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SOCLEAN - FREQUENTLY ASKED QUESTIONS (Updated 2018-1221)

Q: Will health insurance cover the SoClean?

A: At this time the SoClean is not covered under health insurance.

Q: Can an HSA or FSA account be used?

A: Yes, you can use your HSA or FSA account. The eligible product list number is: #9274.

Q: Will the SoClean work with my CPAP machine?

A: The SoClean will work with most CPAP and BiPAP machines. We include a free adapter with each SoClean we sell so that you can select a compatible adapter for your machine.

Q: Will the SoClean work with my CPAP mask?

A: The SoClean will work with most CPAP masks. There are a few full size masks that will not fit in the SoClean.

Q: Are there supplies that have to be changed with SoClean?

A: Yes, every six months of normal use, the filter and check valve need to be changed. The filter and check valve come together in a kit and can be ordered directly on our site.

Q: What is the difference between SoClean and SoClean 2 Go?

A: The SoClean 2 is for home use and includes automatic features that will initiate sanitation on a regular schedule. The SoClean 2 Go is smaller for travel use and includes battery power options. It does not have the same automatic start features as the larger SoClean 2.

Q: Can I keep the SoClean attached permanently to my CPAP machine, or should I detach the SoClean each night and then plug in my CPAP hose?

A: You should not have to disconnect anything – that is the wonderful thing about the SoClean. Once you have it set up, you can leave it attached until you have to replace your CPAP hose. In some cases when used with a heated hose adapter, you may have to disconnect the water chamber to fill with water.

Q: Can I position the SoClean on a shelf below my CPAP, or does the SoClean need to be level with my CPAP?

A: Preferably the SoClean cleaner and sanitizer should be level with your CPAP so the flow is easier, but you can put it on a shelf below

your CPAP. If you do put it below your CPAP unit, we ask that you periodically look at the check valve assembly to make sure there is no water in the clear tube, as this can harm your SoClean unit. If you do see water, you should replace the check valve assembly.

Q: Isn't the small tube under water during cleaning? Or is the reservoir supposed to be dry during cleaning?

A: If you have water in your reservoir, the tube needs to be submerged. In order to get the activated oxygen to clean the water. However, you can also run the SoClean without water in the reservoir.

Q: Does the small hose that goes into the water chamber affect my CPAP air pressure or act like a leak?

A: The small hose would have a minimal effect if any on your CPAP machine air pressure. In rare cases, if you have a BI-PAP or A-PAP machine, a heated hose adapter may be required to ensure proper pressure. The small hose does not act like a leak.

Q: How long will the SoClean machine last?

A: We warranty the SoClean for two years. However, in manufacturer testing we simulated running the machine for over 5 years and experienced no issues.

Q: Do I need to replace any SoClean parts?

A: Yes. Once every six months or so (depending on run times), the check valve and the filter need to be replaced. These items are sold together in a kit; the machine is programmed to tell you when these are needed.

Q: Can I use the SoClean CPAP cleaner and sanitizer with two CPAP machines?

A: The SoClean is designed to stay connected to one CPAP machine. You can clean two CPAP machines; however, you will need to disconnect and reconnect your CPAP equipment. This would be extremely cumbersome and not recommended.

Q: Can I use the SoClean to sanitize anything other than my CPAP equipment?

A: Only the CPAP mask with the head gear should be placed into the chamber of the SoClean.

Q: How do I use the pre-wash?

A: The neutralizing pre-wash we send is just fragrance-free dish soap. You should use the pre-wash in the same way that you would use dish soap to wash your CPAP reservoir, hose and mask.

Q: Will the SoClean CPAP cleaner and sanitizer work with my heated humidifier?

A: Yes, there should be no problem with a heated humidifier, which is standard on most CPAP machines.

Q: What if I do not use a humidifier, can I still use the SoClean?

A: Yes, the SoClean works with or without out a humidifier. If you do not use a humidifier, the SoClean will sanitize the CPAP hose, mask, and headgear.

Q: Should I use distilled water as my CPAP manufacture suggests, or can I use tap water?

A: Distilled water should be used to clean your CPAP, as there are sediment and minerals in the tap water.

Q: Will the SoClean work with my heated hose?

A: Yes, but you will need a heated hose adapter. We include a free adapter with each SoClean we sell so that you can select a compatible adapter for your machine.

Q: How long does the SoClean need to run?

A: We recommend you run the SoClean CPAP cleaner and sanitizer between 5-10 minutes each day. It comes preset at 7 minutes. If you

are running your CPAP machine dry (with no water in the humidifier or no humidifier), then you can cut the time down to between 3-5 minutes. If you are experiencing the smell of oxidation, you may increase cleaning time to 12 minutes for a few weeks.

Q: What size masks fit in the SoClean?

A: The SoClean chamber has a 5" X 5" opening and is 7" deep. Any CPAP mask under that size will fit.

Q: Can I stop washing my CPAP equipment if I use the SoClean?

A: Your CPAP equipment is completely sanitized every time you use the SoClean. However, the SoClean will not remove facial oils or dust or other foreign materials. You should hand wash your CPAP equipment with the pre-wash solutions every 5-6 weeks.

Q: Does the SoClean get rid of facial oils on my mask?

A: The SoClean will inhibit facial oil build-up, but it will not remove the oils. Although the SoClean will sanitize and kill any germs, bacteria or other pathogens on your mask, some inert residue can be left behind. You may need to wipe off your mask from time to time, or even use the pre-wash provided.

Q: If I wash my CPAP mask before putting it into the SoClean, does it have to be completely dry?

A: It is better to run the SoClean when your CPAP mask is completely dry.

Q: Is it better to refill the reservoir before or after the SoClean runs? Does it make a difference?

A: You can refill your reservoir before or after use with the SoClean – it does not really make a difference.

Q: Will I still need to replace the water in my CPAP while using the SoClean? Or should I just add water as needed?

A: It really is a personal decision; however, you can be assured that each time you run the SoClean, you are sanitizing the water in the humidifier.

Q: There is an oily residue on my mask. Is my mask deteriorating from ozone, or activated oxygen?

A: It is probably oily residue as addressed above, not from ozone. The mask should be fine after cleaning.

Q: What is activated oxygen?

A: Activated oxygen also known as ozone, or O₃ is defined by Merriam-Webster dictionary as: 1. a form of oxygen that is found in a layer high in the earth's atmosphere. 2. fresh healthy air especially near the sea. Activated oxygen is a three atom oxygen molecule. This three atom molecule is a colorless gas with powerful oxidizing properties, formed from oxygen by electrical discharges or ultraviolet light. It differs from normal oxygen (O₂) but over time or with forced filtration, will break back down to normal oxygen (O₂) that we breathe.

Many become confused over the term ozone. There is good ozone and there is bad ozone. Most commonly used is bad ozone which is linked to high ozone alerts or smog alerts in certain areas of the world. This kind of ozone is mixed with toxic gases that can be breathed in. Good ozone is found in our upper atmosphere or you may smell the essence of ozone after a thunderstorm. Activated oxygen (ozone) is known as one of the best and most effective means to natural disinfection. This process is commonly used in array of applications such as public water filtration, fruit and vegetable handling, hotel housekeeping, and hospital disinfection. Please see common FAQs to learn more about activated oxygen (ozone) or see activated oxygen in SoClean to learn how the SoClean safely disinfects your CPAP equipment.

Q: Is ozone/activated oxygen really safe?

A: Activated oxygen, also called ozone or O₃ occurs in nature. It is produced and used commercially in applications for sanitizing produce, waste and drinking water. The SoClean is designed to keep the activated oxygen enclosed in your CPAP equipment and the secure chamber. And, when the sanitizing process is complete, the ozone turns back into regular oxygen.

Q: Isn't activated oxygen ozone?

A: Yes. These terms are interchangeable and mean the same thing.

Q: What is the concentration of ozone inside the SoClean CPAP cleaner and sanitizer?

A: SoClean uses enough ozone to thoroughly sanitize your CPAP equipment and by the time you open the chamber it will have decreased to 0 ppm.

Q: You are using ozone as a disinfectant, will it harm my CPAP mask or hose?

A: Acrylics, polycarbonate and silicone, which are the primary materials of masks and reservoirs, are completely compatible with activated oxygen cleaning, and have stood up to the use of the SoClean.

Q: How does the SoClean produce activated oxygen? Do I have to buy supplies for it?

A: The SoClean produces the activated oxygen on its own. Regular oxygen from the air is taken in and converted to activated oxygen, O₃, for the sanitizing/cleaning process. The filter in the chamber converts it back to regular oxygen, O₂, before it exits the chamber.

Q: Why do I smell ozone while the SoClean is running?

A: Please make sure the SoClean lid is shut securely and that your CPAP cleaner and sanitizer is connected to the SoClean securely. Some ozone molecules may escape into the air, but they will be so dispersed in the volume of air in the room, and will not pose a hazard.

Q: What is a heated hose?

A: A heated hose is a CPAP hose that has an electrical connection on the end of it. It helps with humidification comfort and helps to prevent rainout.

Q: Why do I need an adapter for SoClean?

A: SoClean works with most CPAP equipment. There are some brands and models that will need an adapter for SoClean to work. The SoClean adapter helps users setup and install SoClean easier and also allows many CPAP machines to maintain their heated hose functionality.

Q: SoClean CPAP cleaner and sanitizer is displaying hose not present message.

A: There are two main causes for this message to be displayed, the first cause may be that the side slot plug on the opposite side of where your CPAP hose fits into the SoClean has fallen out. The SoClean will not run unless that side slot plug is in place. The second cause could be that your CPAP hose diameter is not thick enough that when the lid is closed on the SoClean CPAP cleaner and sanitizer to engage the switch, in this case you will need an acrylic sleeve to thicken the diameter of the CPAP hose.

Q: SoClean is displaying flashing lights and time to order message.

A: This message indicates that it is time to change your SoClean filter and check valve – it will come on after about six months of normal use. After changing the filter and check valve, please hold down the hourglass button and manual button together until you see a smiley face icon appear on the display screen. When you see the smiley face icon, the message has been cleared and reset.

Q: When and why do you need the neutralizing pre-wash?

A: The neutralizing pre-wash is intended to use prior to the first use of your SoClean or when introducing new equipment to your CPAP cleaning system to wash your CPAP mask, hose and reservoir. The

pre-wash is a fragrance-free hypoallergenic cleaning solution. The pre-wash neutralizes any pre-existing odors from detergents, and removes any residue from the manufacturing process.

Q: There is a strong odor after using my SoClean.

A: Sometimes you may experience a strong odor after running the SoClean for the first time. This is a byproduct of the oxidation with activated oxygen of the old materials that may have been used to clean your CPAP equipment in the past, such as vinegar or scented soaps. It may also occur when a new piece of CPAP equipment is introduced to the SoClean for the first time. The odor will decrease with time. To help the odor go away faster, you may increase the cleaning time to 11 minutes for a few weeks and then decrease the time back to 7 minutes. You can also run your CPAP for 10 minutes before using. These steps will help the odor to decrease quicker.

Q: The LED light is red on my SoClean 2 Go.

A: The red light indicates the batteries need to be replaced. Please change all the batteries at the same time.

Q: Why does it look like my mask is yellowing?

A: Clear or yellowish residue is usually just built-up facial oils. The SoClean will oxidize/sanitize any organic residue on the mask, but an

inert (and sometimes yellowish colored) material residue will be left behind. Wash the mask out well with the pre-wash or with fragrance-free dish soap. This is the most common cause of yellowing. It may seem as if the plastic is yellowing, but the yellow color may be caused by a fine film of facial oil residue.