


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
<p>Liquid Oxygen Systems</p>  <p>Stationary: (Above image) Includes a reservoir in which oxygen is stored, a flow meter, as well as connecting tubing and a mask or nasal cannula. As the oxygen moves through the coils of the system, it warms and returns to a gaseous state allowing the patient to breathe the product. The system does not require electricity or a motor to function. These units must be filled by Apria Patient Service Technicians (PSTs) on a regular basis.</p> <p>Portable: Used in conjunction with the Stationary System. The portable functions in much the same manner as the stationary system. The patient is instructed on how to fill the portable directly from the stationary unit. No portable unit is pictured</p>	<p>Stationary No Air Flow</p> <ul style="list-style-type: none"> • Do you have a sufficient supply of oxygen? What does the gauge on the tank read? • Is the tubing kinked or obstructed? • Dial not working or shows 1 bar after unit was just filled? Remove the compartment lid and replace the 9 volt battery. <p>Portable No or Low Air Flow</p> <ul style="list-style-type: none"> • Is the portable completely filled? • Is the tubing kinked or obstructed? • Were all connections wiped with a lint-free cloth before filling the portable? • Is the portable a Helios? If so, make sure the cannula is inserted in the nose in order to draw out oxygen. <p>Humidity</p> <p>If the patient states that the oxygen is too dry, ask:</p> <ul style="list-style-type: none"> • Is there a humidifier bottle attached? <p>If yes, check the bottle for leaking due to cross threading. It may be necessary to change the bottle or bypass it completely.</p>