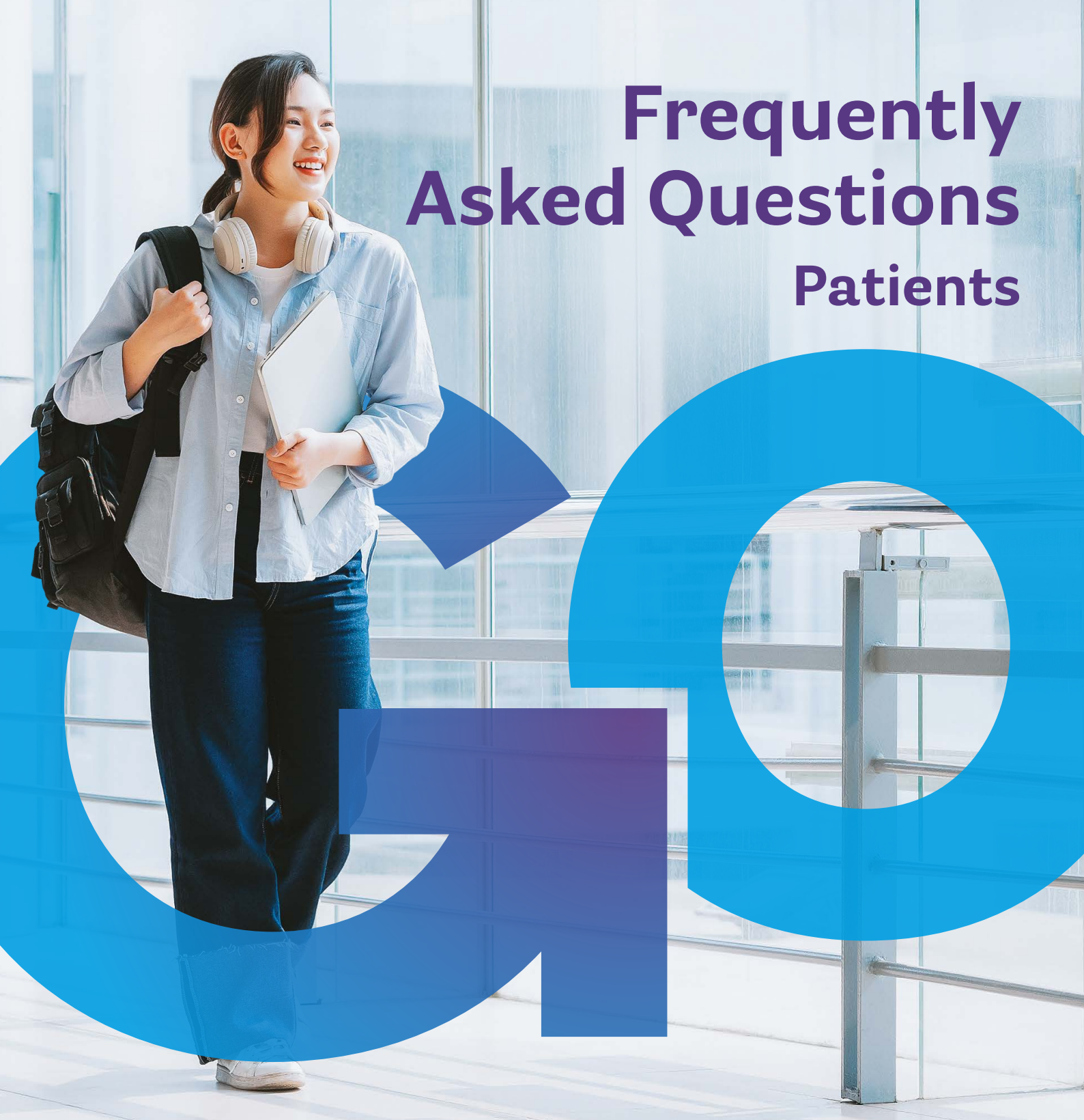


Frequently Asked Questions Patients



Aerogen GO[®]
Vibrating Mesh Nebulizer



Go with confidence

Device overview and operation

About the device:

What is a vibrating mesh nebuliser, and how does it work?

The Aerogen Go® Vibrating Mesh Nebulizer is a small, portable device used to deliver medication to your lungs in the form of a fine mist. The nebuliser has a mesh (a thin metal plate with microscopic holes) that vibrates at a very high speed. As the mesh vibrates, it forces the liquid medication through the tiny holes, turning it into a fine mist. You inhale the mist through a mouthpiece or mask, allowing the medication to reach your airways and lungs where it is needed.

Why have I been given a vibrating mesh nebuliser to use?

Vibrating mesh nebulisers are a way to deliver medication directly to your airways and lungs. Vibrating mesh nebulisers can be used to administer medicines to treat asthma, chronic obstructive pulmonary disease (COPD), or other respiratory conditions.

Who can use the Aerogen Go?

Aerogen Go can be used by children older than 6 months and adults who need inhalation treatment and can breathe on their own. Infants and children using Aerogen Go must be constantly supervised by an adult.

Who should not use the device?

Patients who cannot breathe on their own, including unconscious patients or those needing ventilator support, should not use Aerogen Go.

Using the device:

How do I set up and use my Aerogen Go?

The Aerogen Go is designed to be easy to assemble and use. Please carefully read the Instructions for Use (IFU) provided with your device. The IFU includes step-by-step instructions for setting up and using the nebuliser, as well as important safety information. If you have questions or need help, contact your healthcare provider or the customer support team listed in the manual. Always follow the instructions provided.

How do I add medication to the Aerogen Go?

Twist the medication reservoir cap anticlockwise to open it and pour your prescribed amount of medicine into the reservoir. Close the cap by twisting it clockwise until secure. Your Aerogen Go is now ready to use.

What is the minimum and maximum volume I can use?

You can add between 1 mL and 10 mL of medication per treatment session. If you are looking to combine different types of medication in the cup, you must confirm compatibility with your healthcare provider or a pharmacist before doing so.

What types of medication can I use with this nebuliser?

The Aerogen Go Vibrating Mesh Nebulizer is an inhaled delivery system that aerosolises approved medicines for respiratory treatment. Only use medications prescribed by your healthcare provider. Do not use water, essential oils, or non-medicinal substances.

What's the correct way to hold the device?

Always hold the Aerogen Go upright during use. Do not tilt or lay flat as it may affect mist generation.

How do I know if the reservoir is correctly attached?

Check that there is no visible gap between the reservoir and main unit. If unsure, reattach and ensure it clicks.

How long does each treatment take with the Aerogen Go?

The treatment time depends on the type and dose of medicine that you have been prescribed. Ask your doctor if you have questions about treatment time.

How do I know when the treatment is finished?

The treatment is finished when the aerosol output decreases; switch off the device to prevent malfunction. For safety, it will automatically turn off after 10 minutes, but you can press the On/Off button to continue if needed.

What is the difference between using a mouthpiece and a mask with my nebuliser, and how do I choose?

Your Aerogen Go comes with two masks: a paediatric mask for children who are unable to use the mouthpiece, and an adult mask for patients who find the mouthpiece difficult to use. If you're unsure whether to use the mouthpiece or mask, talk to your healthcare provider for guidance.

Can I use a different brand of mouthpiece or mask with the Aerogen Go Nebulizer?

Only use the mouthpiece and mask that come with the Aerogen Go. Other brands of masks and mouthpieces have not been tested with the Aerogen Go.

Maintenance and care

How long are batteries expected to last?

2 x AA alkaline batteries could usually last for about 12 sessions. Battery life for operation can vary among different brands or types of batteries. Keeping spare batteries available is recommended.¹

How do I clean and maintain my Aerogen Go?

Main unit:

To clean, wipe the main unit with a clean paper towel or cloth. Do not allow the main unit or the power adaptor to contact water or any other liquid.

Medication reservoir, mouthpiece, and mask (adult or paediatric):

1. After each use, remove the mouthpiece or mask and separate the medication reservoir from the main unit.
2. Discard the residue liquid in the medication reservoir.

3. Place the medication reservoir, mouthpiece or mask in warm filtered water with mild liquid dishwashing soap and shake a couple of times.
4. Rinse thoroughly with filtered water to remove soap residue.
5. If stains remain, repeat the cleaning steps.
6. Carefully shake off excess water.
7. Air dry completely on a clean, lint-free cloth.

When handling the medication reservoir, avoid touching the mesh inside the aerosol port and the functional membrane on the cap.

For full cleaning and disinfection instructions, please refer to the Aerogen Go Instructions for Use (IFU). Do not use an oven, microwave, or dishwasher to clean or disinfect the device.

What is the recommended disinfection method?

The Aerogen Go should be disinfected at the end of each day.

Main unit:

Wipe the main unit with a clean cloth moistened with 70%–75% ethyl alcohol.

Medication reservoir, mouthpiece and mask (adult or paediatric):

1. Immerse in 70%–75% ethyl alcohol for approximately 1 minute. Carefully shake off excess liquid, then, air-dry completely on a clean, lint-free cloth.
2. Alternatively, use a standard commercial disinfectant for baby bottles. Follow the instructions provided by the manufacturer of the commercial disinfectant.

For full cleaning and disinfection instructions, please refer to the Aerogen Go Instructions for Use (IFU). Do not use an oven, microwave, or dishwasher to clean or disinfect the device.

When handling the medication reservoir, avoid touching the mesh inside the aerosol port and the functional membrane on the cap.

What should I do if my nebuliser isn't producing mist or stops working properly?

- Check that the medication reservoir is securely attached to the main unit.
- Ensure the device is upright.
- Check that the low battery indicator is not on and replace batteries if needed.
- Check that the medication reservoir is clean, including the mesh within the aerosol port. If not, follow the cleaning steps in your user guide or in the Instructions for Use (IFU) to clean the device.
- Check that the electrodes on the main unit are clean and dry.

For persistent issues, refer to the Aerogen Go Instructions for Use (IFU), which includes a Troubleshooting section, and/or you can contact **Aerogen Customer Service** at info@aerogen.com or +353 91 540 400.

What if liquid is leaking from the reservoir?

Make sure the cap is fully closed. If leakage persists, check for damage and contact customer service.

Practical considerations

Can multiple people use the same Aerogen Go?

No, Aerogen Go is intended for single-patient use only.

What parts does the nebuliser come with?

The components provided include:

- Aerogen Go Vibrating Mesh Nebulizer
- Instructions for Use (IFU)
- Power adaptor
- Two AA batteries
- Mouthpiece (multiuse)
- Adult mask (multiuse) and paediatric mask (multiuse)
- Storage bag¹

Disinfection and cleaning products are not included.¹

Do I need a power source to use the Aerogen Go?

Yes, your Aerogen Go device can be operated with either two AA alkaline batteries or connected to a power socket by the power adaptor.

Can I switch between battery and plug use?

Yes. Remove the batteries when using the power adaptor. The device does not charge batteries.

How often does the Aerogen Go need to be replaced?

- **Main unit:** 3 years
- **Medication reservoir:** 1 year
- **Mouthpiece and masks:** 1 year

Based on daily use of 3 x 10-minute sessions.

The lifespan of these components assumes proper cleaning and use.

Is the Aerogen Go portable?

Yes, Aerogen Go is portable and designed for use at home, school or while on the go.

Can I take my Aerogen Go on a plane?

Yes, Aerogen Go is suitable for travel. Bring it in your carry-on along with your prescription medications.

Does the Aerogen Go make noise during use?

Aerogen Go is designed to be discreet and quiet to use, creating no more than 50 decibels of noise during use.

Who can I contact if I have more questions about using the Aerogen Go?

If you have more questions about your device, please contact your healthcare professional. For additional product information, you can also contact **Aerogen Customer Service** at info@aerogen.com or +353 91 540 400.

Important product information

Please read the Instructions for Use carefully before using the Aerogen Go Vibrating Mesh Nebulizer.

The Aerogen Go® Vibrating Mesh Nebulizer is intended to nebulise approved medication for respiratory treatment. The nebulising system can be used in children over the age of 6 months who require inhalation treatment and can self-ventilate. Children or anyone requiring assistance or supervision must be observed constantly by an adult, caregiver or medical professional when using the device for inhalation therapy. The Aerogen Go should not be shared with any other users. It is designed for single patient use only.¹

This medical device is a regulated health product which, under these regulations, is CE-marked. Manufactured by HCmed Innovations, in compliance with applicable medical device regulations.

1. EU-30-2173 Rev 01 Aerogen Go Instructions For Use

Aerogen Ltd. Galway Business Park, Dangan, Galway, Ireland, H91 HE94

Tel: +353 91 540 400 Email: info@aerogen.com Website: www.aerogen.com

MK-GL-2990-2-EN. Date of preparation: July 2026. Copyright © 2026 Aerogen Ltd. All rights reserved. AerlCU, Aerogen, Aerogen Go, Aerogen Solo, Aerogen Ultra, Go, The Wheezes and Vibronic are trademarks or registered trademarks of Aerogen Ltd or its affiliates.



Aerogen®