

# DEXUP Airway Clearance System – FAQ

## 1. What is the DEXUP Airway Clearance System?

It is a medical device that uses **High-Frequency Chest Wall Oscillation (HFCWO)** to help loosen and clear mucus from the lungs, making it easier to cough out.

---

## 2. How does the device work?

The system uses an air compressor connected to a vest that:

- Inflates and deflates rapidly
  - Creates gentle chest vibrations
  - Helps:
    - Break up mucus
    - Move mucus upward
    - Improve lung clearance
- 

## 3. Who can use this device?

It is used for patients with respiratory conditions such as:

- Cystic fibrosis (CF)
- Lung infections
- Post-surgery recovery
- Other conditions requiring airway clearance

It is commonly used in:

- ICU/CCU
  - Respiratory departments
  - Pediatrics and geriatrics
- 

## 4. How often should I use the device?

- **2–4 times daily**
- Each session: **10–15 minutes (max 30 minutes)**
- Use **2 hours before or after meals**

---

## 5. What are the recommended settings?

- **Frequency:**
    - Adults: 5–22 Hz
    - Children: 5–15 Hz
  - **Pressure:**
    - Adults: 11.25–30 mmHg
    - Children: 11.25– 18.75 mmHg
- 

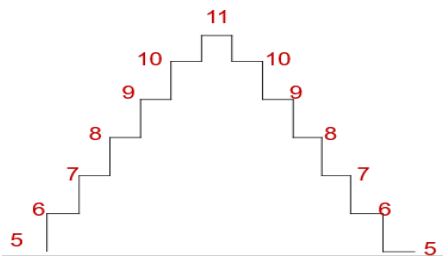
## 6. What are the working modes?

The device offers three modes:

- **Normal Mode:** Adjustable frequency (1–20 Hz)
- **Ladder Mode:** Pre-set step frequencies.



- **Cyclical Mode:** Alternating frequency ranges



---

## 7. Who should NOT use this device?

Avoid use if you have:

- Lung tumor
- Tuberculosis
- Pneumothorax

- Pulmonary hemorrhage
- Severe heart conditions (e.g., arrhythmia, recent heart attack)
- Active bleeding

Always consult a doctor before use.

---

## 8. When should I stop using the device immediately?

Stop use if you notice:

- Blood in sputum
- Skin bruising or bleeding

**Sudden changes in heart rate or blood pressure.** (Check if the reading is accurate or affected by AWC oscillations during sudden heart rate or blood pressure changes.)

- Patient discomfort or distress
- 

## 9. How do I wear the vest correctly?

- Wear the vest snugly (not too tight)
  - Ensure the bottom sits above the hip bone
  - Fasten straps before inflation
  - Adjust for comfort
- 

## 10. How do I maintain and clean the device?

- Wipe with a **soft dry cloth**
  - Occasionally disinfect with **light alcohol**
  - Keep in a **dry, clean environment**
- 

## 11. What should I do if the device is not working?

Common issues:

- **No power:** Check connection or fuse
- **Noise/vibration:** Tighten loose parts
- **Movement issues:** Check wheels or obstructions

If unresolved, contact service support.

---

## 12. What is the warranty?

- **1 year free maintenance**
- **Lifetime service support (paid after warranty)**

Warranty is void if:

- Misuse or damage occurs
  - Unauthorized repair/modification
  - Improper usage or maintenance
- 

## 13. Can I use accessories from other brands?

No. Using non-approved accessories may:

- Cause malfunction
  - Void warranty
- 

## 14. Is the device portable?

Yes, it is designed to be portable and safe for use in multiple healthcare settings.

---

## 15. How should the device be stored?

- Store in a **dry, clean place**
  - Avoid:
    - Moisture
    - Direct sunlight
    - Strong shocks
- 

## 16. Do I need professional guidance before use?

Yes. It is recommended to use the device under **medical or professional supervision**, especially initially.

---

# Service & Maintenance FAQ – DEXUP Airway Clearance System

## 17. How do I request service or support?

You can contact the manufacturer directly via phone or email. Always provide:

- Product model
- Serial number
- Description of the issue

---

## 18. What information is required when requesting service?

Keep the following ready:

- Serial number (on the device label)
- Purchase details (if available)
- Brief description of the problem
- Usage conditions

---

## 19. What is included in free maintenance?

- Repair of manufacturing defects
- Technical support
- Basic servicing within the **1-year warranty period**

---

## 20. What is not covered under warranty?

Warranty does NOT cover:

- Physical damage or accidents
- Liquid damage
- Use of non-approved accessories
- Unauthorized repairs or modifications
- Improper use or maintenance

---

## 21. What happens after the warranty period ends?

- Service is still available
- Charges will apply for parts and labor
- Lifetime maintenance support is provided

---

## 22. Can I repair the device myself?

No. Only trained or authorized personnel should repair the device.  
Unauthorized repair may:

- Damage the device
- Void warranty
- Risk patient safety

---

## 23. How often should the device be serviced?

- Regular cleaning after use
- Periodic inspection recommended (as per usage frequency)
- Professional servicing if performance issues arise

---

## 24. How do I replace the fuse?

- Turn off and unplug the device
- Remove the fuse holder
- Replace with **3A (Φ5×20mm) fuse**
- Reinsert and secure properly

---

## 25. What should I do if the device shows repeated faults?

- Stop using the device
  - Do not attempt internal repairs
  - Contact authorized service support immediately
-

## **26. Are spare parts available?**

Yes, but only through the manufacturer or authorized service providers.  
Using unofficial parts is not recommended.

---

## **27. What conditions are required for safe operation to avoid service issues?**

- Use in a dry, clean environment
  - Avoid electromagnetic interference
  - Follow operating instructions carefully
- 

## **28. Who is authorized to perform maintenance?**

Only:

- Manufacturer-trained personnel
  - Authorized service engineers
- 

## **29. What are signs that the device needs servicing?**

- Unusual noise or vibration
  - Reduced performance
  - Display not working
  - Irregular pressure or frequency
- 

## **30. Is preventive maintenance recommended?**

Yes. Preventive checks help:

- Avoid unexpected breakdowns
  - Ensure consistent performance
  - Improve device lifespan
-