

acurest®

TrueFIT™

CUSTOM CPAP MASK



USER GUIDE

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Dear TrueFIT™ Custom Mask User

Congratulations on the purchase of your TrueFIT™ Custom Mask!

Your TrueFIT™ Custom Mask was designed and hand-made to provide you with thousands of hours of comfortable and effective CPAP therapy. To ensure that you get the maximum life from your mask, please read and carefully follow the care and maintenance instructions (page 7).

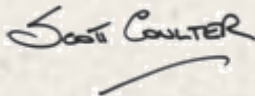
We want the TrueFIT™ Custom Mask to make your CPAP therapy experience as comfortable as possible.

Your experience with the TrueFIT™ Custom Mask is very important to us and we want you to be completely satisfied with the fit and performance it delivers. If you have any problems, questions or comments please call us on 07 3205 8323 or send an e-mail to support@acurest.com.au.

Your doctor and sleep clinic are your primary source of support with CPAP, and we will do what we can to help you manage your treatment. But each night, it is you who need to put on the mask. We understand that this can be a challenge, so you can expect to hear from us.

The TrueFIT™ Custom Mask is an investment in your health and future; care for it and the return will be sleep.energy.life for years to come.

Yours sincerely

A handwritten signature in black ink that reads "SCOTT COULTER". The signature is written in a cursive style with a long horizontal flourish underneath the name.

Scott Coulter
Acurest

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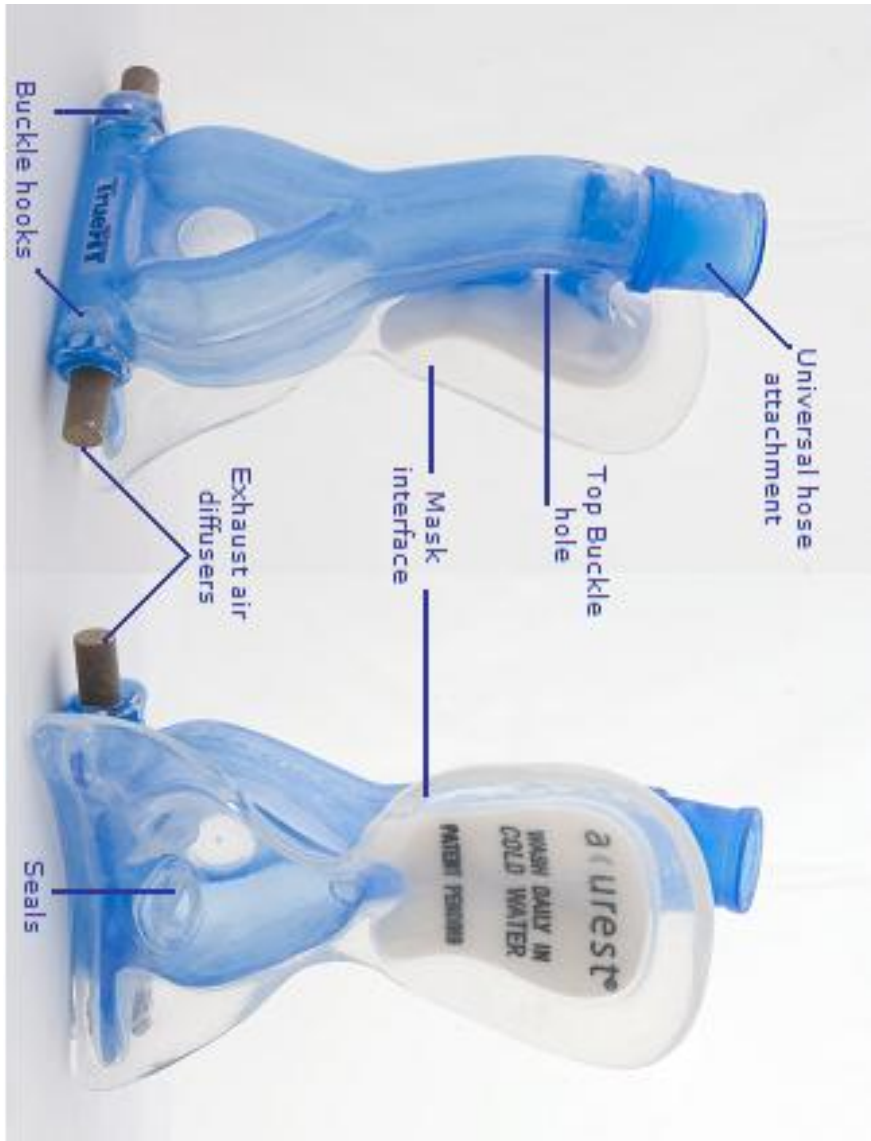
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Additional information about the TrueFIT™ Custom Mask (and technical specifications) is available at: www.acurest.com.au

Please be advised:

- Your TrueFIT™ Custom Mask is an expensive medical device. If you care for it, you can expect comfortable and effective CPAP therapy for many thousands of hours.
- However, if you mistreat, mishandle or fail to care for your mask properly it can quickly become unusable.
- Most often, damage caused by exposure to heat or mishandling cannot be repaired.



KEEP AWAY FROM HEAT

Your TrueFIT™ Custom Mask is very susceptible to heat. Exposure to heat could permanently damage the mask by distorting its shape.



HANDLE WITH CARE

Your TrueFIT™ Custom Mask is fragile and could easily be permanently damaged if dropped or mishandled.

The TrueFIT™ Custom Mask is very different to masks you have used before and, just like a new pair of shoes, it might take a few nights to get used to it.

However, if the mask hurts you in any way or is uncomfortable after a few nights, please call us immediately.

Positioning your machine and hose

Your TrueFIT™ Custom Mask attaches to all universal fittings on CPAP hoses.

Some other masks need inserts of different sizes, and these couplings or inserts will need to be removed before attaching your TrueFIT™ Custom Mask.

The hose attachment for the TrueFIT™ Custom Mask is at the top of the mask.

This design feature ensures that the CPAP tubing does not intrude into your bed and minimises the possibility of the hose becoming entangled in arms or bedding during the night.

The ideal position of the hose is for it to run between the mattress and the headboard or between the mattress and the wall so that it is held in place.

Some people attach a small bracket or hook to conveniently secure the hose.

Allow about 50cm (18") of hose to come above your pillow. This will allow enough hose for you to easily move from side to side on your pillow.

Your TrueFIT™ Custom Mask is different to other masks that you may have used.

Most other masks create a seal by pressing the edge of the mask into the soft tissues of the face using tight straps. This is the cause of red marks, sores and bruising that many users endure.

The TrueFIT™ Custom Mask does not need tight strap pressure to create the seal. The patented double seal design of the TrueFIT™ Custom Mask creates an effective seal with a slight upward pressure to seat the seal around the base of the nose.

To put the mask on:

1. With the headstrap attached at the top of the mask (as shipped), gently put the mask onto your face. You will feel the small custom-made protrusions slip comfortably inside your nostrils.
2. Run the headstrap straight back over the top of your head and connect the bottom buckles onto the hooks on each side at the base of the mask.
3. With the mask and headstrap in place, reach over to the back of your head and gently pull down on the headstrap. This will provide the upward pressure needed for the seals to be correctly seated.
4. Connect the CPAP tube to the swivel fitting on the top of the mask, switch on your CPAP device, close your eyes and enjoy a safe and restful sleep.

Note: If you wear a chin strap during sleep, putting it on before fitting your TrueFIT™ Custom Mask will allow you to easily remove your mask as needed during the night.

To take the mask off, simply unhook one (or both) of the bottom buckles and lift the mask away from your forehead, removing it with a downward motion.

You will need to adjust the headstrap to fit the mask correctly. Remember, you DO NOT need tight straps to hold your TrueFIT™ Custom Mask in place.

While some assistance is useful at this point, making the adjustments can be done simply by one person.

When fitted correctly, it should be comfortably firm on your face, not tight. And it certainly should not cause red marks!

The aim of this step is to hold the mask so that the seals are in contact with the base of your nose throughout the night. A slight upward pressure is needed to achieve this.

Note: Most other masks seal by being squashed into the soft tissues of your face. The TrueFIT™ Custom Mask does not seal in this way, so it does not need to be squashed into your face.

To fit the head strap, with the head strap attached to the top of the mask (as shipped), first put the mask on your face and run the headstrap over the top of your head.

The top buckle determines the length of the strap which runs over the top of your head.

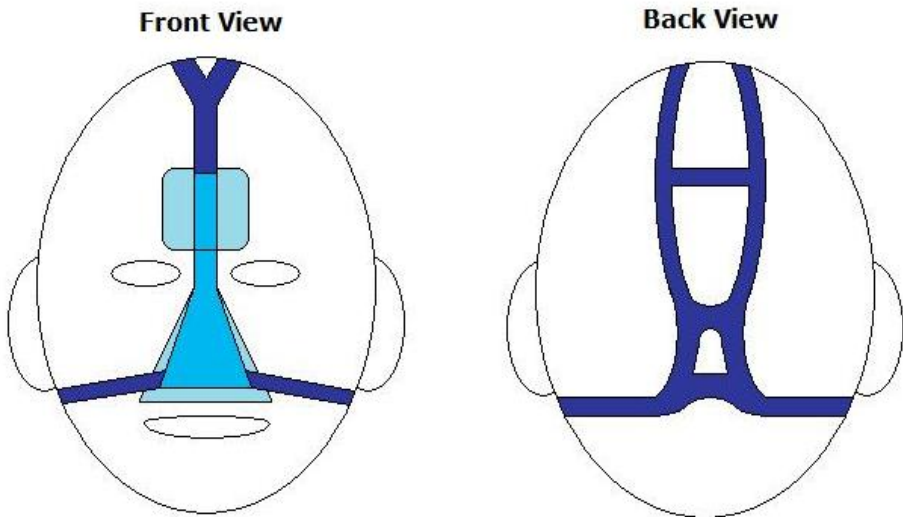
Adjust the top buckle so that the lower straps can pass horizontally beneath your ears.

You can feel a small ridge where the base of the skull (the bone in your head) ends and the tissues of your neck begin. The horizontal part of the headstrap should be positioned along the bottom of this ridge.

This ridge provides an “anchor” for the top part of the headstrap, allowing it to have tension over the top of your head without having the bottom straps tight across your face.

Once the length of the top strap is decided, adjust the bottom buckles so that the straps comfortably pass beneath your ears and have to stretch only about 1-2cm to go over the hooks on each side of the front of the mask.

At higher pressures, the straps will need to be more firmly adjusted.



When properly adjusted, there should be more tension in the strap over your head than across your cheeks. This maintains the upward pressure needed to keep the seals seated at the base of your nose.

Note: It is not uncommon for a series of small adjustments to be needed in the headstrap when you first get started with your TrueFIT™ Custom Mask. It could take several nights to get the headstrap just right.

Be patient with this process and make small adjustments until the strap is firm enough to keep the mask in position through the night, without being so firm that it is uncomfortable.

CAUTION: The materials in the TrueFIT™ Custom Mask may be damaged by exposure to heat. To avoid damage, never expose your mask to heat from any source, such as from hot water, direct sunlight, hair dryers, room heaters, etc.

Your TrueFIT™ Custom Mask is an investment in better sleep and more comfortable CPAP therapy.

The materials in the TrueFIT™ Custom Mask will react with the normal perspiration, oils and acids in your skin. This process will gradually alter the shape and colour of the mask as it ages.

The speed of this process is determined by (1) the specific combination and concentration of oils and acids in your skin, and (2) by the level of care and attention that you give to maintaining the mask.

The seals around the nostrils will usually remain effective as the mask ages, however the overall comfort and fit of the mask will deteriorate over time.

When properly cared for, you can expect your TrueFIT™ Custom Mask to remain comfortable and effective for about three years. When cared for diligently, masks can last considerably longer. Masks that are not cared for properly will deteriorate more quickly.

For you to maximise the life of your mask, it is very important that you care for it as described below.

TIP: Wash your face each night before using the mask.

TIP: Do not use creams or lotions on your face before using the mask. Some face creams contain ingredients which could also react with the mask material and shorten the life of the mask.

TIP: Using a folded tissue under the forehead section of the mask helps to prevent any oils and perspiration coming into direct contact with that part of the mask.

Daily Care

Each morning, immediately after you finish using the TrueFIT™ Custom Mask, wash the section of the mask that comes into contact with your face in soap and COLD WATER.

Do not use any other cleaning products or chemicals on your mask.

The aim of this step is to remove any perspiration and oils that accumulated on the mask overnight so that they will not be absorbed into the mask material.

Note: If the oils and acids from your skin are not removed after each use, they will remain on the mask and will continue reacting with the material. This will dramatically reduce the life of the mask.

Weekly Care

During normal use, room air and your exhaled breath circulates through the mask. This can lead to mould attaching to the inside of the mask, which can become a problem if left untreated.

One morning each week, before the daily wash, pour about two tablespoons of white vinegar into the neck of the mask.

Use your thumb to block the nostril openings and your other thumb to cover the opening at the top of the mask and slosh the vinegar around inside the mask for about 30 seconds.

Following this, rinse the mask thoroughly with COLD WATER several times to remove the vinegar and then blow out any excess water.

Stand the mask in a cool dry place to allow it to dry.

Every 2-3 Months

Periodically the diffusers will need to be thoroughly cleaned to remove any tarnishing and/or debris that has built up through normal use.

Each user will require this at different intervals; you will know when it's time because it will become harder to breathe out through the diffusers. Regardless, this should be done at least every three months.

To do this, you will need to use a Polident or Steradent denture tablet.

Do not be tempted by the variety of "fast acting" or "daily soak" variants of the standard denture tablet; these all work in different ways and are not recommended for this process.

First, break a single denture tablet into quarters. Place one quarter inside each nostril of the mask. Then stand the mask upright in the box and place another quarter of the tablet under each of the diffusers.

Stand the box at a 45° angle and add COLD WATER until the diffusers are completely covered and there is water both inside and outside the mask.

Allow the tablet to effervesce and then soak for 15 minutes.

Thoroughly rinse the mask by running COLD WATER through from the top of the mask (where the hose connects), using your thumb to block the nostrils so that the filters are thoroughly rinsed.

Gently shake out any excess water and then blow strongly through the mask to clear out all the water.

Note: Water does not pass through the diffusers easily and it may be necessary to use a few good breaths or even your CPAP machine to dry them properly.

In between uses, your TrueFIT™ Custom Mask should be stored somewhere safe:

- After washing the mask each day, set it aside to dry in a cool, well-ventilated area away from direct sunlight.
- Never use heat or hot air to dry the mask.
- Keep children and pets away from the mask to prevent accidental damage.
- Keep all household chemicals and preparations away from the mask as some common household products include chemicals which could react with the mask material.
- Only use the cleaning products listed in the care and maintenance instructions with your mask.

When travelling with your TrueFIT™ Custom Mask:

- Use the storage box supplied with your mask whenever you are transporting it.
- Be aware that normal travel insurance will not cover the replacement cost of a damaged or lost TrueFIT™ Custom Mask.
- If travelling by plane, the safest option is to pack your CPAP equipment in your cabin baggage.
- Do not leave your TrueFIT™ Custom Mask in an unventilated car or caravan where the temperature could rise above 50°C.

Your TrueFIT™ Custom Mask is shipped to you with the buckles already threaded and with the headstrap attached to the top of the mask.

You may want to remove the buckles when washing the headstrap.

To thread the headstrap through the buckles, simply follow these steps:

First, make a loop in the end of the headstrap by doubling over the last 4cm or so of the strap.

The blue material should be on the outside.

Thread this loop through the closed part of the buckle as shown.

Then enlarge the loop so that it is large enough to fit over the end of the hook in the buckle.

Next, position the loop over the buckle by passing the hook-side part of the loop between the open part of the buckle and pushing the hook through the loop.

Finally, pull down on the headstrap so that the loop closes over the buckle.



The bulge in the headstrap material created by threading it on the buckles should always be away from your face so that the headstrap sits smoothly against the skin.

If you have questions, comments or concerns about your TrueFIT™ Custom Mask, please contact Acurest immediately:

Telephone Support: +61 7 3205 8323

E-mail support: support@acurest.com.au

***Note:** Acurest is not specialised in the treatment of your condition. While we are happy to offer support and advice in the use of your TrueFIT™ Custom Mask, all medical and treatment management questions should be directed to your sleep clinic and/or doctor.*

Guarantee:

The TrueFIT™ Custom Mask is hand-made to fit you and only you. It is made to give you thousands of hours of comfortable compliance with your CPAP therapy.

As your mask is custom made for your face, we cannot offer you a refund if you decide after you receive your mask that you don't want it.

We guarantee that the mask will fit you comfortably and will seal effectively when you receive it.

In the unlikely event that your mask does not fit you comfortably, we will happily make adjustments to your mask to ensure that you can use it as intended. Please contact us as soon as an issue arises and we will discuss a solution.

Your mask comes with a 90 day guarantee for materials and workmanship.

Your TrueFIT™ Custom Mask is delicate and needs to be cared for as described in the care and maintenance instructions. We do not offer any warranty over damage to the mask that arises from it being mishandled or exposed to heat.

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