



# CPAP THERAPY *troubleshooting*

If you are having any trouble with your CPAP therapy, call RANA for support. Our team of CPAP Coaches and Therapists are here to help you be as successful as possible on therapy.

1.888.297.7889

**If you are having chest pains, see a doctor immediately**

**There is condensation in your tubing and mask**

- Immediately empty water from your tubing and wrap the tubing with a lightweight cover.
- Increase your bedroom temperature.
- Place your tubing under your blankets.
- Make sure your CPAP unit is not directly under an open window.
- Decrease the humidifier temperature (see *controlling condensation*).

**The air flow is too warm**

- Wash or replace Your machine filter.
- Make sure the air intake is not blocked.
- Your bedroom could be too warm, decrease temperature.

**The air flow is too cold**

- Check if the humidifier heater is on - the metal heating plate should be warm.
- Wrap the tubing with a Lightweight cover.
- Increase your bedroom temperature.
- Place your tubing under your blankets.
- Make sure your CPAP unit is not directly under an open window.
- Fill the CPAP humidifier with warm water.

**The air flow seems too low**

- Check all of your equipment: for leaks.
- Clean the machine filter.
- You may have adjusted to the pressure and don't notice it anymore. However; call RANA if you are uncomfortable or symptomatic
- The motor may be malfunctioning, call RANA.

**You have anxiety using CPAP**

- Take a slow, gradual approach to using CPAP

**You have shortness of breath or a suffocating feeling**

- Treat nasal congestion.
- Start by wearing your mask while you are awake for short periods (e.g. sitting watching T.V. or reading).
- Gradually increase your CPAP time; then try lying in bed with your CPAP Finally, try to fall asleep with your CPAP.
- Try using nasal pillows instead of the nasal mask.
- Use the ramp button for pressure relief
- Try relaxation techniques before wearing your mask.
- If you are an asthmatic, use your inhaler right before bedtime.
- Call your RANA therapist

**You are sleepy during the day**

- Correct any mask or mouth leaks, try a chinstrap or a different mask.
- Increase your sleep time on CPAP.
- Call your RANA therapist.

**You start snoring**

- Treat your -nasal congestion.
- Correct any mask leaks or try a different mask.
- Call your RANA therapist.

**Your eyes are irritated**

- Air may be blowing into your eyes from a mask leak, adjust your mask and headgear.
- An eye mask may be worn to shield your eyes.
- High pressures can increase the air flow through the exhalation port, irritating your eyes.
- Call RANA for more advice.

**You have swelling around your eyes**

- Loosen your mask and headgear.
- You may have an allergy to silicone (this is very rare).
- You may have blocked tear ducts.
- Wear an eye mask to shield your eyes.



**There is a pressure point on your face from the mask**

- Adjust or loosen your mask. and headgear.
- Apply a bandage, moleskin (Dr. Scholl's foot care product) or *CPAP Comfort Care Pad* to the tender area.
- If an open sore occurs, you may have to stop using CPAP for a few days to allow healing.
- Arrange an appointment with RANA to try another size, accessory or type of mask.

**Air leaks onto your face or eyes from your mask**

- Tighten or adjust your mask and headgear.
- If your mask has an inflatable cuff, pull the mask away from your face, while CPAP is running, then reseal the mask.
- Arrange an appointment with RANA for a different mask size, accessory or type of mask.

**Breathing out is difficult**

- Difficulty breathing out against pressure is normal and is exactly what holds your airway open during sleep. As you get more comfortable with CPAP this is feeling will pass.
- Your nose may be congested (see our section on congested nose).
- This may be especially difficult for asthmatics, so use your inhaler before bedtime.
- Try relaxation techniques.
- Your C-Flex setting may need to be increased.
- Call your RANA therapist.

**Your machine is too noisy**

- Check your tubing, humidifier, mask and connections for leaks.
- Place your machine on a towel, piece of carpet, or mouse pad.
- Place your machine farther away, but do not use more than 12 ft. of tubing.

**You have a runny nose, sneezing or burning sensation**

- Dry air may cause nasal irritation, so increase your humidity.
- Use a saline nasal spray (like *Hydrasense*) or nasal irrigation.
- Apply a nasal lubricant with a Q-tip 2-3 times a day (e.g. *Secaris*). Caution: do not use Vaseline.
- Extra room or house humidification may help.

**You unknowingly remove your mask at night**

- Treat any nasal congestion.
- It may just take time adjusting to CPAP and removing your mask should stop over time.

**You have a dry mouth**

- Increase your humidity.
- Congestion may make your mouth fall open and cause dryness, treat the congestion.
- Have drinking water available at bedside.
- Use over the counter moisture product to moisten mouth (like *OralBalance*).

**You have a congested nose**

- CPAP air may cause nasal irritation, so increase your humidity.
- Use a saline nasal spray or nasal irrigation to clear nasal passages.
- If this is a temporary problem due to a cold try inhaling VICKS dissolved in boiling water. *Note:* Do not put anything but water in your humidifier chamber.
- prior to using CPAP, or use a decongestant for a short time (5-7 days).
- If the problem persists, call RANA for an appointment.

**You have pain or pressure in your nose, sinuses or ears**

- You may have an infection or blockage.
- A different mask or nasal pillows may help.
- As you get more comfortable with CPAP, any ear pressure should subside.
- Call RANA if your condition persists.

**You have gas or stomach bloating**

- Increase your humidity,
- As you get more comfortable with CPAP this problem may improve.
- Acid reflux (heart burn) may be a problem, raise the head of your bed 15 degrees or use 2 pillows.
- Call RANA for an appointment or see your doctor if the problem persists.

**Your machine displays an error code.**

- Should an Error Code be displayed in the window of your CPAP machine, please call RANA and bring your machine in.