

FREQUENTLY ASKED QUESTIONS

What is Mute?

Mute is respiratory technology designed to gently open the nasal airway during sleep to increase airflow through the nose and thereby reduce mouth breathing and the severity of snoring.

Why is Mute going to work?

Using the anatomy of the nose, Mute has been designed to sit comfortably in the nose whilst gently stenting the airway and making it easier to breathe. By breathing easier through the nose, there is no need to breathe through the mouth, a common cause of snoring.

Mute also has an independent dilation system to further personalise the fit to each nostril.

Why is it important for you to find the right size product?

We have developed a trial pack of Mute with each of the three sizes the product available so that you can find the size that gives you the best results.

When Mute is the right size it will fit snugly and be comfortable to wear throughout the night. If it's too small then it may fall out and/or not open your nose enough to benefit snoring.

If Mute is too large then it may not fit inside the nose at all or it may feel uncomfortable.

How long will it take for before I start to feel better?

Whilst it may take you a couple of nights to get used to wearing Mute, you and your sleeping partner should start to feel the benefits of better sleep almost immediately.

You should be able to feel more air entering through the nose from the first moment the device has been fitted correctly.

Both you and your sleeping partner will begin to enjoy the benefits of uninterrupted sleep from the very first night you use Mute.

Ongoing sleep interruptions due to snoring can interfere with our natural 90 minute sleep cycle, stopping us from reaching the deep sleep phase. The deep sleep phase is important for the body to physically and mentally repair from the day's activities.

By using Mute every night and having better sleep quality there will be many performance and health benefits specific to each individual, but can include a reduction in daytime drowsiness and improvement in mood, concentration and memory.

What is Mute made from?

Mute is made from ultra-soft medical grade polymers to ensure a comfortable fit throughout the night.

Why does Mute have adjustable paddles?

Just like the rest of our faces, our nose is not symmetrical. There are small differences between the size, shape and structure of our two nostrils. These small differences can be genetic or caused by trauma to the nose. Mute's independent dilation system (adjustable paddles) allows snorers to counteract any of these differences by personalising the fit of Mute for maximum airway dilation and comfort.

Why does Mute have ribbed paddles?

The soft ribbed paddles (retention fins) on Mute's dilation system not only help Mute stay in place throughout the night, minimising the chance of the device shifting its position during sleep, but also provide a cushioning effect where Mute is in contact with the internal walls of the nose.

How long should I use Mute for?

Each Mute device can be worn for up to 12 hours each night, for a maximum of 10 nights.

Should I clean Mute?

Wash thoroughly in warm water with mild soapy water paying close attention to cleaning the dilation mechanism. Rinse the device thoroughly under running water and dry well before storing at room temperature, out of direct sunlight.

Why should I change Mute after 10 nights?

In order to maintain optimal device performance, comfort and fit, it is recommended that Mute is replaced after 10 uses.

The device has been tested and shown to be effective up to 10 uses. Whilst the Mute may appear fit for use beyond 10 nights, optimal device performance cannot be guaranteed because:

1. Of the risk of compromising hygiene standards.
2. The device may discolour or the ultra-soft polymer may begin to harden, compromising the perfect, soft fit of Mute.
3. The dilation mechanism will wear and may not hold its position in the nose or dilation effectively.

Who can use Mute?

Mute has been designed for use in adults who snore due to nasal obstruction such as nasal night time congestion or nasal deviations.

Mute is not appropriate for use in people under 12 years old.

When should I use Mute?

Please view the online instruction video or written, step by step instructions for the most comfortable, personalised fit of Mute.

Mute should be fitted a few minutes before bed and left in for the duration of sleep.

When first using Mute, it is suggested that you fit the device and wear it for a couple of hours (during the day or before bed) to ensure you have the right fit and to familiarise yourself with feeling of dilated airways.

Mute fell out during the night.

Along with the soft ribs on the paddles to aid retention, Mute has been designed to use the natural anatomy of the nose to keep it in place throughout the night however finding the right size is key.

If Mute is too small, the retention structures of the device will not hold it in as well. It is the right size, when you can feel the arms of Mute hugging the internal curve of your nostrils, with the retention fins finishing in line with the top of the nostril crease (where your nostrils meet your cheek). If the paddles finish below this crease, we suggest to try a larger size.

The other reason you may wake up without Mute is that when you start using the device, you may find that during first few nights, you may unconsciously remove it because it is a new sensation. We recommend that you periodically wear Mute during the day for a couple of hours or before to get used to the feeling.

I'm still snoring even though I am using Mute (the correct size, fitted correctly)

We realise that snoring is a complex issue and so Mute alone may not be enough for some of people. Anecdotally, we have had feedback from some users that they've had great results when they've used Mute as a companion therapy to other products like Mandibular Splints, therapeutic pillows and throat sprays.