

InnoSpire Go FAQ's for customers

Technology

Q. What is vibrating mesh technology and how does it work?

A. InnoSpire Go contains a mesh with approximately 1,000 microscopic holes in it. The mesh vibrates and the liquid medicine is drawn through these holes and turned into a fine mist, creating the aerosol.

Q. How is the InnoSpire Go different to the Aeronex Go?

A. Both devices work in a similar way, using vibrating mesh technology, but the InnoSpire Go works faster, which means treatment times are shorter, typically 4 minutes*. It has a built in battery for improved convenience, and less parts which makes cleaning easier.

* 2.5ml salbutamol.

Q. Is InnoSpire Go an ultrasonic nebulizer?

A. No. Traditional ultrasonic nebulizers use a different technology to create the aerosol.

Q. How is InnoSpire Go different from a jet compressor/piston nebulizer?

A. InnoSpire Go uses a different technology that doesn't require the use of a motor. This means it's smaller, lighter, and virtually silent.

Use

Q. Can the InnoSpire Go be used by multiple patients?

A. No. InnoSpire Go is intended for single patient use only.

Q. What type of drugs can I nebulize in the InnoSpire Go?

A. InnoSpire Go is intended to nebulise commonly prescribed liquid inhaled medications for respiratory disease. Typically these are bronchodilators, steroids and antibiotics.

Q. What is contained in a standard pack?

A. The pack contains the InnoSpire Go nebulizer, AC power adapter, LiteTouch medium mask, mask adapter, carry case, instructions for use and a quick reference guide.

Q. Is InnoSpire Go multi-voltage?

A. Yes. The device can be powered via AC/DC Power Adapter from 100-240V 50/60Hz power source.

Q. Can I use InnoSpire Go on board an airplane?

A. InnoSpire Go has been tested and is compliant to the **DO-160F** standard to show it meets safety standards to use on an airplane. However, each individual airline will have their own policies with regards to the use of electronic equipment and you should therefore check with the airline prior to travel if you need to use your equipment during a flight.

Q. Can I use the InnoSpire Go on my child?

A. Yes. InnoSpire Go is suitable for children under adult supervision.

Q. Can I use my InnoSpire Go lying down?

A. No. Do not tilt the device more than 45 degrees during treatment as this might prevent the nebulizer from completely nebulizing all the medication in the chamber.

Treatment

Q. How long will my treatment take?

A. It should take approximately four minutes for 2.5 ml salbutamol. Other medications may take longer, but typically most will nebulize in under five minutes.

Q. What is the maximum fill level?

A. The maximum fill level is 8 ml indicated by the word MAX under the lid hinge.

Q. Can I use the device continuously or does it need a cooling down period?

A. InnoSpire Go is continuously rated. This means that it can be operated continuously without the need for a cooling period.

Q. How do I know when my treatment is finished?

A. Your treatment is finished when the device beeps and the light ring flashes, InnoSpire Go will turn off automatically.

Q. Can I use a mask?

A. Yes. A medium child mask is provided with the InnoSpire Go. A small child mask and an adult size mask are also available separately.

Performance

Q. What is the flow rate?

A. Flow rate is only applicable to Jet nebulizers as they use a driving gas to create the aerosol. The InnoSpire Go uses a vibrating mesh to create the aerosol.

Battery

Q. What type of battery is in the InnoSpire Go and how long will it run for?

A. It is a lithium-ion battery similar to that in a mobile phone. It will provide approximately 30 treatments per charge (120 minutes).

Q. How will I know when it needs charging?

A. The light ring at the front of the device will turn amber. This is indicating that your battery needs charging.

Q. If the light ring is amber, will there be enough charge to take my treatment?

A. Yes. There will be enough charge for at least one more treatment. If the amber light ring flashes and then switches off, there is not enough charge to take a treatment.

Q. Can I replace the battery?

A. No. It is sealed inside the device and is not replaceable.

Q. How long does it take to charge the battery?

A. The first time you charge the battery will take up to three hours and all further charges will take less than two hours to fully charge.

Q. How will I know when the battery is fully charged?

A. The light ring around the on/off button will turn solid green to show it is fully charged.

Q. How many charge/discharge cycles can it do?

A. InnoSpire Go is life tested for 234 charge/discharge cycles. This is based on having to charge the device once a week for three years.

Q. Can I charge the device and take a treatment at the same time?

A. Yes, you can.

Q. What is the recommended charging procedure? Do I need to wait until it's fully discharged?

A. You do not need to wait for the battery low indicator before you can charge the device. Frequent charging is beneficial to the life of the battery. However it is not recommended to leave the device on charge once the battery is full.

Q. What is the lifetime rating for the InnoSpire Go battery?

A. The design life is three years.

Q. Will I see any changes in treatment as the battery starts to approach the end of its three-year design life?

A. There may be a reduction in the number of treatments you will get from one charge, but this will be minimal.

Technical specifications

Q. What is the size of the InnoSpire Go?

A. 7.0cm x 4.5cm x 13.5cm

Q. What is the weight of the InnoSpire Go?

A. 0.29 lbs/111g

Q. What is the overall weight and size of the InnoSpire Go packed into its carry case with consumables?

A. The size is approximately 164mm x 70mm x 220mm and the weight is approximately 497 grams.

Q. What is the noise level?

A. Less than 35dB

Q. What is InnoSpire Go made of?

A. The mesh, (which is inside the mouthpiece assembly) is nickel palladium and the outer body is made of a plastic material.

Q. Is InnoSpire Go BPA free?

A. Yes. The InnoSpire Go nebulizer is BPA free.

Cleaning and maintenance

Q. Do I need to disassemble the mouthpiece for cleaning?

A. No. The mouthpiece is only one part, it should be released from the handset for cleaning.

Q. Can the mouthpiece assembly be disinfected? If so, How?

A. Yes. There are three ways you can disinfect the mouthpiece assembly which are boiling, steaming and immersion in a Korsolex® disinfectant solution. Please refer to the instructions for use for details.

Q. Can I put the mouthpiece assembly in the dishwasher?

A. No. You should not put your mouthpiece assembly in the dishwasher. Please follow the recommended cleaning instructions.

Q. Can I or should I use a vinegar and water solution?

A. No. Please follow the recommended cleaning and disinfection instructions in the instructions for use.

Q. How often should I wash the mouthpiece assembly?

A. The mouthpiece assembly should be rinsed after every use and washed in soapy water once a day. The mouthpiece assembly should also be disinfected once a week by boiling in water for 10 minutes. Please refer to the recommended cleaning instructions in the instructions for use.

Q. Should I clean the handset?

A. The handset should only be wiped with a clean damp cloth.

Service and support

Q. Are there spare parts available?

A. Yes. The mouthpiece assembly will need to be replaced every 12 months. Other parts available include paediatric, medium and large LiteTouch masks, mask adapter, plug adapters, and the carry case.

Q. What is the warranty timeframe of the InnoSpire Go and what does it include?

A. Philips Respironics warrants the nebulizer handset and battery for a period of two years from date of purchase. Please refer to the instructions for use for full details.

Q. What is the design life of the InnoSpire Go and Mouthpiece assembly?

A. The design life of the handset is three years. The Mouthpiece assembly has a design life of one year.

Q. Is the InnoSpire Go serviceable?

A. No. The device is not serviceable. However, to keep it working at the optimum level you should replace the mouthpiece assembly every 12 months, as this is a consumable part.

Q. Whom should I contact if I believe my device is faulty?

A. Contact your product distributor or Philips Customer Service.