

Equipment Warranty Information

Durable medical equipment sold or rented by Sleep Wellness Center carries a manufacturer's warranty. We will honor all warranties under applicable law and notify Medicare beneficiaries and all other payers of the warranty coverage. Always refer to equipment owner's manuals for specific warranty information.

General warranty guidelines are as follows:

- No warranties are available for used equipment.
- CPAP/BIPAP machines carry a 2 year warranty - with an option of an extended warranty.
- Masks, tubing and water chambers offer a 90-day warranty.

Sleep Wellness Center will repair or replace—free of charge—all equipment or supplies that are under warranty.

Sleep Wellness Center

get your ZZZZZZZZ

2700 12th Ave. S., Suite B
Fargo, ND 58103
701-235-7424 **Toll Free** 800-962-8145

Turning Point Health and Wellness Center
2424 32nd Ave. S. Suite 101A
Grand Forks, ND 58201
701-746-7378 **Toll Free** 800-962-8145



Sleep Wellness Center

get your ZZZZZZZZ

**CPAP BiLEVEL
Patient Training**

Insurance Information

Sleep Wellness Center will contact your insurance provider to confirm that CPAP/BIPAP equipment and supplies are included in your benefits. We will file claims for your equipment and secure prior authorization before placing your order if it is required; however, you will be responsible for any deductibles, co-pays or full payments if your insurance does not cover replacement supplies for any reason. It is your responsibility to contact your insurance provider for specific guidelines regarding your replacement coverage.

Caring For Your CPAP/BIPAP Equipment

Proper care and maintenance of your treatment equipment is critical to ensuring that your sleep therapy is effective and efficient. Please refer to the following recommendations for equipment cleaning and understand that improperly caring for your equipment can void your warranty.

.....
Use only distilled water in your water chamber.
.....

General Cleaning Tips

- Use a dedicated basin or container for washing your supplies that is reserved only for this use.
- Fill the basin with warm water, not hot.
- For best results, use plain dish soap for washing your supplies. 1-2 drops of soap per gallon of water is sufficient.
- Avoid using antibacterial or skin softening soaps; they will reduce the life expectancy of your mask and supplies.
- Rinse your supplies thoroughly and allow to air dry on a clean towel.
- Always double-check the basin to make sure you have removed all the parts before dumping the water.

Daily Cleaning

- Wash your mask seal/cushion daily. Refer to the manufacturer's instructions for specific details regarding your mask.

- Disconnect your CPAP/BIPAP tubing from the mask and humidifier chamber. Hang these over a door or closet rod to allow any trapped moisture to dry. (Hanging in bathrooms is not recommended because of the high humidity.)
- Remove the humidifier chamber and discard any remaining water, then wash the chamber.

Weekly Cleaning

- Wash tubing and rinse thoroughly with fresh tap water. Hang to dry.
- Wash your headgear and mask frame.
- Reusable filters should be washed once each week or per manufacturer's guidelines.
- Disposable filters should be replaced if they appear dirty or discolored. (These should last 1-3 months.)

Equipment Replacement Recommendations

To order replacement supplies, please phone Sleep Wellness Center at **800-962-8145** or **701-235-7424**.

PRODUCT	REPLACEMENT SCHEDULE
Monthly Replacements	
Full Face Seal replacement	1 per month
Nasal Seal or Nasal Pillow replacement	2 per month
CPAP/BIPAP machine filter	2 per month
Quarterly Replacements	
Mask (includes seal)	1 per 3 - 6 months
CPAP/BIPAP tubing	1 per 3 months
Biannual Replacements	
Headgear	1 per 6 months
Chin Strap	1 per 6 months
CPAP/BIPAP filter, non-disposable	1 per 6 months
CPAP/BIPAP humidifier water chamber	1 per 6 months
Replacement CPAP/BIPAP Unit	Consult Sleep Wellness Center