



DreamWear Full Face – Frequently Asked Questions for Customer Service Team

Q: If a person lays on their side and closes off one side of the tubing, will the mask still provide therapy? Will it create a pressure spike?

A: The mask will continue to provide the prescribed therapy. Every other mask on the market operates with one tube running to the cushion and this mask operates in the same way. No increase of pressure or noise will occur.

Q: With the tubing right next to the ear, will DreamWear Full Face be noisier than other masks?

A: From a sound level perspective, the DreamWear Full Face mask is a quiet full face mask. However, since the airflow is located closer to the ears with this design and not routing downward in front of the patient, some people may notice the airflow noise more than a traditional mask. For most patients the experience is quiet and comfortable with the unique design offering more freedom of movement. However, since this is such a different design, it may take some people some time to get use to the difference in the noise. It's not louder, simply different.

Q: There are 3 sizes of frames. How do I choose the right size?

A: Always start with the medium frame. If the mask is too small, the frame will sit too close to the eyes. If the mask is too big, it will sit too close to the ears. Please refer to the quick start guide or instructions manual for pictures and a thorough description. In most cases, it will be obvious if a different size frame is needed. However, if there are leaks at night or the mask seems to move too much, a different size frame and/or cushion should be tried.

Q: How do I clean the mask?

A: If you remove the headgear, cushion and swivel, the frame is essentially one tube. This can be cleaned the same way the short tubing on other masks or the longer CPAP tubing is cleaned. Wash with warm soapy water, it can be rinsed through the swivel connection as well. Set to dry and if there happens to be any remaining moisture in the tube before therapy is started, connecting it to the CPAP with pressure can help to remove this.

The mask may also be cleaned in the dishwasher once a week. The non-fabric parts can be washed on the top shelf of the dishwasher and air dried. Please refer to the instructions manual that came with the mask.



Q: What are the cushion sizes? Does it size the same as DreamWear under the nose nasal cushions? Does it size the same as Amara View?

A: DreamWear Full Face cushions come in four sizes: small, medium, large, and medium-wide. The full face cushion, while covering both the nose and mouth, is sized based on the nasal opening, just like the under-the-nose cushions. The nasal opening is the exact same design and shape as the DreamWear under the nose cushion which means, there is a direct correlation between DreamWear full face and DreamWear under-the-nose sizing – a medium in the full face is a medium in the nasal, etc. However, the DreamWear full face nasal opening is a different design and shape than the Amara View opening and the two masks size differently. Therefore, there is not a direct correlation between DreamWear full face and Amara View.

Q: How can you tell the difference between cushion and frame sizes?

A: The cushion indicator is on the front of the cushion next to the arrow that points to the arrow on the frame for the connection. The frame size indicator is on the top of the frame behind the elbow connection.

Q: Why is it that a person measures one size on the sizing gauge but works better with another size cushion?

A: The sizing gauge is a guideline to indicate which cushion to start with. However, it is only a guideline and will never be 100% accurate. It is always best to start with the size suggested by the gauge but then fit for comfort if another cushion works better.

Q: Is there a sizing gauge in the bag?

A: The sizing gauge is included with the mask in the bag and is part of the Quick Start Guide that is attached to the mask on the elbow.

Q: Is it on Sleep VIP and/or 30 Day program?

A: Yes, these forms are available on the CATS web site.



Q: Is it on DreamMapper?

A: DreamWear Full Face will be made available on DreamMapper in time for launch.

Q: How is DreamWear Full Face reimbursed?

A: DreamWear Full Face is reimbursed as a full face mask.

Q: What mask does this replace?

A: DreamWear Full Face is our premium full face mask offering. It is not intended to replace any Philips mask.

Q: Why are there 2 exhalation ports?

A: The split exhalation design enables the exhalation airflow to be dispersed and therefore isn't as strong coming from just 1 exhalation port.