



DreamStation Go Heated Humidifier Patient FAQs

Note: Please refer to the Instructions for Use for more detailed information regarding the operation of your device.

I purchased a DreamStation Go before the heated humidifier released. What do I have to do to make sure the heated humidifier works with my DreamStation Go?

Heated humidifiers purchased separately from a DreamStation Go will ship with a microSD card containing a version of DreamStation Go software that supports the heated humidifier. You can upgrade the software on the DS Go device using this supplied microSD card. Read and follow the supplied upgrade instructions before connecting the heated humidifier to the DreamStation Go.

I see an error message whenever I connect the DreamStation Go heated humidifier to my DreamStation Go that reads “Accessory Unsupported”.

Your DreamStation Go software needs to be updated to support the heated humidifier. Your heated humidifier should have shipped with a microSD card that contains this software, along with upgrade instructions. Read and follow the supplied upgrade instructions before connecting the heated humidifier to the DreamStation Go.

I received a pop-up message on the device that reads " Stop therapy, remove and then reinsert water tank" What should I do?

This message will appear if the humidifier water tank is incorrectly seated on the humidifier heater plate. To remedy:

1. Stop therapy
2. **Remove** and then **reinsert** the water tank
3. Visually inspect to make sure that the water tank is not seated on an angle.

Once complete, you may resume therapy. If inserted correctly, the pop-up should not appear again.

Can I use the DreamStation Go Overnight Battery AND the DreamStation Go heated humidifier at the same time?

Given the power demands of a CPAP heated humidifier, the DreamStation Go cannot support simultaneous usage of both the heated humidifier and overnight battery.

How do I adjust the humidification level?

Humidification level (0-5) can be changed only while the device is on and delivering therapy.

To change humidification level, tap the humidifier icon in the bottom left corner of the screen. Tap the right arrow to increase humidification output, tap the left arrow to reduce the humidification output. Setting the humidifier level to 0 will turn the humidifier off. The maximum setting on the humidifier is 5.

How do I adjust the humidifier settings?

Humidification settings (i.e. Mode and Target Time) can be adjusted while therapy is turned off. To change these settings, navigate to the **My Comfort** menu. From here you can view and adjust the humidifier settings.

What is the difference between Adaptive and Fixed humidification modes?

Adaptive humidification mode automatically adjusts the humidifier heater plate temperature to maintain a constant level of relative humidity to your mask.

Fixed humidification mode applies constant heat to the humidifier heater plate regardless of the conditions in your room.

What is Target Time?

This feature allows users to specify the amount of time they intend to use the device each night. If Target Time is enabled, the device will adjust humidification output so that water is consumed evenly over the specified time period. Users can select **Off**, **Auto**, or **4 - 10** hours in 0.5 hour increments. This setting is only available when the

humidifier is set to Adaptive humidification mode.

When set to Auto, the device automatically sets the target time based on a users' past device usage hours.

How long is the DreamStation Go heated humidifier warranty period?

There is a 2 year warranty on the machine against manufacturers' defects.

How much water does the heated humidifier hold?

The heated humidifier tank holds 240ml of water.

What types of water can I use with the heated humidifier?

Potable water, such as tap, bottled, or distilled. Never use water from a biologically unsafe source such as a lake, river, stream, or well.

Is the DreamStation Go humidifier water-based or a heat moisture exchanger (HME)?

The DreamStation Go features an optional **water-based** heated humidifier. The heated humidifier heats water in a tank over the course of the night which adds moisture to the delivered therapy air.

What are the cleaning recommendations for the water tank?

Clean the water tank daily to prevent mold and bacteria. Tank base can be cleaned by placing it in the top shelf of a dishwasher, or hand-cleaning with a mild dishwashing soap.

Hand wash the tank lid only with a mild dishwashing soap.

Refer to the user manual for the baffle and manifold cleaning instructions.

What diameter tubing can I use with the DreamStation Go Heated Humidifier?

The DreamStation Go Heated Humidifier supports DreamStation 12mm micro-flexible, 15mm and 22mm tubing.