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/](http://apria.com/find-product-info/).

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Troubleshooting Questions</th>
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<tbody>
<tr>
<td><strong>Gaseous Oxygen Systems</strong></td>
<td><strong>No Air Flow or Low Air Flow</strong></td>
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<tr>
<td><img src="image" alt="Image of gaseous oxygen systems" /></td>
<td>• Is the main valve open? Turn the valve counter-clockwise to ensure that valve is completely open.</td>
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<tr>
<td><strong>Stationary</strong>: Consists of a regulator that attaches to a cylinder held securely by a stand. The regulator controls the rate of flow of oxygen to the patient using a flow meter, and indicates pounds of pressure in the cylinder with a pressure gauge. Tubing connects to</td>
<td>• Are all of the components securely connected? Ensure that your tubing and cannulas are all secure and there is no sound of air leaking. If you hear leaking, replace it with new tubing and cannulas.</td>
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<td>• Is the black washer installed properly in the connection between the regulator and the cylinder?</td>
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<td>If there is a loud noise when the main valve is opened, then a new washer must be installed.</td>
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<td>• Is a conserving device being used? If so, be sure that the cannula is inserted in the nose in order to draw oxygen out of the tank.</td>
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<td>• Have you checked the battery? If your regulator requires a battery for a digital display, check and possibly replace the battery.</td>
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<td>• Is the pressure reading less than 500 psi?</td>
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<td>If so, change to a new tank.</td>
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</tbody>
</table>
the regulator on one end and attaches to a mask or nasal cannula on the other.

**Portable**: Consists of a regulator, which also attaches to the cylinder. Regulators for portable systems may or may not control the rate of flow of oxygen. As with the Stationary System, tubing connects to the regulator and to the mask or cannula. A portable unit would also include a cart or carrying case.