



## Frequently Asked Patient Questions

### PAP Devices

#### Luna II and Luna G3 Device Questions:

**Q: How do I change the settings on my Luna II or G3 PAP Device?**

A: Changes to your therapy settings including patient pressure must be handled by your physician or supplier, please reach out to them to discuss any needed changes to your therapy.

**Q: My pressure is too high; it is not comfortable. Can you have someone reach out to me?**

A: React Health does not sell prescription devices to patients. We cannot advise you on your therapy. Please reach out directly to your care team for assistance with your therapy.

**Q: I am concerned about the type of foam used in your devices because of the June 2021 Recall of some Philips PAP devices. Do you use the same type of foam in your devices?**

A: React Health does not use the same type of foam in the devices that was involved in the Philips recall.

**Q: I have a Luna II device. It came with standard non heated tubing. Is heated tubing available for the Luna II PAP devices?**

A: Yes, there is optional heated tubing available. You should reach out to your supplier to purchase as React Health does not sell this directly to patients.

The item number for the heated tubing is as follows below:

3BCL1000 3B ComfortLine Heated Tubing Kit with Power Supply

3BCL1010 3B ComfortLine Replacement Heated Tubing

#### Cleaning Your Luna II or Luna G3 Device:

**Q: How do I clean my Luna Device?**

A: Instructions for cleaning the Luna PAP devices can be found in your User Manual

**Q: Where can I buy an adapter for the SoClean device for my Luna PAP?**

A: React Health, formerly 3B Medical does not recommend the use of the SoClean device. Use of the device will void the device warranty. There is not currently a SoClean adapter available for purchase.

## Troubleshooting, Repairs and Replacements

### **Q: I am experiencing an error code on my device. What does the error code mean?**

A: Should you receive an error code with your Luna device, please reach out to the supplier that provided the device. They can work with our technical team directly to troubleshoot the device and work on a warranty repair if needed.

### **Q: I damaged my Luna PAP device. What do I do?**

A: The Luna warranty covers manufacturer's defects. If the unit was damaged due to neglect or accident you should reach out to your supplier. They can coordinate an out of warranty repair with our technical services team.

### **Q: What is the status of my warranty (or out of warranty) claim?**

A: React Health does not sell prescription devices directly to patients. The unit was sold to your supplier and then provided to you by your supplier. We provide updates on repairs and claims to your supplier. You should reach out to your supplier for specific information.

## QR Code and App Questions

### **Q: Does React Health offer an app for my device to track my progress?**

A: Yes, the 3B Luna QR Code App. You can find instructions to download the app in the link below:

[QR Code App Download Instructions \(3bmedical.com\)](#)

### **Q: I am having trouble scanning my QR code, does this mean that my compliance data is not stored in my machine for my insurance company?**

A: Compliance Data is stored internally in the machine. Your device will still record your data even if your QR Code does not work

### **Q: I do not have a smartphone.**

**I do not want to use my smartphone for my compliance data.**

**I cannot get my QR Code to work.**

A: The QR code is just one method of retrieving data. You can also retrieve your data by utilizing the below process:

[Reach-Health-Patient-Guide-to-Running-Compliance-Reports.pdf \(3bmedical.com\)](#)

### **Q: Do I have to pay to download the app?**

A: The app is free to download for both iOS (Apple) and Android users.

### **Q: Why do I get an invalid QR code message with I scan the QR code with the App?**

A: There are 2 types of QR codes that can be displayed by the device. The regular QR code is a summary QR code that gives basic information. The QR+ code records detailed daily usage data. The detailed data found in the QR+ code is the information that is sent to our secure servers so your provider can review. You should be able to navigate to the QR+ code via the device menu and then use the Mobile App to scan the QR+ code.

**Q: Why does the Mobile App sometimes flash and continue to scan when trying to scan a QR+ code?**

A: The device will store and present up to 90 calendar days of data via the QR+ codes. Each QR+ codes contains roughly 40 days of data so when you have over 40 days of data the device needs to present 2 or possibly 3 QR+ codes. When the mobile app scans the 1<sup>st</sup> QR+ code it is encoded with a 1 of X. X can be 1, 2 or 3. If it is just 1 QR+ code, then the app will only scan once. If more than 1 is needed you will see flashing, which triggers the device to flip the 2<sup>nd</sup> and 3<sup>rd</sup> QR+ code. It is important that you continue to scan until the device has scanned all of the needed QR+ Codes.

**Patient Compliance Reporting**

**Q: My provider is asking me for my iCode. How do I find my iCode?**

A: On the Luna II Devices you can follow the process below

[Accessing-icode-on-Luna-II-React-Health-v.1.pdf \(3bmedical.com\)](#)

On the Luna G3 Devices you can follow the process below to find your iCode

[Accessing-Your-iCode-on-Luna-G3-Device-v.1.pdf \(3bmedical.com\)](#)

**Q: I received my compliance report but I would like more information on how to understand what everything means**

A: You can learn more about how to read and understand your reports by following the below link. Should you have specific questions related to your report or information on your report, please contact your care team. React Health cannot provide any interpretation of your specific report due to patient privacy laws.

[Understanding-Compliance-Reports\\_CPAPAuto-CPAP\\_3B-ICCD-89.pdf \(3bproducts.com\)](#)

**Replacement Part Questions:**

**Q: I have lost my power cord and would like to purchase another. How do I do this?**

A: React Health does not sell this item directly to patients. Please reach out to your supplier to purchase a power cord.

**Q: I have lost the filter cover/cap for my Luna II PAP device**

A: The filter cap is a part that is currently backordered due to supply chain challenges. Please check back in 30-45 days.

**Q: My Luna device came with a Black Filter, but my supplier sent me a white filter. I do not understand which one to use.**

A: Luna Devices are designed with ONE filter slot. Either the black (reusable) or White (disposable) filter can be used. You should not use BOTH filters at the same time.

Black Reusable Filters: can be washed according to directions found in the user manual. They are designed to be replaced every 6 months or when suggested by your care team.

White Disposable Filters are not designed to be washed. They are designed to be replaced approximately every 2 weeks or when suggested by your care team.

**Luna Accessories**

**Q: Is there an external battery pack available for the Luna devices?**

A: Unfortunately, at this time React Health does not manufacture an external battery pack for Luna devices. We continue to assess demand on accessories for the Luna devices.

**Q: Is there a DC charging cord available for the Luna devices?**

A: Unfortunately, at this time React Health does not manufacture a DC charging cord for Luna devices. We continue to assess demand on accessories for the Luna devices.

**Q: Are there any designer carry bag options available for the Luna devices?**

A: Unfortunately, at this time React Health does not manufacture any alternate/designer carry bags for Luna devices. We continue to assess demand on accessories for the Luna devices.

**Q: My Luna Device did not come with a Cellular Modem. I would like to purchase one. How do I do this?**

A: Unfortunately, at this time due to supply chain challenges we do not sell the modems separately.

## Wi-Fi Questions

**Q: How do I connect the Wi-Fi on my Luna Device?**

A: Wi-Fi requires an optional Wi-Fi module. The first step would be to check with your provider to see if you have a Wi-Fi module. If you do, you can connect the Wi-Fi module on G3 devices by following the linked process below

[Connecting-Your-Luna-G3-Device-with-a-Wi-Fi-Module-v.1.pdf \(3bmedical.com\)](#)

On the Luna II Devices:

[https://youtu.be/NZTw\\_hAY16k](https://youtu.be/NZTw_hAY16k)

**Q: I am trying to connect my Wi-Fi, but the icon is “grey”**

A: The likely answer is that you do not have an optional Wi-Fi module. If your supplier confirms you DO have the Wi-Fi module, please follow the process below

[Connecting-Your-Luna-G3-Device-with-a-Wi-Fi-Module-v.1.pdf \(3bmedical.com\)](#)

[https://youtu.be/NZTw\\_hAY16k](https://youtu.be/NZTw_hAY16k)

**Q My supplier did not provide a Wi-Fi module with my device, but I would like to purchase one. How do I purchase this?**

A: Due to supply chain challenges, the Wi-Fi module is not available for purchase after the sale at this time. We do not have an estimate on if or when they may be available.