

FAQ - Use & Troubleshooting

Using the Purify O3

How long does the Purify O3 take to charge?

The Purify O3 will charge from an empty battery to full capacity in just over two hours.

How many uses can I get from the Purify O3 before needing to be recharged?

You can expect to get an average of 5 to 6 sanitation cycles on one full battery.

Can I use any USB cord or charger to charge the Purify O3?

The Purify O3 utilizes an industry common 5V DC, 1 A USB port and charging cord, however RRI recommends utilizing only the supplied USB cord and charging adapter for optimal battery life.

Can I use and charge the Purify O3 at the same time?

No, it is not recommended to use the Purify O3 while charging.

Can I replace the Purify O3 battery?

No, the Purify O3 utilizes an integrated, rechargeable Lithium-Ion battery and cannot be replaced.

How long does Purify O3 take to disinfect?

The Purify O3 offers one of the shortest disinfection cycles on the market at just 35 minutes! However, it is recommended to allow 90 minutes for the residual ozone to dissipate after the sanitation cycle is complete.

Are there any replacement filters, bags or solutions required?

No, all you need to get started is included in the Purify O3 kit! No additional chemicals, replacement sanitation bags, filters or accessories are necessary.

Can I use the Purify O3 on my CPAP/BiPAP Humidification Chamber?

Yes, Purify O3 can be used to sanitize CPAP/BiPAP humidifier chamber. The humidifier chamber must be empty before disinfection.

Can I use the Purify O3 on my CPAP/BiPAP Mask?

Yes, Purify O3 can be used to sanitize CPAP/BiPAP Masks. A tubing connector (included) may be required to connect certain brands of heated tubing.

Will sanitizing my CPAP/BiPAP Mask help it to last longer?

Purify O3 is designed to sanitize your CPAP/BiPAP equipment and supplies, but will not necessarily extend its useful life.

How often should I use Purify O3 to clean my mask and tubing?

Purify O3 can be used daily to sanitize CPAP/BiPAP masks and tubing. Ultimately, how frequently the mask is sanitized is based on user preference and schedule.

Does my mask need to be wiped out before using Purify O3?

Yes, we recommend using a damp cloth or CPAP wipe to remove any surface residue prior to using the Purify O3.

How often should I use Purify O3 to sanitize my PAP humidification chamber?

Weekly cleaning of PAP humidification chambers is recommended. The frequency of disinfection is at the preference of the user.

Why does the Purify O3 have to be in a closed container or zippered case during use?

Due to the nature of ozone and its short half-life, its effectivity as a sanitizer is increased when the balance of ozone is greater than available oxygen. Therefore, the smaller container enables this to occur more quickly for effective disinfection. Use in an open container or room would allow the ozone to dissipate rather than reach concentrated levels around the mask or machine for disinfection.

What type of container is recommended for use when sanitizing my humidification chamber?

A sealed container is recommended for use when sanitizing the humidification chamber – a plastic storage bin with latching lid under 12 quarts in size is an economical option found at many retailers.

I notice a slight odor after using Purify O3, what is it?

Ozone has a distinct scent – some sensitive individuals may be able to smell the ozone after its use. It is recommended to run the PAP machine for 20 seconds prior to use to help this odor dissipate, or to run the disinfection cycle at the beginning of the day to allow for additional time for the residual odor to dissipate before normal use.

The light on the Purify O3 is red, what does that mean?

The red light indicates the unit is charging. When fully charged and ready for use, the light will change to green.

The light on the Purify O3 is blinking and I hear a buzzing sound, what does that mean?

The battery is low and the unit should be charged soon. When low battery level is reached, the Purify O3 will alert with a green blinking light and long buzz sound.

Troubleshooting

The Purify O3 does not turn on after charging.

Ensure the on button is depressed fully for 3 seconds to power on. If the unit still does not power on, connect the Purify O3 to the charger and plug into an electrical outlet. Press and hold on button for 3 seconds to power on. Disconnect from the outlet and use as normal.

My Purify O3 is no longer functioning.

The battery may be depleted. Connect the power cord and plug in to an electrical outlet to charge. A red indicator light signals a depleted battery. A green indicator (non-blinking) indicates full battery life.

The Purify O3 does not power off automatically after the sanitation cycle.

Power the sanitizer off by pressing and holding the On/Off button for 3 seconds. If symptoms persist, contact your Home Care/"PAP" Equipment Provider for warranty evaluation.

No ozone is generated.

Verify the Purify O3 is fully charged. Connect charger to the unit and plug into electrical outlet. After charging, power module on and confirm fan is working. If fan continues to be inoperable, contact your Home Care/"PAP" Equipment Provider for warranty evaluation.

The charging indicator light does not turn on.

Check the charger and wire connection. Ensure battery has been charged for at least one hour.

The battery is fully charged but Purify O3 module is not working.

Contact your Home Care/PAP Equipment Provider for warranty evaluation.

The Purify O3 stops running during use after a full charge.

Battery may have reached the end of its serviceable life. Charge unit fully and attempt to run a complete sanitizing cycle. If problem persists, and is within the 2 year warranty period, contact your Home Care/"PAP" Equipment Provider for warranty evaluation. If outside of the warranty period, dispose of the product per electronic recycling guidelines in your area.

The disinfection process leaves a slight odor.

Before using, run your CPAP/BiPAP machine for 20 seconds to allow any residual odor to flush from the device. Run the Purify O3 disinfection cycle earlier in the day to allow additional time for the residual odor to dissipate before use.

Who do I contact regarding a warranty claim?

Patients should address all warranty concerns to the Home Care/"PAP" Equipment Provider where the product was purchased.