

If you are experiencing issues with any oxygen device, please ensure that you are on your back-up oxygen cylinder prior to attempting any troubleshooting. Patients, who experience difficulty breathing or worsening of their medical condition, should contact their physician or 911 immediately.

The information provided in this publication is designed for general informational purposes only. It is not intended to be a substitute for professional medical advice, evaluation, diagnosis, services or treatment. You should not use this information to diagnose or treat any health problems or illnesses without consulting your physician. Please consult a doctor with any questions or concerns you might have regarding your medical condition and the urgency with which you may need to seek care for a particular condition.

Manufacturers user manuals for all devices are available on the manufacturer's website. Additional information can be accessed at apria.com/find-product-info/.

Product Description

Troubleshooting Questions and Solutions

Oxygen Concentrator



An electrically powered unit with a series of filters which extracts oxygen from room air. Sometimes a humidifier bottle may be necessary to increase moisture to the oxygen. A back-up system, usually a Stationary Compressed Gaseous Oxygen System, must always accompany a Concentrator in case of a power failure.

No Power – Machine will not turn on/No Lights




- Is the unit turned on?
- Is the unit plugged into a working outlet?
- If the outlet is controlled by a wall switch, is the switch in the ON position?
- Does the concentrator have a reset button or circuit breaker? If so, make sure the button is pushed in.
- Is the concentrator covered or in an enclosed area? Move the concentrator to a location where it will not overheat.

No Air Flow or Low Air Flow

- Is there flow coming out of the cannula? To check, make sure the concentrator is on and connected to the tubing/cannula, then place the cannula prongs in a glass of water and check for air bubbles.
- Is the tubing kinked or obstructed?
- With the concentrator running, is the flow meter set above zero LPM?
- Is there a humidifier bottle attached? When the machine is ON, are there bubbles? Ensure that all connections are secure. Ensure that the lid to the humidifier bottle is screwed on correctly.
- If you remove the humidifier bottle and connect your tubing, are you getting air flow? If so, call Customer Service to send another humidifier bottle.
- Is there a pet in the house that could have made a hole in the tubing? Check the tubing for bite marks or claw marks.

- Is the concentrator's inlet filter clean? (A clogged inlet filter may cause overheating.)
Clean the filter as necessary.

Indicator Lights are on / Machine is alarming

-  = Normal Operation (green)
-  = Auto Shutdown (red) *** System Failure < 73% purity
-  = Low Oxygen Concentration (yellow: either flashing or solid light)

*Unit is still operating but is not producing an acceptable level of oxygen purity.

- Is the audible alarm sounding on the concentrator? If yes, is there a reset button next to the on/off switch. If so, turn the unit off and press reset, then turn the unit back on. If there is no reset button, turn the unit off for 60 seconds and then turn the unit back on
- Check your filters and clean if necessary.
- Ensure the humidifier bottle lid is securely attached
- Ensure that all tubing is secure