

# 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.

## Product Description

### Portable/Transportable Oxygen Concentrator



#### Portable Oxygen Concentrator:

A Portable Oxygen Concentrator (POC) is used to extract oxygen from the atmosphere, concentrate it between 87%-95.6% and present it to the patient. The oxygen is delivered to the patient using a nasal cannula. When the demand for oxygen is detected, the oxygen is delivered through pulsed flow with pulse flow settings. Patients must be capable of operating the POC in a home or institutional environment or in a vehicle or other mobile environment. This can only be determined through titration.

#### Transportable Oxygen Concentrator:

A Transportable Oxygen Concentrator (TOC) is a single-source oxygen delivery system that incorporates a stationary and portable system into one unit. It is designed to meet the needs of COPD patients requiring 3LPM continuous or less and provides an unlimited supply of portable oxygen for the patient when traveling, working, or ambulating outside the home.

## Troubleshooting Questions and Solutions

### No Power – Machine will not turn on/No Lights

- Is the unit turned on? **Turn the switch on the unit to ON position.**
- Is the unit plugged into a working outlet? **Plug the unit into a different outlet to ensure the outlet is working.**
- Is the unit charged? **Charge the unit via the ac adaptor or car dc adaptor. Unit should be plugged into a wall outlet whenever possible to save on the battery.**
- Is the unit plugged in using an extension cord or power strip? **Remove from extension cord / power strip and plug directly into a wall outlet.**
- Is the unit too hot or too cold? **Allow unit to cool down to less than 95°F, or warm up to 50°F, before turning the unit ON again.**
- Is the battery installed / seated correctly? **Remove the battery and reattach ensuring that the battery is seated correctly.**

### Overheating

- Is the unit in a well ventilated area? **Do not allow the intake or exhaust filter to be blocked. Do not rest unit up against a couch, car seat, pillow or anything else that would block the ports.**
- Is the unit in a secure area and will not fall over? **Unit must be upright while in use. Do not leave in an area such as a car, garage, etc. where temperatures rise above or fall below the operating temperature range.**
- Is the unit in the appropriate carrying case? **Only operate the unit in the case that was provided and is in the case the right way so that the filter ports are open. Do not operate the unit in any other type of bag (purse, beach bag, etc.)**

### Battery Issue

- Is the battery charged? **Ensure that the battery is attached to the unit while plugged in so that the battery can charge.**
- Is the unit plugged into a working outlet? **Plug the unit into a different outlet to ensure the outlet is working.**
- If the outlet is controlled by a wall switch, is the switch in the ON position? **If not, turn the switch to the ON position.**
- Is the battery installed / seated correctly? **Remove the battery and reattach ensuring that the battery is seated correctly.**

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