

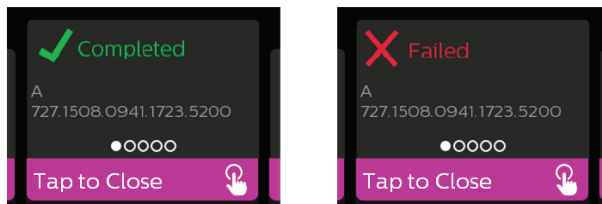
PHILIPS

Troubleshooting

DreamStation Go

What is performance check?

Your device is equipped with a self-diagnostic tool called “Performance Check” This tool can evaluate your device for certain errors. It also allows you to share key device settings with your provider. Use Performance Check when directed to by us, your provider. At the conclusion of the scan the screen displays a green check mark if no issues is detected. If device displays a red “X” please contact us your medical device supplier for assistance.



Nothing is happening when I apply power to the DreamStation Go. The backlights on the buttons do not light?

There is not power at the outlet or the device is unplugged. If you are using AC power check the outlet and verify that the device is properly plugged in and there is power to the outlet. Make sure the AC power cord is connected correctly to the device’s power inlet.

If you are using a battery pack, make sure the battery pack is securely connected to your device if the battery pack has been exposed to extreme temperatures, allow the battery pack to cool or warm to room temperature. Check to see if your battery pack needs charged or replaced.

I can't get my airflow to turn on?

Make sure the device is powered correctly and that the home screen appears on the user interface. Press the therapy button on top of the device to start airflow. If the airflow does not turn on there may be a problem with your device.

I am not sure what is happening as the device's display is erratic?

The device may have been dropped, mishandled or in an area with several electronic devices. Unplug the device, reapply power to the device. If the problem continues, relocate the device to an area away from electronic equipment (cell phones, cordless phones, computers, TVs, electronic games, hair dryers etc.

I am finding that the airflow is much warmer than usual what is wrong?

The air filters may be dirty or the PAP may be operating in direct sunlight or near a heater. Clean or replace air filter. Make sure that the device is properly ventilated, keep the device up from bedding or curtains that could block the flow of air around the PAP. Make sure the device is away from direct sunlight and heating equipment.

The airflow pressure feels too high or too low?

The tubing type setting may be incorrect. Make sure the tubing type setting (12, 15, and 22) matches the tubing that you are using.

I hear a leak/whistling sound coming from my PAP that is not related to my mask?

The therapy device air inlet may be obstructed. Check the PAP air inlet that it is not obstructed and filters are clean and properly inserted. Also confirm that the PAP and tube are connected properly and are not leaking.

My battery pack LEDs will not light up while charging?

Your battery pack may have been damaged. If the battery pack is completely depleted of charge, wait a few minutes for the LEDs to light up. If the LEDs still do not light up, replace your battery pack. If the battery pack has been exposed to extreme temperatures, allow the battery pack to cool or warm to room temperature.

My battery pack LED is rapidly flashing what is wrong?

Your battery pack may have been damaged. . If the battery pack has been exposed to extreme temperatures, allow the battery pack to cool or warm to room temperature. Unplug the battery pack from the power cord, then plug the power cord back into the battery pack. If the LED continues to rapidly flash, replace your battery pack.

I have “service required” showing on my display what should I do?

A device error has occurred and placed the device into safe state. Disconnect power cord and reattach the power rod to restore power. If the alert continues contact your supplier.

What should I do if I am experiencing problems with my DreamStation Go?

We recommend first contacting the supplier who sold you your DreamStation Go first. Alternatively, you may contact Philips Respiroics Customers Service at 1 844 240 164

