

QUICK REFERENCE GUIDE

softFlow™ Setup



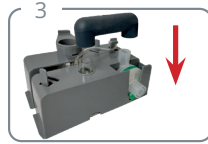
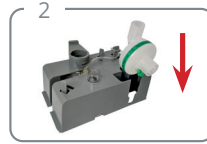
Not intended to replace the Operator's Manual.

1 The device must be turned off



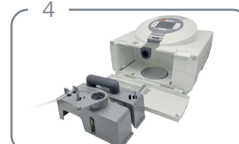
Confirm that the rocker switch next to the power inlet is turned off ("O" position).

2 Assembly of the humidifier rack



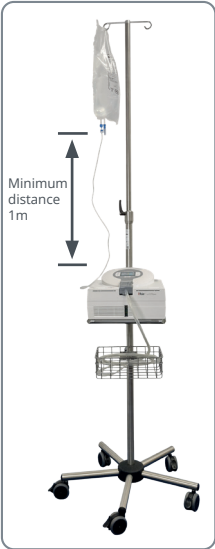
Prepare the rack with humidification chamber auto-fill (image 1), breathing filter (2), and air bridge (3).

3 Inserting the humidifier rack into the device



Insert the fully equipped humidifier rack into the device.

4 Water bag installation



Install the sterile water bag (container). The minimum distance between the water bag and the device should be 1 meter.

5 Water chamber fills



The humidifier chamber fills automatically. Ensure that the water level always stays between the black marking lines (see Image).

6 Applicator installation



Choose appropriate applicator type. Insert the applicator plug from above into the dedicated socket and push it down gently and fully, until the lever under the tube engages to the left.

7 Attaching external O2 flow



The external O₂-source can be connected to the system. If the device has an O₂ Quick Start label above the lateral oxygen inlet port, oxygen can be turned on at any point. If this label is not visible, do not turn the oxygen flow on prior to device being turned on and calibrated, otherwise Calibration Error 503 appears. Should this error occur, turn off the O₂ source and restart the system.

8 Turn on the device



Toggle rocker switch to the ON ("I") position. The system performs the device test and calibration during start up. If the device has an O₂ Quick Start label above the lateral oxygen inlet port, oxygen can be turned on at any point. If this label is not visible, make sure the oxygen supply is turned off when starting the device.

9 Setting flow rate and humidity

Adjust flow rate and humidity as desired.

- o Enter menu by pressing the checkmark button
- o Select menu "Flow rate" or "Humidity,"
- o Confirm with checkmark button
- o Set the required value
- o Confirm the value with the checkmark button
- o Exit the menu via Start/Stop button

The system will automatically adjust therapy according to the new set value.

10 Open external O2 source



If the device has an O₂ Quick Start label above the lateral oxygen inlet port, oxygen can be turned on at any point. If this label is not visible, wait until the device has reached set flow before turning the O₂ on and adjusting the flow to achieve the desired FiO₂. If the FiO₂ exceeds 95% a value of 99% will be displayed. In this case, the total flow equals set O₂ flow, as the internal blower is no longer contributing flow.

11 Humidity adjustment



Wait a few minutes for the gas to reach the appropriate humidity.

12 Upon termination of therapy: Turn off external O2 source



Every time the device is turned off, the O₂ flow must also be turned off.

Troubleshooting *softFlow*



Scan this QR code to view a self training guide for the Masimo *softFlow*.

Error Code	Display Message	Problem solution
101	Pressure too high	most common cause: Blockage of the gas path 1. Check the gas path: a) Is the water chamber sealed or assembled properly? b) Has the breathing filter been replaced per manufacturer's recommendation? c) Is the air bridge installed correctly? d) Verify applicator for kinks or blockage. 2. Restart the device. 3. Please contact technical service if the error continues.
104	No flow	most common cause: Blockage of the side channel blower (SCB)/turbine 1. Please contact technical service.
151	Flow rate not reachable	most common cause: Obstruction or kink in the applicator 1. Verify the applicator for any obstructions or kinks.
154	Leakage detected	most common cause: Components in the air path are either missing or improperly assembled 1. Please check and ensure complete and proper assembly of components in the gas path. <i>Note:</i> This error code is only available on newer devices with the O2 Quick Start label affixed above the lateral oxygen inlet.
158*	Oxygen connection open	most common cause: Oxygen access opened or water damage 1. Attach the oxygen cap or connect the oxygen tube. 2. Check the water level as the water level may be insufficient. 3. Restart the device. 4. Please contact technical service if the error continues.
191	Check applicator hose	most common cause: Applicator is kinked or blocked 1. Check the applicator for kinks or blockage. a) Ensure that no objects are lying on the tube causing blockage. b) If needed, reconnect the applicator. c) Consider using the headgear as an alternate means of fixation for the applicator. 2. Restart the device. 3. Please contact technical service if the error continues.
255	Dew point not reachable	most common cause: Ambient temperature/-pressure outside the specified range, oxygen source opened at start, leakage in the device 1. Was the device stored or operated outside the specified ambient temperature (18°-28°C) before operation? a) Relocate the device away from excessive heat or cold sources and avoid direct sun exposure. b) Let the device cool down or warm up before operation. 2. Ambient pressure may vary due to weather changes. a) Turn off the oxygen source if necessary, restart the device, disconnect from the power supply for at least 30 sec. (Ignore error message "Oxygen"*.) Turn on the oxygen again after complete start. 3. Oxygen source opened when the device started? a) Turn off oxygen , then power down device and restart with oxygen turned off. Slowly open the oxygen supply after the device has reached set air flow. 4. Check system for leaks. a) Is the lid on the home care tank open? b) Is the breathing filter and air bridge securely placed if using the hospital accessories? 5. Lower the dew point temporarily to 30°C and let run for 5 min. 6. Please contact technical service if the error continues.
301	Heating plate gets too hot	most common cause: Heating plate control or heating plate is defective 1. Discontinue use and turn the device off. 2. Note the therapy parameters of the patient. 3. Contact technical service.
302	Heating plate defective	
351	Please refill water	most common cause: Water level in the humidifier chamber is too low 1. Fill the humidifier chamber with water 2. If the water level in the humidifier is in the correct range: a) Turn off the oxygen source if necessary. Turn off the device when the oxygen source is turned off, open the front flap and let the system cool down for 5-10 min. Restart the device, disconnect from the power supply for at least 30 sec. (Ignore error message "Oxygen"*.) Turn on the oxygen again after complete restart. 3. Please contact technical service if the error continues.
401	Blower defective	most common cause: Side channel blower is defective 1. Check whether the air flow at the applicator is detected. 2. Turn off the oxygen source if necessary, restart the device, disconnect from the power supply for at least 30 sec. (Ignore error message "Oxygen"*.) Turn on the oxygen again after complete restart. 3. Please contact technical service if the error continues.
503	Calibration error	most common cause: Oxygen source is opened before the device is started 1. Close the oxygen source and restart the device. After complete start, the oxygen source can be opened again slowly. 2. Please contact technical service if the error continues. <i>Note:</i> This error code will not appear on newer softFlow devices with the O2 Quick Start label affixed above the lateral oxygen inlet port.
651	Applicator heating defective	most common cause: Applicator contacts or applicator is defective 1. Check whether applicator contacts on the device are bent. 2. If applicator contacts are ok, replace the applicator. 3. Turn off the oxygen source if necessary, restart the device, disconnect from the power supply for at least 30 sec. (Ignore error message "Oxygen"*.) Turn on the oxygen again after complete start. 4. Please contact technical service if the error continues
851	Change dust filter	most common cause: The dust filter has been in use for more than 3 months 1. Replace the air filter at the back of the device. <i>Note:</i> The message 851 "Change dust filter" must be acknowledged on the device after the filter has been changed. Press the Enter button (checkmark) to acknowledge.

*Find more error descriptions in the Troubleshooting section of the Operator's Manual.

Contact information for troubleshooting, service and repair can be found at <http://service.masimo.com>

Masimo U.S.
 Tel: 1 877 4 Masimo
 info-america@masimo.com

Masimo International
 Tel: +41 32 720 1111
 info-international@masimo.com