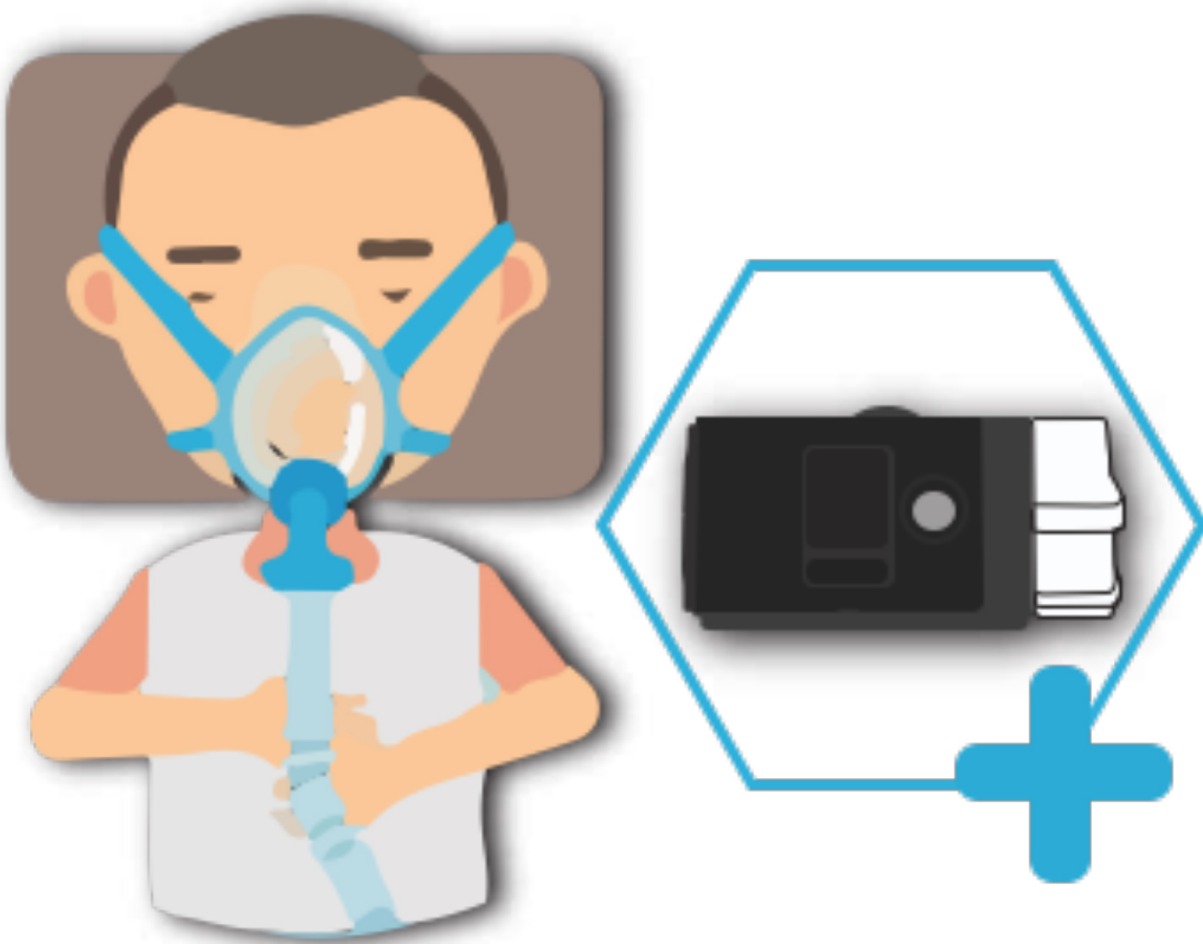




# RESMED LUMIS 150 VPAP-ST TROUBLESHOOTING GUIDE





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## Troubleshooting

If you have any problems, have a look at the following troubleshooting topics. If you are not able to fix the problem, contact your care provider or ResMed. Do not try to open the device.



### General Troubleshooting

Problem/possible cause	Solution
<i>Air is leaking from around my mask</i> - Mask may be fitted incorrectly	Make sure your mask is fitted correctly. See your mask user guide for fitting instructions or use the Mask Fit function to check your mask fit and seal.
<i>I am getting a dry/blocked nose</i> - Humidity level may be set too low.	Adjust the Humidity Level. If you have ClimateLineAir heated air tubing, see the ClimateLineAir user guide
<i>I am getting droplets of water on my nose, in the mask and air tubing</i> - Humidity level may be set too high.	Adjust the Humidity Level. If you have ClimateLineAir heated air tubing, see the ClimateLineAir user guide
<i>My mouth is very dry and uncomfortable</i> - Air may be escaping through your mouth.	Increase the Humidity Level. You may need a chin strap to keep your mouth closed or a full face mask.
<i>Air pressure in my mask seems too high (it feels like I am getting too much air)</i> - Ramp may be turned off	Use the Ramp Time option.
<i>Air pressure in my mask seems too low (it feels like I am not getting enough air)</i> - Ramp is in progress  - Ramp Down may be in progress 	Wait for air pressure to build up or turn Ramp Time off. Press Start/Stop to stop therapy then press Start/Stop to restart and continue therapy.
<i>My screen is black</i> - Backlight on the screen may have turned off. It turns off automatically after a short period of time. - Power may not be connected	Press Home or the dial to turn it back on.  Connect the power supply and make sure the plug is fully inserted.
<i>I have stopped therapy, but the device is still blowing air</i> - Device is cooling down	Device blows a small amount of air in order to avoid condensation in the air tubing. It will stop automatically after 20 minutes.

Problem/possible cause	Solution
<i>My humidifier is leaking</i>	
<ul style="list-style-type: none"> <li>- Humidifier may not be assembled correctly.</li> <li>- Humidifier may be damaged or cracked.</li> </ul>	<p>Check for damage and reassemble the humidifier correctly.</p> <p>Contact your care provider for a replacement.</p>
<i>My therapy data has not been sent to my care provider</i>	
<ul style="list-style-type: none"> <li>- Power may not be connected.</li> </ul>	<p>Connect the power supply and make sure the plug is fully inserted.</p>
<ul style="list-style-type: none"> <li>- Wireless coverage may be poor.</li> </ul>	<p>Make sure that the device is placed where there is coverage (ie, on your bedside table, not in a drawer or on the floor). The Wireless signal strength icon  indicates good coverage when all bars are displayed, and poor coverage when fewer bars are displayed.</p>
<ul style="list-style-type: none"> <li>- The No wireless connection icon  is displayed on the top right of the screen. No wireless network available.</li> </ul>	<p>Make sure that the device is placed where there is coverage (ie, on your bedside table, not in a drawer or on the floor). If instructed to do so, send the SD card to your care provider. The SD card also contains your therapy data.</p>
<ul style="list-style-type: none"> <li>- Device may be in Airplane Mode.</li> </ul>	<p>Turn off Airplane Mode, see Travelling by plane.</p>
<ul style="list-style-type: none"> <li>- Data transfer is not enabled for your device.</li> </ul>	<p>Talk to your care provider about your settings.</p>
<i>My screen and buttons are flashing</i>	
<ul style="list-style-type: none"> <li>- Software upgrade is in progress.</li> </ul>	<p>Software upgrade takes approximately 10 minutes to complete.</p>

## Device Messages

Device messages/possible cause	Solution
<i>High leak detected, check your water tub, tub seal or side cover</i>	
<ul style="list-style-type: none"> <li>- Humidifier may not be inserted properly.</li> <li>- Humidifier seal may not be inserted properly.</li> </ul>	<p>Make sure the humidifier is correctly inserted.</p> <p>Open the humidifier and make sure that the seal is correctly inserted.</p>
<i>High leak detected, connect your tubing</i>	
<ul style="list-style-type: none"> <li>- Air tubing may not be connected properly.</li> <li>- Mask may be fitted incorrectly.</li> </ul>	<p>Make sure the air tubing is firmly connected at both ends.</p> <p>Make sure your mask is fitted correctly. See your mask user guide for fitting instructions or use the Mask Fit function to check your mask fit and seal.</p>
<i>Tubing blocked, check your tubing</i>	
<ul style="list-style-type: none"> <li>- Air tubing may be blocked.</li> </ul>	<p>Check the air tubing and remove any blockages. Press the dial to clear the message and then press Start/Stop to restart the device.</p>

Device message/possible cause	Solution
<p><i>SD card error, remove your card and press START to begin therapy</i></p> <p>- SD card may not be inserted correctly</p>	Remove and reinsert the SD card
<p><i>Read only card, please remove, unlock and re-insert SD card</i></p> <p>- SD card switch may be in the lock (read-only) position.</p>	Move the switch on the SD card from the lock position  to the unlock position  and then re-insert it.
System fault, refer to user guide, Error 404	
<i>Device may have been left in a hot environment.</i>	Allow to cool before re-use. Disconnect the power supply and then reconnect it to restart the device.
<i>Air filter may be blocked.</i>	Check the air filter and replace it if there are any blockages. Disconnect the power supply and then reconnect it to restart the device.
<i>Air tubing may be blocked.</i>	Check the air tubing and remove any blockages. Press the dial to clear the message and then press Start/Stop to restart the device.
<i>There may be water in the air tubing.</i>	Empty the water from the air tubing. Disconnect the power supply and then reconnect it to restart the device.
All other error messages, Eg: System fault, refer to user guide, Error 0XX	
<i>An unrecoverable error has occurred on the device</i>	Contact your care provider. Do not open the device.