



## Noise Check List for Consumers and Sleep Clinicians

Before forwarding a device and/or accessories for service please work through the check list below to assist in resolving noise issues that may relate to device maintenance and or accessories and which may not require a service technician to investigate and repair.

Noise issue can relate to masks, air hoses and/or devices. It is therefore important that before any device is forwarded for service, any noise relating to masks, air hoses and general maintenance of a device are resolved and/or identified by the consumer or the sleep clinician.

Air Hose Check List	
How old is the air hose? Has the air hose past the recommended replacement date?	<input type="checkbox"/>
Has the air hose been well maintained and is it in good operating order?	<input type="checkbox"/>
Does the air hose have any visible signed of deformity, holes or cracking?	<input type="checkbox"/>
Is the air hose connecting properly to the mask and to the sleep device and are the seals in good order?	<input type="checkbox"/>
Does the noise remain with a 19 mm air hose fitted instead of a 15 mm air hose, if relevant?	<input type="checkbox"/>

Mask Check List	
How old is the mask? Has the mask past the recommended replacement date?	<input type="checkbox"/>
Has the mask been well maintained and is it in good operating order? Are there any visible signs of cracking, deformity, broken seals?	<input type="checkbox"/>
Does the mask have any visible signs of deformity, holes, rips or tears for example?	<input type="checkbox"/>
Is the mask fitting correctly? Are there any clues in the sleep data that might assist in identifying a leak?	<input type="checkbox"/>



Device Check List	
Has the air filter been changed as recommended?	<input type="checkbox"/>
Are all the device seals and connections in good working order?	<input type="checkbox"/>
Is the tub (if applicable) in good working order and sitting correctly in the device?	<input type="checkbox"/>
Has a different air hose and mask been fitted and is the noise still there with these different accessories?	<input type="checkbox"/>

Noise Issue Not Resolved Please forward the following details by email as part of the service request.	
Who is hearing the noise? The patient, partner or both?	<input type="checkbox"/>
When did the noise start? Did something change e.g. location of device, new mask or air hose, device dropped etc.?	<input type="checkbox"/>
Has the device been set up with the mask and hose and can the sleep clinician hear the device too?	<input type="checkbox"/>
What kind of noise is it? Is it whistling, rattling, whining, soft, loud, there all the time, only there on the out breath etc.?	<input type="checkbox"/>
Please provide a recording of the noise issue on a smart phone where possible and forward for the service technician to review.	<input type="checkbox"/>