contours of the face is difficult to achieve in every sleeping position, sleep equipment manufacturers make a wide variety of masks, nasal pillow systems, and full face masks. We will be happy to make arrangements for you try other masks styles or sizes until we find just the right one for you. Additionally if you are experiencing this problem with a mask you have had for a while, it could be that your mask, headgear, or cushion/pillows needs replaced due to normal wear. Please contact us at 800-892-4044 or visit us at www.godasco.com to order your replacements.

Don't give up! We have a solution for just about any problem you might be facing using your new sleep therapy equipment. Everybody goes through an adjustment period and we're here to help. Please, don't hesitate to contact our Continuing Care Department with any questions or concerns at 800-892-4044.



DASCO HOME MEDICAL EQUIPMENT

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Helping people breathe, sleep, and feel better