

# TECHNICAL TROUBLESHOOTING GUIDE

## Recover in Comfort

Symptom	Cause	Solution
<b>Device does not turn on (but switch light is OFF)</b>	<ol style="list-style-type: none"> <li>1. Power cord not properly connected</li> <li>2. Power switch not in the ON position</li> </ol>	<ol style="list-style-type: none"> <li>1a. Ensure power cord is fully inserted into the device AND the wall outlet.</li> <li>2a. Press power switch until the green light turns ON.</li> </ol>
<b>Device does not turn on (but switch light is ON)</b>	<ol style="list-style-type: none"> <li>1. Power supply safety feature</li> <li>2. Power supply fuse blown</li> </ol>	<ol style="list-style-type: none"> <li>1a. Power OFF, wait 30 seconds, power ON.</li> <li>2a. Device will need to be replaced. Call AAI Technical Service toll-free at (713) 528- 9998</li> </ol>
<b>Device turns on but water is not flowing</b>	<ol style="list-style-type: none"> <li>1. No water in the device</li> <li>2. Tubing not connected</li> </ol>	<ol style="list-style-type: none"> <li>1a. Pour water into the reservoir until the level is between the MIN and MAX indicators.</li> <li>2a. Check tube connections, ensure fully connected.</li> </ol>
<b>Device will not cool</b>	<ol style="list-style-type: none"> <li>1. No water in the device</li> <li>2. Tubing not connected</li> <li>3. Device or mask tubing not attached</li> <li>4. Temperature controller set at high temperature (65°)</li> <li>5. Tubing is kinked or pinched, blocking flow</li> </ol>	<ol style="list-style-type: none"> <li>1a. Pour water into the reservoir until the level is between the MIN and MAX indicators.</li> <li>2a &amp; 3a. Check tube connections, ensure proper connection. Ensure that all connectors are properly connected. Firmly press silver metal tabs to release then reconnect. Re-insert the connectors so that they both "click" into place.</li> <li>4a. Turn temperature to control knob counter-clockwise to (50°).</li> <li>5a. Remove any kinks or pinches from tubing.</li> </ol>
<b>Device stops cooling</b>	<ol style="list-style-type: none"> <li>1. Thermostat shut-off, vents blocked</li> <li>2. Mask detached</li> </ol>	<ol style="list-style-type: none"> <li>1a. Unblock vents on both sides of device.</li> <li>2a. Check tubing connections.</li> </ol>
<b>Device turns on and then off</b>	<ol style="list-style-type: none"> <li>1. Device is too cold (below 4°C/ (above 38° C/ 100° F)</li> <li>2. Wall outlet voltage</li> </ol>	<ol style="list-style-type: none"> <li>1a. Unplug and Acclimate device to indoor temperature for 30 minute restart.</li> <li>2a. Call AAI Healthcare Technical Service toll-free at (713) 528-9998</li> </ol>
<b>Device is leaking</b>	<ol style="list-style-type: none"> <li>1. Tubes not properly connected</li> <li>2. Tubing damaged</li> </ol>	<ol style="list-style-type: none"> <li>1a. Check tube connections, ensure fully connected.</li> <li>2a. Tubing will need to be replaced. Call AAI Technical Service toll-free at (713) 528- 9998</li> </ol>
<b>Mask is leaking</b>	<ol style="list-style-type: none"> <li>1. Tubes not properly connected</li> <li>2. Tubing damaged</li> </ol>	<ol style="list-style-type: none"> <li>1a. Check tube connections, ensure fully connected.</li> <li>2a. Tubing will need to be replaced. Call AAI Technical Service toll-free at (713) 528- 9998</li> </ol>

Visual Guides can be found on the reference cards tethered to the device.